Insurance carriers and brokers handle massive volumes of unstructured data that requires collection, processing, understanding, 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. Expert.ai Insurance Solutions unlock data trapped in complex and variable documents to automate end-to-end claims and underwriting workflows.

Powered by decades of collective insurance expertise and knowledge models designed to make it easy to access reusable, secure, compliant, real-world-tested functionality specifically built for insurance companies, expert.ai technology can read, understand, and extract essential data from medical, accident, submissions, risk engineering, & other reports. Work with the expert.ai team to design highly automated workflows or access secure integrations into systems like Guidewire and Duck Creek.
**Expert.ai Enterprise Language Model for Insurance**

Expert.ai Insurance Solutions leverage out-of-the-box and customizable insurance language models that provide a head start classifying documents and extracting relevant insurance data with a high level of accuracy and explainability thanks to expert.ai’s hybrid approach.

**Key Capabilities Include:**

- Extract the most common insurance data records entities from unstructured and semi-structured data sources to use in automation and decisioning systems.
- Build custom extraction templates for semi-structured data forms like CMS 1500, police reports and ACORD.
- Normalize and augment medical records and other data against ICD and other industry standards.
- Determine urgency, severity and intent to speed up high-volume handling and routing.
- Generate content summaries of claims, medical docs, key terms identification for claims, policy review and submission checks.
- Detect and redact PII, PHI or GDPR data fields from documents and files.
- Categorize submission, claim and demand packages into different record types and categories to expedite routing or eliminate reviews.
- Compare policy clauses against “current standards” or competitor’s policies.

“At Zurich, our focus is on the modernization, simplification and digitalization of our business and ways of working. Investing in state-of-the-art technology and automation and making better use of our data are important steps towards a digital mindset. Expert.ai solutions enhance our efficiency and effectiveness and thus help us to improve customer services and propositions.”

Giovanni Giuliani, Group Chief Strategy, Innovation and Business Development Officer, Zurich
Key Benefits

- **Increase Underwriting and Claims Throughput**
  Read, understand, and automatically extract essential details from medical and risk analysis reports reducing hours spent manually reading documents by 90%.

- **Higher Win Ratios**
  Optimize underwriters’ response times by providing them with data and insight contained in submissions to make better decisions, faster to deliver the quote first and generate more wins.

- **Deliver Better Customer Experience**
  Faster document review leads directly to faster underwriting and claims responses. This results in greater customer and broker satisfaction on every decision.

- **Cut Claims Leakage**
  Improve accuracy and eliminate subjectivity in time-intensive and error-prone claims adjudication process and cut combined ratios by reducing routine erroneous payouts by 5-20%.

- **Eliminate Duplicative and Unnecessary Reviews**
  Suppress reviews of unnecessary notifications and documents like physical therapy, duplicates, already paid- through date appointments, etc. by 20-30% letting claims reviewers focus on meaningful work.

“Our risk engineers deal with an increasing amount of data; a trend that keeps accelerating. As a result, the industry is turning to technology to help analyze it. Delivering enhanced data and analytical capabilities, both internally and externally, is an essential element of our journey, and the work completed in partnership with our Risk Consulting team and expert.ai adds to the AXA XL tool kit.”

Steven Walden, Director of Strategy Operations for Global Property, AXA XL
Expert.ai delivers the following 'out of the box' insurance solutions:

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<th>Description</th>
<th>Impact Metrics</th>
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| **Claims Automation**       | • Reduce claim review time by 50+%
                              | • Improve objectivity and accuracy
                              | • Reduce handling times
                              | • Improve customer satisfaction                      |
| **Risk Engineering**        | • 400% increase in review capacity                   |
                              | • Automate risk scoring across 10 key criteria       |
| **Submission Automation**   | • Generate quotes 50% faster                         |
                              | • Increase win rates with faster responses           |
                              | • Accurately prefill extracted data to accelerate response |
                              | • 24x7 coverage of submissions from all channels    |
| **Policy Review**           | • Reduce policy review times up to 80%               |
                              | • Reduce leakage from 5-20%                         |
                              | • Minimize customer churn                           |
                              | • Improve underwriting profitability                 |

“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