

# Healthcare

## Automated Claims Operations

### The Challenge

A leading health insurance firm wanted to optimize the processing of high dollar claims by:

- Compressing processes while optimizing costs.
- Reducing manual data verification and repetitive tasks.
- Reducing the turnaround time for claims processing.

### Our Approach

Achieving end-to-end automation by analyzing information from multiple sources and then updating the audit worksheet of the high dollar claims.

- Data Fusion & Computer Vision extracted the data from claims documents
- Natural Language Understanding (NLU) analyzed doctors' notes to determine the root cause and then further classified whether the cause might be self-inflicted or criminal.
- Created a prediction model for claims' outcome for auditors to find discrepancies.

### The Outcome



**70%**  
savings in audit  
worksheet preparation



**92%**  
savings in claims  
auditing effort



**~15%**  
average processing time  
for a high dollar claim,  
reduced from 6 days

How can UST SmartOps  
help your business?

Visit [ustsmartops.ai](https://ustsmartops.ai) or email  
[smartops@ust-global.com](mailto:smartops@ust-global.com)  
to learn more.