


Transform claims processing into your competitive advantage



From cost center to strategic differentiator:
Drive measurable impact by integrating AI across the entire claims workflow.

Claims processing is one of the most resource-intensive operations in Insurance organizations, slowed by paper-heavy workflows, complex validations and susceptible to delays and inconsistencies.

Manual claim validation drains and delays payouts to customers experiencing property loss or medical crises. Legal demands are often missed in the mass of legal documentation, exposing the organization to significant financial loss. The resulting claims leakage, excessive payouts and diminished customer satisfaction that threatens retention and market reputation.

From First Notice of Loss through claim indexing, triage, medical/legal summarization and demand detection, EIX-Claims Automation integrates intelligent automation into every workflow step. The result is significantly reduced manual handling, eliminated processing errors and accelerated decision making that drives profitability and enhances customer satisfaction.

Part of the expert.ai EidenAI Suite – a comprehensive, ready-to-deploy enterprise AI solution tailored by industry – EIX-Claims Automation eliminates operational constraints. Designed to intelligently classify incoming documents, identify and extract critical data and provide actionable insights, it enables your organization to reduce resolution times, minimize leakage and improve customer satisfaction, even in high-volume, complex claim environments.

KEY CAPABILITIES

Intelligent data extraction

Automatically extract critical data from any document format, enabling real-time processing automation and eliminating delays across the entire claims lifecycle. Integrated human-in-the-loop UI for validation of lower quality extractions and business-centric cases.

Medical intelligence processing

Transform complex medical records into structured, high-quality data standardized to ICD and industry classifications, ensuring accurate analysis and seamless automation of medical claim workflows.

Smart claims triage

Instantly prioritize incoming claims by automatically detecting signs of urgency, severity markers and claim intent, ensuring optimal resource allocation and faster resolution for high-priority cases.

Intelligent document summarization

Cut through information overload by generating comprehensive summaries of claims packages, legal and medical documentation while identifying critical terms, coverage issues and compliance checkpoints.

Streamlined document management

Automatically categorize claims documents and demand packages by type and complexity, optimizing routing workflows and eliminating unnecessary manual reviews that slow processing.

Power fraud detection

Enhance investigation efficiency by using AI to expedite claim data acquisition to power your fraud models, identify inconsistencies and detect high-risk behavioral patterns in real time.

BENEFITS

- **Improve operational efficiency**, reducing document review and extraction times by over 90% and claim review cycles by more than 50%.
- **Process 30% fewer submission documents** through intelligent filtering and achieve 24/7 processing capacity without adding staff.
- **Minimize claims leakage** with improved compliance consistency and objective decision making.
- **Automate routine processes** to optimize resource allocation and reduce operational costs.
- **Strengthen fraud detection** to identify suspicious patterns and protect profitability.
- **Improve customer satisfaction** with faster resolution times and consistent service quality.
- **Meet regulatory compliance** through standardized, auditable processes.
- **Reduce human error** through automated validation and quality controls and maintain full documentation for regulatory reporting.

Expert.ai

Expert.ai is a company specialized in the implementation of enterprise artificial intelligence solutions to create business value. Through EidenAI Suite, expert.ai supports companies and public administrations in their AI adoption journeys by offering a suite of ready-to-use solutions tailored for vertical markets.

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