

24%

FASTER CLAIMS
PROCESSING



UTILIZATION MANAGEMENT FOR CLAIMS PROCESSING

iMerit improved this healthcare insurance provider's claims processing model using Ango Hub's natural language processing and computer vision technology.

THE CHALLENGE

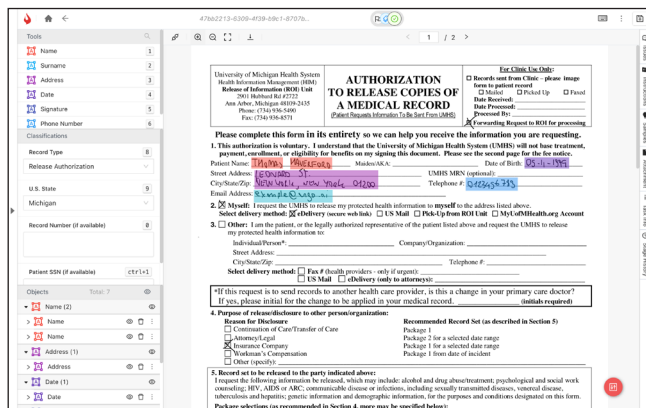
Each day, healthcare insurance providers receive millions of documents from offices, hospitals, and other insurance providers. Historically, these health records are received, compiled, and processed by humans.

After costs began mounting from falsely declined claims, this top healthcare insurance provider realized it needed document AI to help extract and summarize the complex information in medical

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*Audits were costing us.
Improving the output of our
models stood to change how
we saw our business.*

-Director, Data Science & AI



records. As documents were becoming increasingly non-standardized, computer vision and natural language processing technologies were becoming essential to processing claims efficiently.

This original process was creating delays in claims processing, as well as poorer resulting data extraction. Due to the rapidly increasing volume and complexity of incoming information, this company realized it needed to boost the performance of its model to prevent further turmoil.

THE SOLUTION

After a brief consultation, iMerit proposed its Ango Hub solution, which uses computer vision to localize information within PDFs and natural language processing functionality with optical character recognition to classify, link, and extract data. iMerit's teams then generated data to tune a foundational Large Language Model to perform summarization.

To begin, iMerit created links to the data servers, maintaining HIPPA and data governance on our client's servers. Specialized healthcare annotators and a customized workflow was then applied that adhered to regulatory standards. Batches of medical data were given to these annotators featuring sensitive information like patient and provider names, insurance numbers, member IDs, group numbers, diagnoses, diagnostic codes, procedure codes, CPT codes, and ICD-10 xcodes.

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Our work with iMerit helped us reduce the need for manual auditing by 68%.

-Director, Data Science & AI

Using Ango Hub to annotate the data, the specialized healthcare annotators were able to extract the data and create training datasets to begin training a new model.

1500
HEALTH INSURANCE CLAIM FORM
APPROVED BY NATIONAL UNIFORM CLAIM COMMITTEE (NUCC)

DO NOT WRITE OR PRINT ANY INFORMATION ABOVE THIS LINE.
THAT INCLUDES THE MAILING ADDRESS OF THE MEDICARE CARRIER.

1. MEDICARE MEDICAID TRICARE CHAMPVA GROUP HEALTH PLAN OTHER
2. PATIENT'S NAME (Last, First, Middle Initial)
3. PATIENT'S BIRTH DATE
4. INSURED'S NAME (Last, First, Middle Initial)
5. PATIENT'S ADDRESS (Street)
6. PATIENT'S CITY
7. PATIENT'S STATE
8. PATIENT'S ZIP CODE
9. PATIENT'S PHONE NUMBER
10. PATIENT'S EMPLOYER
11. PATIENT'S POLICY GROUP OR PLAN NUMBER
12. PATIENT'S DATE OF BIRTH
13. PATIENT'S SEX
14. PATIENT'S MARITAL STATUS
15. PATIENT'S CURRENT DATE
16. PATIENT'S SIGNATURE
17. PATIENT'S DATE OF SIGNATURE
18. PATIENT'S ADDRESS (Street)
19. PATIENT'S CITY
20. PATIENT'S STATE
21. PATIENT'S ZIP CODE
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26. PATIENT'S SEX
27. PATIENT'S MARITAL STATUS
28. PATIENT'S CURRENT DATE
29. PATIENT'S SIGNATURE
30. PATIENT'S DATE OF SIGNATURE

THE RESULT

Once iMerit trained this company's computer vision and natural language processing algorithms, claims processing time not only became more accurate but also more efficient. The resulting model's efficiency accelerated claims processing time by 24%, with a 68% reduction in manual audits. Within six months, these performance improvements saved this company an estimated \$180M, owing to increased customer satisfaction and reduced staffing for quality assurance audits.

BOTTOM LINE IMPACT

24%

Faster Claims Processing

68%

Reduction in Manual Audits

\$180M

Cost Savings

About iMerit

iMerit provides end-to-end data labeling services to Fortune 500 companies in a wide array of industries including agricultural AI, autonomous vehicles, commerce, geospatial, manufacturing, government, financial services, medical AI and technology. iMerit employs more than 5,500 full-time data annotation experts in Bhutan, Europe, India and the United States.

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