

Transforming Claims Processing with Intelligent Automation

Celfocus partnered with a Tier 1 insurance company to deliver an **AI-powered solution for automating insurance claims processing**, using advanced analytics and unstructured data processing to enhance decision-making across the claims lifecycle.



Output

- Scorecard
- Assisted Decision:
Covered, Not Covered, Requires Manual Intervention
- Summary

Claims' Evaluation Service

Claims' Evaluation Service Capabilities

Capture Structure Contextualize Evaluate Recommend

Inputs

Claims Loss Data

CHALLENGE

The Tier 1 insurance company was facing a high volume of claims requiring significant manual effort, combined with a heavy reliance on unstructured data such as emails and documents. Ensuring consistency and compliance in claims assessment also led to slower decision-making and impacted customer experience.

SOLUTION

Celfocus developed an **AI-driven solution to automate the processing of claims**, enabling the extraction and interpretation of unstructured inputs.

The solution validates loss notifications against policy clauses and conditions, generating approval or rejection presented to the agent. This approach follows human-in-the-loop validation, ensuring decisions remain aligned with regulatory requirements and internal policies.

BENEFITS



Faster claim resolution for customers, improving overall satisfaction



Reduced manual effort for claims handlers



Increased consistency and standardisation in claims assessment



Enhanced decision explainability through AI-generated justifications

