

50% Improvement in Narrative Creation Transforming Insurance Claims with Generative AI-Powered Solution

ABOUT THE CLIENT

A global healthcare company headquartered in Texas, specializes in orthotic and prosthetic services, with clinics for more than in 900+ locations across the country, they create customized solutions for people of all ages, including state-of-the-art prostheses, braces, cranial helmets, and other devices designed to increase the mobility and function of each person we serve.

THE CHALLENGE

The global healthcare provider was facing challenges with the manual process of narrative creation for insurance claims, leading to a lack of consistency and standardization and ultimately resulting in a 27% rejection rate of claims. Additionally, this manual approach required considerable training time and incurred costs to ensure accuracy in the narratives provided for insurance purposes.

The healthcare provider was looking for a solution that could address these challenges and enhance the efficiency of insurance claim processing.

Have A Question? Connect With Us Now

SOLUTION

Acuvate implemented a Generative-AI powered Narrative solution for insurance claims. The solution revolutionizes the narrative creation process by allowing clinicians to upload clinical documents. It will read the document & auto-generate questions based on the insurance policy, it also gives you the option to add any question or other info which is not there in the narrative. Subsequently, the solution generates a concise summary of the information provided.



Leveraging the GPT model, the solution extracts patient-specific details and combines them with high-quality narrative samples from Azure Search.



This results in the generation of accurate and standardized narratives.



Streamlining resource allocation, enabling clinicians to prioritize critical patient care.

Book Your Consultation Now

TECHNOLOGIES USED



GPT-Based Model



Azure Cognitive Search



Azure OpenAI Services



Generative AI

RESULTS

50%

improvement in documentation quality hence, reducing the rejections.

30%

training cost & time saved.

400 hrs

per month per clinician are saved, resulting in increased productivity.

About Acuvate

With over 17 years of experience in digital solutions, accelerating enterprise-wide digital transformation with our AI accelerators, we provide solutions and services that modernize, automate and support organizations. We help our customers transform their conventional processes to match the next-generation technological trend. We have a strong presence in the US, Europe, and the Middle East, where we serve multiple Fortune 500 companies. We specialize in New-age AI solutions, Migration & Modernization, and Digital Workplace Solutions. With our multi-skilled experts and packaged AI accelerators, we deliver unparalleled efficiencies and accelerate time-to-value for our customers.