Newgen AI-powered Claims Automation for Life Insurance

Challenges in Claims Processing

Agility, accuracy, and insights are essential for serving today's life insurers. Insurers require intelligent claim management capabilities, robust fraud detection to minimize risk, and rapid claim assessment and evaluation. They are also seeking to deliver an improved customer experience with rapid payment processing and timely communications over a variety of channels.

However, managing claims is often complex and data-intensive, spanning a variety of different systems and ecosystem partners. Manual tasks such as payout calculations are time-consuming, expensive, and introduce opportunities for errors. According to a 2021 Deloitte report, claims processing represents 70% of an insurance company's expenses. Today's life insurance providers need an artificial intelligence (AI)-powered, fully automated solution that extends across the entire journey for handling claims.

Key challenges for life insurers include:

Adjudication

• Difficulty aligning resources for internal and external investigation

• Lack of visibility and tracking of claims processing across departments

Settlement

• Manual settlements and reconciliation processes are slow and costly

• Lack of automated communication with agents and customers

Intake

• Customer interaction and self-service requests via multiple channels

• Paper-heavy processes with limited document inference capabilities

Verification

• No single source of truth for customer and policy information

• Need for manual verification to mitigate risk of fraud and financial losses

Digital Transformation Unlocks New Efficiencies in Claims Management

Applying AI to analyze the inputs submitted for a claim, together with intelligent automation, provides insights and efficiencies to enable life insurers to streamline workflows, respond to customers faster, reduce costs, and boost efficiency. Digital transformation empowers organizations to:

Streamline the adjudication process and reduce administrative costs

Minimize risk with AI-driven fraud detection, risk assessment, and complexity-based claims triaging

Improve the overall customer experience by bridging the gap in customer expectations and service delivery

Accelerate process integrity by automatically validating bank account details provided by insured, for secure, accurate fund transfers during claim settlements.

Optimize your loss ratio, employing digitization to curb the losses incurred due to paid claims as a percentage of premiums earned, through simplified verification and lowered instances of fraud. Industry data shows fraud accounts for 5-10% of all claims costs in the insurance industry.

Control costs and boost efficiency by reducing manual/paper-based adjudication and increasing straight-through processing.

Newgen's AI-powered Claims Automation Solution for Life Insurance

The Claims Automation Solution powered by NewgenONE, the low-code platform, empowers life insurers with the automation and insights they need to boost efficiency—and provide a frictionless, customer-centric experience to policyholders.
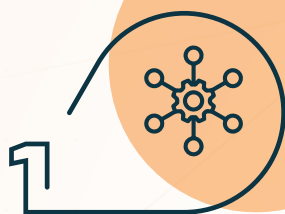
1 Multichannel Initiation and Claims Handling

The customer-centric solution enables policyholders to initiate claims from a self-service portal, website, and other channels. It automates steps like first notice of loss, document intake, and integrations with ecosystem partners. Flexible and efficient, it handles claims against individual as well as group policies with ease. Organizations can align the solution to support a variety of different claims journeys, including death claims, maturity, critical illness, permanent total disability, temporary total disability, and involuntary loss of employment.

2 Intelligent Claims Assessment

The Newgen Claims Automation solution auto-classifies claims as "fast track" or "non-fast track" and identifies admissible and non-admissible claims with built-in rules. It performs product-based calculation rules for reserve, death benefit, disability benefit, critical illness, and final payable, and generate a claim summary sheet. Agents can leverage investigation portals and mobile apps for quick resolution and easy access. AI/ML algorithms enhance and accelerate fraud detection, mitigating risks and financial losses.

3 Operational Insight and Monitoring

Monitor and measure user efficiency with defined KPIs to address gaps. Ensure transparent and timely life insurance claims processing with an escalation matrix and effectively track claims processing.

4 Automated Claim Payout and Settlement

Rules-based payout determination helps organizations reduce manual efforts and minimize errors. The solution streamlines processes and speeds resolution with complexity-based claims triaging and assignment. Digital claim settlement and review enables the solution to process the claim amount after the claimant has confirmed it.

Leading Life Insurer Overhauls End-to-end Insurance Lifecycle with Newgen

A leading life insurance company was seeking to digitally transform its claims management processes. The insurance provider offers a wide range of products, including wealth management, group plans, and retirement solutions for individuals and corporate clients.

Pain Points

The organization was hampered by lack of transparency, with existing systems that were unable to provide real-time claims tracking. The company was also saddled with cumbersome legacy systems and manual operations that posed challenges in handling multiple new business requests at a time. Without a unified platform, it was difficult to access data from its different systems.

The insurer's manual processes also made it difficult to detect fraudulent submissions, which led to high claim settlement costs. To keep customers and stakeholders informed, the organization also needed to support automated generation and communication of correspondence.

ieving AI-powered Digital sformation

surance company selected Newgen's New Business, Underwriting, and Claims ent Solutions. With a streamlined system in place, the organization has lly improved its ability to assess applications, validate data, and seamlessly licies.

Capture

gen's OmniScan software enables the firm to digitize osal forms and supporting documents. Image-assisted entry also accelerates data capture from different

Smart Content Management

AI-assisted intelligent document classification and instant data extraction supports more informed decisions. Users can modify product definitions and coverages seamlessly without requiring coding intervention.

e Routing and Allocation

solution automates case routing based on the dicator's workload and experience in handling the e's complexity level.

Core Underwriting Engine

Integrated dynamic rules streamline and accelerate processing of low complexity submissions and automated key underwriting tasks.

erwriting Evaluation

mated proposal evaluation based on demographic and cial factors maximizes the percentage of ght-through cases for quick policy issuance.

All-inclusive Dashboard

A unified dashboard provides access to real-time insights enabling thorough assessments and rapid claims processing.

Value Delivered

By choosing to transform its organization Newgen's AI-powered solutions for underwriting and claims, the company streamlined key insurance functions and unlocked measurable business benefits. The implementation enabled them to accelerate claims processing, improve underwriting decisions, reduce fraudulent claims, and ensure compliance with regulatory requirements. The organization achieved:

Enhanced productivity:
Streamlined claim initiation and centralized claims management led to effective registration, adjudication, tracking, and submissions.

Faster processes:
End-to-end automation and minimized manual intervention reduced TAT, leading to an efficient claim journey and faster policy issuance.

Error-free underwriting:
An intelligent underwriting engine minimized errors and reduced the risk of legal hassles.

Better compliance:
Having access control for documents, transparent audit reporting, and user-friendly dashboards enhanced regulatory compliance.

Streamlined content lifecycle:
The insurer was able to simplify content management with a digital upload facility.

35% faster claim settlement

Reduced underwriting discrepancies by 15%

Why Newgen

Newgen brings over 30 years of experience, serving customers across industries in 74 countries. Our platform, NewgenONE, is a market-leading Document Management and Workflow Automation suite of products that enable organizations to deliver value by automating, managing, and optimizing their content-heavy and complex business processes. External research also suggests that we have the highest competitive rating (across capability dimensions), and our customers achieve significant ROI with Newgen.

We are deep in Insurance, with a portfolio spanning P&C, Life, Specialty, and Health. We have deployed our platform effectively across the Insurance Value Chain and have successfully implemented our horizontal (Enterprise Content Management, Customer Communications Management) and vertical solutions (New Business, Distribution, Underwriting, Policy Servicing/ Administration, and Claims) in the insurance subsectors.

We are also functionally deep (with AI-led vertical solutions) within Underwriting and Claims. The platform comes with pre-built third-party integrations, both horizontal (e.g., Salesforce, Workday, MS Dynamics, SAP, and Oracle) and vertical (Guidewire on-premise and cloud PolicyCenter, ClaimCenter, Duck Creek, and other PAS).

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