SHIFT

Shift Claims Document Decisions

Minimize low value work and accelerate impact with AI-based decisioning

Shift Claims Document Decisions is an AI-powered solution that analyzes documents for relevant details and creates a contextual view of action items required to move the claim forward. Its models are specifically trained with insurance documents in mind, allowing it to process forms with accuracy matching or surpassing that of an experienced human claims adjuster.By transferring workloads to the AI, experienced personnel therefore have more time to work on cases and tasks that improve claims outcomes, minimize leakage, and positively impact the policyholder experience.

The situation

The vast majority of claims data is unstructured, and insurers aren't prepared to handle this. This is evident from the fact that most insurers are trying to pursue claims automation, but only 7% of claims can be ingested via straight-through processing.

This low number stems from a major problem: insurers often use strict rule-based decision engines, but unstructured data tends to color outside the lines. Documents like police reports and handwritten notes don't necessarily follow standard templates. When they do, it's not necessarily clear whether these templates are correctly filled out, even if the rules engine is equipped with OCR.

A rules-based decision engine may be able to interpret handwritten notes, but it's incapable of placing them into context. Human attention is needed to view the output of a form and decide on the next step. This necessarily slows down the claims process and exposes it to the subjectivity of human decision making. A new approach is needed to provide faster, fairer, and more consistent claims processing.

33%	33% claims handler time spent on low value work
~9%	~9 decrease in claims adjusters over the last 20 years
4%	4% insurers believe they have mature STP capabilities
7%	7% personal claims actually process straight through

The solution

Shift Claims Document Decisions helps accelerate accurate decision making for insurers. Not only does this solution analyze unstructured data, it also uses the results of the analysis to drive towards the next steps in the claims process. This helps get to an outcome faster while minimizing the need for human intervention—while also powering more consistent results.

For example, let's look at an insurer receiving a mechanic's invoice as part of an auto claim. Document Decisions can identify which parts of the car were damaged, and which were replaced. It can prioritize actions based on governmental regulatory requirements and alert handlers to irregularities with its registration or billing pattern. It can even analyze the document itself, noting any inconsistencies that would indicate photoshopping or manual alteration.

1. 4% of P&C Insurers believe they have mature STP capabilities - Aite-Novarica 2021 P&C Claims Digest
2. P&C Insurers report being able to able to straight through process 7% of claims - Aite-Novarica Research Council
3. 33% claims handler time spent on low value work - AON
4. ~9% decrease in claims adjusters last 20 years - AON

Document Decisions can accomplish this because it goes beyond simple OCR. Instead, the solution uses statistical models that are trained on specific kinds of insurance documents. Leveraging this specific insurance focus means that the solution can spot irregularities and recommend actions that more generalist applications would overlook.

By using Shift Claims Document Decisions, insurers can speed up their claims process while reducing or eliminating subjectivity. Claims handlers don't need to spend time interpreting documents or making decisions on their own. Instead, Document Decisions provides an accurate and explainable analysis of all claims documents—whether they're printed, typed, or handwritten—while recommending the next best course of action. This reduces leakage and accelerates time to resolution.

Shift Claims Document Decisions key features

Contextual decisioning
Automatically evaluate documents against available data to create a complete picture of each claim and accelerate processing

Powerful AI
Industry-specific AI continually learns to scale high confidence, consistent decisions across operations

Recommended actions
Minimize manual reviews, identify complexity and direct handlers to claims details requiring action

Insurance data model
Works with internal and external data sources to accelerate decision impact across the claims lifecycle

Industry experts
Unmatched claims client support with industry experts and 200+ data scientists

Set up for success
Up and running within 4 months

SHIFT

About Shift Technology
Shift Technology delivers the only AI-native fraud detection and claims automation solutions built specifically for the global insurance industry. Our SaaS solutions identify individual and network fraud with double the accuracy of competing offerings, and provide contextual guidance to help insurers achieve faster, more accurate claim resolutions. Shift has analyzed billions of claims to date, and is the Frost & Sullivan 2020 Best Practices Award Winner for Global Claims Solutions for the Insurance Industry.

Learn more at **www.shift-technology.com**