**ABBYY**

Claims Settlement

Streamline claims-related invoice processing
while reducing risks of error and fraud
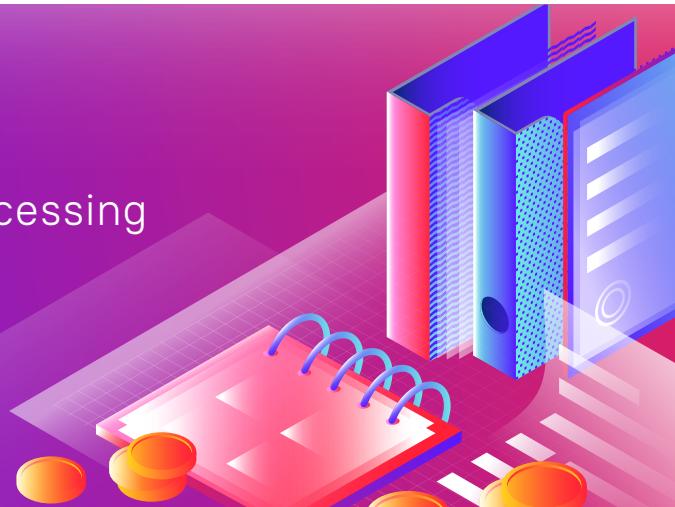
Key challenge

Manual bill review—for repair, legal, and medical invoices—still drives the claims settlement process. The time needed to review the mountains of documents involved and to analyze large volumes of structured and unstructured data often slows time to close. In addition, manual handling increases the risks of error and undetected fraud, leading to claims leakage.

Amid competitive pressures and escalating customer expectations, insurers must reduce dependence on manual practices. Instead, they must pursue long-term digital strategies to speed up the settlement process, while maintaining quality and cost effectiveness.

Solution

ABBYY applies artificial intelligence to process mining and document processing to give insurers complete control over claims processes and the documents that drive them. Our technology digitizes, categorizes, and extracts key information—structured and unstructured—from digital and paper invoices that flow through the claims settlement process. Claims teams can automate classification of invoices based on type, streamlining the review process. AI-driven business-rules engines ensure that amounts billed are within agreed service limits to eliminate the possibility of fraud and prevent claims leakage.

Paper invoices

Digital invoices

Auto-classification
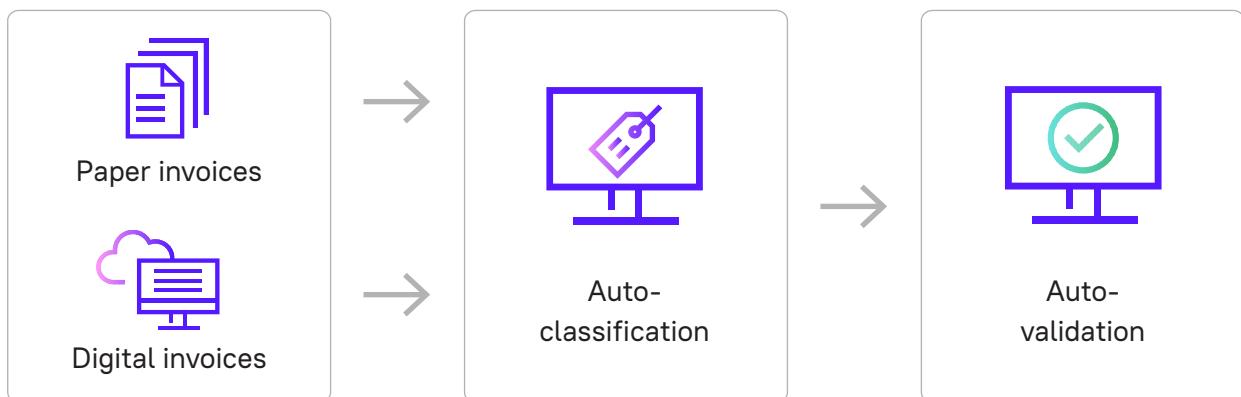
Auto-validation

Discover the ABBYY difference for claims settlement

Streamline invoice handling

- Eliminate time-consuming manual invoice processing
- Automate classification of invoices by type
- Extract data for streaming into the AI-driven validation platform

### Get a real-world view of settlement processes

- Find out how processes execute based on actual system data
- Identify optimal paths and pinpoint causes of inefficiencies
- Prioritize process segments where improvements will have the greatest impact

Drive continuous improvement

- Continuously monitor processes and set up alerts for inefficient variations
- Predict impact of proposed process changes
- Measure time savings resulting from settlement process improvements

## Claims settlement process improvement steps
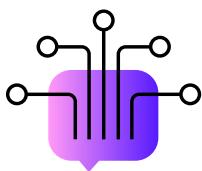
Discovering and mapping	Analysis and optimization	Monitoring and alerting	Prediction and forecasting
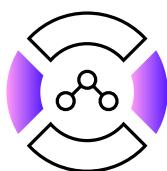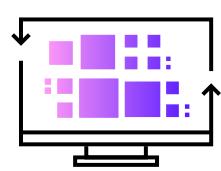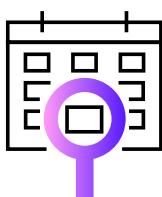
↳ Learn more at www.abbyy.com/solutions/insurance