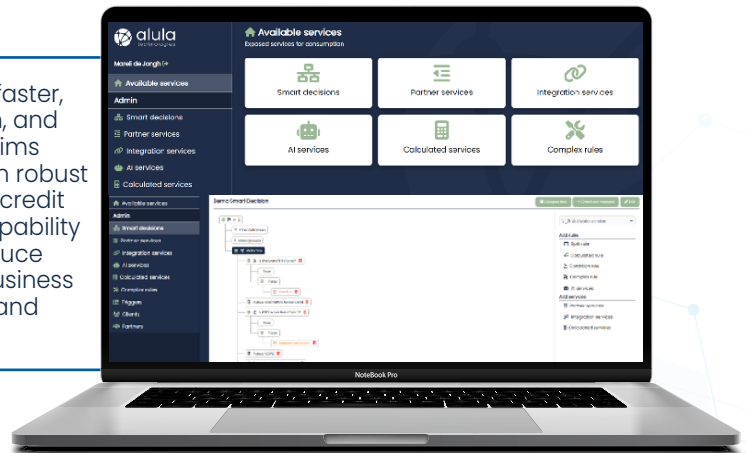# Smart Claims

Life Insurance Claims Reimagined

Experience Smart Claims: our platform transforms claims management by seamlessly integrating AI-driven automation. This system effortlessly merges with your existing claims administration framework and is accessible through APIs. It delivers decisive outcomes, transforming claims management with advanced automation, precise decision-making, enhanced efficiency, and enriched processes through internal and external data integration. Drive your business forward while exceeding customer expectations in today's dynamic market.

Key Value

Smart Claims streamlines the entire claims process for faster, more accurate, and consistent adjudication, verification, and settlement. Seamlessly integrating with your existing claims landscape, it enables the business to build and maintain robust decision-making frameworks. Leverage alternative and credit bureau data through our centralised data gathering capability for more informed and precise decisions. Save time, reduce errors, enhance customer satisfaction, and boost key business metrics such as claim ratio, Full-Time Equivalents (FTE), and Cost Per Claim (CPC).

Why Smart Claims?

Top Line Growth:

Accelerate time-to-market with rapid deployment of decision models and rule changes, capturing more market opportunities.

Bottom Line Efficiency:

Reduce operational costs and improve efficiency with automated, no-code tools and AI integration.

Risk Management:

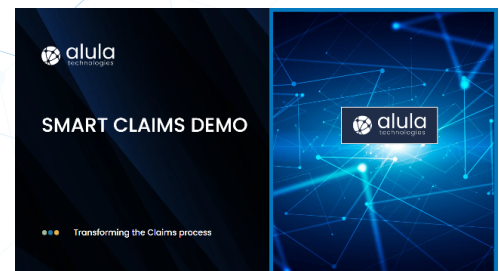Mitigate fraud, risk, and abuse with advanced AI models and comprehensive audit trails.

Customer Experience:

Meet and exceed customer expectations with faster, more accurate, and transparent claims processing.

Features

- ✓ **Digital Twin - AI Modelling Replicating Expert Decisioning**
- ✓ **No / Low Code Claims Decisioning Engine**
- ✓ **Seamless Integration with External Data Partners**
- ✓ **Real-Time Analytics and Reporting**

Watch Now »

SMART CLAIMS DEMO

Transforming the Claims process

Smart Claims

Life Insurance Claims Reimagined

alula technologies

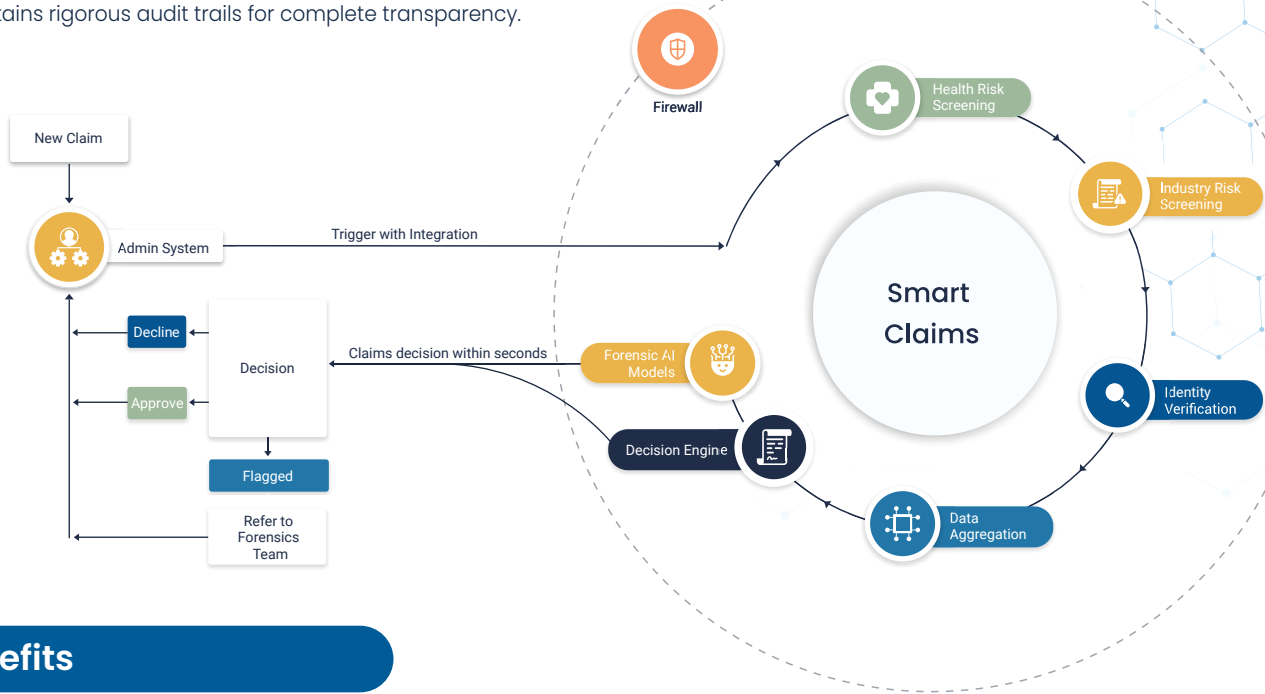## How It Works

It processes incoming data, supplemented by additional information from integrated services, and applies business-configured rules to deliver outcomes. These outcomes can either initiate straight-through-processing or provide enhanced data for your claims team's review.

The system also incorporates AI digital twins to automate complex, unstructured decisions, ensuring real-time efficiency and scalability. With capabilities for bulk testing and rule comparison, the platform not only enhances processing speed and accuracy but also maintains rigorous audit trails for complete transparency.

New Claim

Admin System

Trigger with Integration

Decline

Approve

Decision

Claims decision within seconds

Flagged

Refer to Forensics Team

Firewall

Health Risk Screening

Industry Risk Screening

Identity Verification

Data Aggregation

Forensic AI Models

Decision Engine

Smart Claims

Benefits

Efficient Claims Processing:

Automate decisions to quickly analyse millions of claims, identifying risks with AI-driven data centralisation and modelling.

Personalised Decision Flows:

Customise decision flows for accurate, fast claim processing.

Claims Settlement Optimisation:

Automate fair payouts, optimising settlements and profitability.

Market Relevance and Agility:

Adjust decision rules based on trends and regulations, staying competitive.

Risk Assessment and Fraud Detection:

Assess risks and detect fraud, enhancing claim accuracy and preventing losses.

Smart Claims integrates human insights and machine intelligence to reduce fraud, risk, and abuse, providing a clear end-to-end view of the entire claim, with full visibility, in one place. In a landscape demanding new levels of agility, accuracy, and contextuality, **Smart Claims** is your strategic partner for a more responsive and dynamic business model.

Get in touch with us

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