

Augment Your Claims Automation

Decrease claims processing times up to 40%



Claims management is a language-intensive process that requires collection, processing and analysis of large amounts of diverse information. This information can include complex documents such as claims forms, medical reports, accident descriptions and much more.

Efficient claims management activities are critically dependent on processing the right information at the right time. Manual validation of claims is both slow and costly. It delays payouts to customers already suffering from property loss or a significant medical issue. Not to mention, the impact that slow claims response has on customer satisfaction. The lack of process standardization often results in increased leakage in the form of payouts that are higher than expected.

Expert.ai helps insurance teams turn language into data to accelerate their claims processes and enable subject matter experts to focus on high-value tasks. This helps you to:

- Deliver claims reviews 40% faster
- Increase customer satisfaction
- Identify and reduce claims leakage by removing subjectivity

Working with complex medical and insurance language data is tough. Most AI approaches focused on human language can only reach 50% or 60% accuracy, because they lack domain specific understanding of concepts. With expert.ai, teams get the best of both symbolic and machine learning AI techniques, enabling them to surpass 80% accuracy via real content understanding. In addition, by streamlining high-volume, repetitive, and error-prone data extraction tasks, teams can reduce document review times by 90%.



From the simplest to the most complex situations, RSA dedicated claims teams aim to handle every case with efficiency and consistency. The use of 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

Expert.ai augments automation workflows in every step of the claim validation process and easily integrates with existing systems.

Key Benefits

● Embed Process Expertise

Improve process standardization and operational efficiency by capturing the expertise of subject matter experts during the process.

● More Efficient Throughput

Streamline the claims process by automating high-volume and low-value aspects of the work.

● Better Accuracy

Expert.ai transforms the time-intensive, error-prone manual validation process with an 80%+ level of accuracy — equal to those of human claims handlers.

● Explainable Results

Return explainable results that people can understand and trust.

● Faster Processing Times

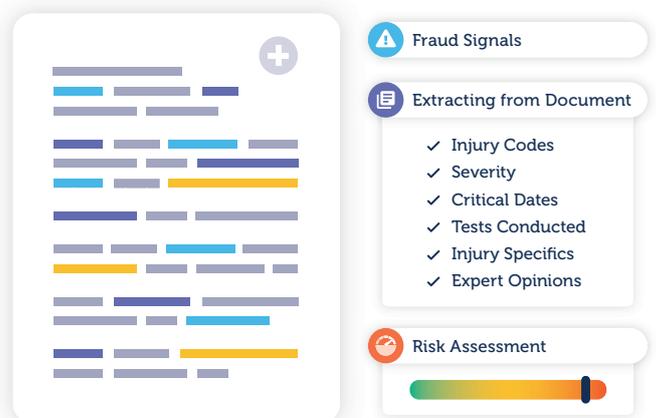
Optimize claim handlers' time by providing them with data and insight to make better, faster decisions while keeping humans in the claims loop.

● Increased Compliance

Identify conflicting requirements between a given policy and your gold standard when managing different types of benefits and changing regulatory requirements.

● Stronger Fraud Detection

Find suspicious information across multiple documents and identify differences between a customer's story and official documentation to minimize claims leakage.



expert.ai

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.