

# Claims Quality Assurance Automation with AI

## How a \$1.4B Global Financial Services Technology Company Improved Claims Quality Assurance Efficiency

TAZI's claim quality assurance (QA) automation solution has significantly improved the efficiency and accuracy of selecting claims that require QA review.

### Problem

A leading insurance claims processing TPA struggled with the time-consuming and labor-intensive task of conducting quality assurance audits to ensure payment accuracy. The process in determining which claims needed quality assurance review involved random selection, combined with static business rules. This process led to excessive time spent on reviewing unnecessary claim payments. Additionally, the rule-based system lacked flexibility, only had access to limited data elements, and required manual IT intervention to make changes to the selection process.

### Challenge

With a high volume of claims to process, the TPA faced challenges in maintaining quality assurance and preventing errors in payments. As the TPA continues to grow they were seeking a more scalable QA process that utilizes an AI-based decision support system that can accurately identify common errors and pinpoint claims with the highest potential for error. The solution needed to easily integrate with the existing backend systems, identify trends in processing errors using enhanced data sources, be easily explainable and comply with all NAIC regulations for AI governance. Finally, the solution must be able to accept business user inputs and feedback to improve the system under dynamic business conditions.

## Approach

TAZI's AI solution is an on-premises system that integrates seamlessly with existing customer systems in real-time through its Rest-API capability. It analyzes data from various sources and considers multiple factors to generate probability scores for payment errors. The audit team is actively involved in the solution's design, validation, and monitoring, and has a thorough understanding of its functionality and limitations. Additionally, they have access to documentation and reports, which aids in compliance and client reporting.

## »» Benefits

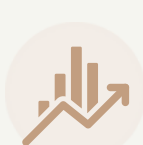
**33%**

Reduction in Audit Volume



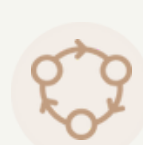
**14X**

Increase in Variables Used for Audit



AI models can be updated and validated in **less than a day**

Improved Adaptability



Business Intelligence and Audit teams own and monitor the solution.

Business Ownership



# Experiences shared by the experts

*The TAZI platform has enabled us to rapidly and flexibly integrate our solutions, resulting in improved accuracy and reduced risks. As we deploy our third solution, we anticipate generating even more value with future implementations.*

**Chief Technology Officer**

*Our ability to quickly prepare data, create and deploy models, and generate explanations and dashboards has streamlined the process of creating and implementing solutions.*

**Business Intelligence Lead**

*The solution has quickly increased our team's efficiency and allowed us to evaluate and enhance our business processes.*

**Vice President, Operational Innovation**