

Healthcare

Automated Claims Operations

The Challenge

A leading health insurance firm wanted to optimize the processing of 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 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

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