Optimize Claims Processing with expert.ai's New Guidewire Marketplace App

CUSTOMER/PARTNER

Guidewire is the platform P&C insurers trust to engage, innovate, and grow efficiently. More than 450 insurers, from new ventures to the largest and most complex in the world, run on Guidewire.

CHALLENGE

Guidewire help to make claims handling more efficient for insurers with customized workflows and integrations. They partnered with expert.ai to add human-like language understanding to read and extract the most important details from medical reports automatically...reducing by 90% the time spent reviewing documents.

SOLUTION

Expert.ai's integration with Guidewire ClaimCenter 10.0 applies human-like natural language understanding to analyze medical claims data, forms, and related documents – including reports, appraisals, medical records, invoices, and loss findings. Integrated directly into the Guidewire ClaimCenter workflow, expert.ai's medical record extraction technology saves claims handlers time and avoids having to retype details from a PDF. Within 10 seconds of the document upload it is analyzed, the key medical details are extracted, and data field are populated in ClaimCenter. This saves administrators an average of 10 minutes per document and over 500 keystrokes.

BENEFITS

- Reduces insurance document review times by 90%
- Minimize claims leakage by removing subjectivity
- Accelerates decision making and claims resolution

> We welcome expert.ai as our latest Guidewire PartnerConnect Solution partner and congratulate the company on the release of its AI-based accelerator. Claims management requires processing and analysis of large amounts of information, and by leveraging the power of AI insurers can deliver decisions faster, which helps improve the customer experience.
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