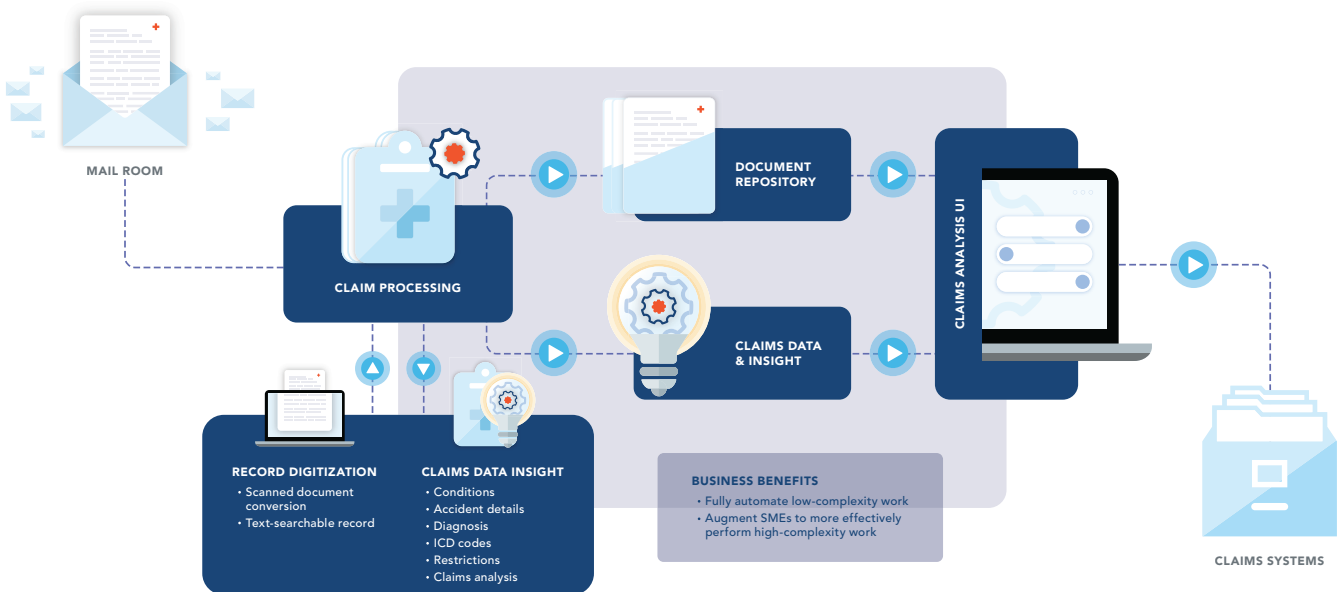


Expert.ai Insurance Claims Handling

Transforming Bodily Injury Claims Processing



Optimize the efficiency of your teams working on bodily injury claims with the best tool for AI-driven claim automation engineered to increase the efficiency, accuracy, and speed of claims management. Designed with insurance companies, claims processors, and digital transformation leaders in mind, expert.ai Insurance Claims Handling is crafted to seamlessly integrate into your system or record, propelling your claims operations into the future.

Utilizing cutting-edge hybrid artificial intelligence and our proprietary Enterprise Language Model for Insurance, expert.ai Insurance Claims Handling automate routine medical record, police report and demand letter extraction tasks, summarizes claim details, and helps to ensure treatment compliance all while significantly lowering processing times for complex bodily injury claims. Empower claims teams with immediate access to medical summaries and the ability to streamline their workflows so they can work on more complex and judgment-intensive tasks.

Expert.ai Insurance Claims Handling supports:

- Auto Bodily Injury
- Disability
- General Liability
- Pet
- Subrogation Claims
- Workers' Compensation

Equip your team with the AI power to enhance traditional bodily injury claims processes with advanced AI automation and set the stage for a super customer experience and operational excellence.

Key Capabilities:

Efficient Claims Processing Automation

Free your team from the tedious task of manual data extraction and entry. By automating the extraction of data from a variety of sources, including legal, medical, and police reports, our solution not only expedites the claims process but ensures a remarkable increase in accuracy.

Intelligent Claim Severity and Urgency Scoring

With configurable automated scoring, you can identify high-risk claims sooner, allowing your team to focus on cases that need immediate attention while efficiently managing the workflow of less time-sensitive claims.

Claims Summaries

Instantly generate concise, narrative and timeline overviews of the entire claims handling process.

Data Extraction

Automatically extract information from semi-structured forms such as CMS 1500 and ACORD forms, upgrading your data capture capabilities, and enhancing your decision-making process.

Data Quality Enhancement

Ensure that medical records and other extracted data are standardized and augmented against industry standards like ICD codes, enhancing clarity, reliability and making it easier for downstream analytics like predictive modelling.

Medical Record Summaries and Compliance Checks

Streamline the claim review process with succinct medical record summaries. Ensure medical treatment compliance is adhered to with our automated compliance checks against internal or regulatory standards. Detect non-compliance early, mitigate protracted recovery times, and reduce claim costs effectively.

Natural Language Q&A

Allow claims professionals to ask questions in everyday language (“What is the accident date?”) and receive relevant answers (“The accident occurred on February 22, 2024.”) extracted from and traceable to the original claim files. This drastically improves efficiency by reducing the time spent manually searching through documents.

Easy Integration

Seamlessly infuse data into your record systems, automation platforms like Guidewire or Duck Creek with our APIs, or validate and explore data with our user-friendly UI.

“From the simplest to the most complex situations, RSA dedicated claims teams aim to handle every case with efficiency and consistency. The use of expert.ai natural language processing in our claims management journeys has proven to drive benefit in our operations and customer service delivery.”

- Andrew Moore, Pet Claims Director at RSA

Key Benefits:

- Reduce document review and extraction times by over 90%.
- Significantly decrease claim review times by more than half.
- Manage your workload better with 30% fewer claim submission documents to review.
- Minimize leakage through improved compliance consistency and objectivity.
- Drive operational efficiency with improved process standardization, capturing claims subject matter expertise during the process.
- Enhance claims handlers' productivity with data-driven insights for quicker, smarter decisions, while maintaining a human touch in the claims process.
- Provide newer claims handlers the same medical expertise as 20+ year veterans.
- Identify potentially non-compliant treatments saving on unneeded expenses.
- Reduce medical claims costs by getting employees back to work faster .



About us

Expert.ai (EXAI:IM) is a leading company in AI-based natural language software. Organizations in insurance, banking and finance, publishing, media and defense all rely on expert.ai to turn language into data, analyze and understand complex documents, accelerate intelligent process automation and improve decision making.

www.expert.ai