Expert.ai Insurance Solutions

Intelligent Process Automation for Claims and Underwriting

Insurance Solutions

Claims Automation	Risk Engineering	Policy Review	Submission Intake

Expert.ai Platform for Insurance

Document Intelligence	Model Training	Orchestration

Hybrid AI

Machine Learning · Symbolic Rules · Knowledge Graphs

Enterprise Language Model for Insurance

3rd Party LLM Connectors

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 Busines Development Officer, Zurich

"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

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.

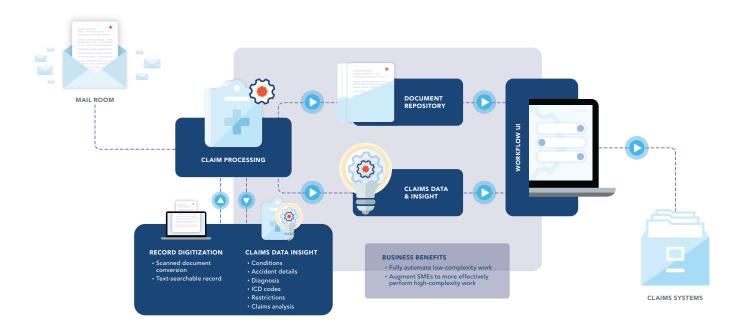● **Deliver Better Customer Experience**
Faster document review leads directly to faster underwriting and claims responses. This results in greater customer and broker satisfaction on every decision.

● **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.

MAIL ROOM

CLAIM PROCESSING

DOCUMENT REPOSITORY

CLAIMS DATA & INSIGHT

WORKFLOW UI

RECORD DIGITIZATION
• Scanned document conversion
• Text-searchable record

CLAIMS DATA INSIGHT
• Conditions
• Accident details
• Diagnosis
• ICD codes
• Restrictions
• Claims analysis

BUSINESS BENEFITS
• Fully automate low-complexity work
• Augment SMEs to more effectively perform high-complexity work

CLAIMS SYSTEMS

Expert.ai delivers the following 'out of the box' insurance solutions:

	Description	Impact Metrics
Claims Automation	Extract critical content needed to accelerate claims processes (P&C, Life, Workers Compensation, Pet, etc.) and enable subject matter experts to focus on high-value tasks	• Reduce claim review time by 50+% • Improve objectivity and accuracy • Reduce handling times • Improve customer satisfaction
Risk Engineering	Automate the scoring, unintended exposure, and identify policy inconsistencies for commercial building insurance	• 400% increase in review capacity • Automate risk scoring across 10 key criteria
Submission Automation	Easily sort through hundreds of submissions to prioritize submissions, extract unstructured data from attachments and expedite routing based on underwriting triage guidelines	• 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	Compare policies to reduce leakage and risk exposure while ensuring coverage certainty and standardization	• Reduce policy review times up to 80% • Reduce leakage from 5-20% • Minimize customer churn • Improve underwriting profitability