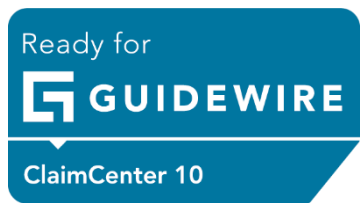




The expert.ai Claims Accelerator for ClaimCenter provides Guidewire customers with automated Natural Language Understanding (NLU) of medical documentation. Integrated with Guidewire, expert.ai allows Claims Handlers to post documents directly from a claim to a pre-tuned Medical Claims AI. The expert.ai NLU model auto-populates key Guidewire claims details directly from documents, reducing the time required to read medical reports and improving consistency and accuracy. The Accelerator incorporates insight gained from expert.ai insurance implementations around the world.



## Select Partner

*Ready for Guidewire Validated Integration*

# Solution Overview

## Challenge

Claims management is a language-intensive process that requires collection, processing, and analysis of large amounts of diverse information. This information can include complex documents such as claims forms, medical reports, accident descriptions and much more: manual validation of claims is both slow and costly.

## Solution

Expert.ai helps insurance teams turn language into data to accelerate their claims processes and enable subject matter experts to focus on high-value tasks.

Key functionalities include:

- deeply understanding of the documents
- document type identification
- relevant data points extraction
- values normalization (e.g. ICD)

Expert.ai augments automation workflows in every step of the claim validation process.

## Benefits

- Reduce insurance document review times by 90%.
- Deliver claims reviews 40% faster
- Increase customer satisfaction
- Remove subjectivity from claims and see a 10%+ improvement in declination rate



## About Partner

Expert.ai (EXAI:IM) is a leading company in AI-based natural language software. Organizations in insurance, banking and finance, publishing, media and defense all rely on expert.ai to turn language into data, analyze and understand complex documents, accelerate intelligent process automation and improve decision making. With offices in Europe and North America, expert.ai serves global businesses such as AXA XL, Zurich Insurance Group, Generali, The Associated Press, Bloomberg INDG, BNP Paribas, Rabobank, Gannett and EBSCO.

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## Integration Specifications

### Guidewire Application

ClaimCenter

### Lines of Business

Workers Compensation

Personal Auto

Commercial Lines

General Liability

Travel

### Version Supported

ClaimCenter 10

### Geographic Regions

North America

### Languages

English

German

Italian

French

Spanish

The screenshot displays the 'Medical Details' page in the ClaimCenter application. The top navigation bar includes 'ClaimCenter™ Desktop', 'Claim (000-00-000303)', 'Search', 'Address Book', 'Dashboard', 'Team', 'Administration', and 'Vacation'. The main content area is divided into several sections:

- Medical Details:** Includes fields for 'Alternate Contact', 'Nurse Case Manager', 'Injury Description', and 'Handling Strategy' (set to 'Unknown').
- Body Parts:** A table with columns for 'Area of Body', 'Body Part', 'Body Part Description', 'Side', 'PPD Percentage', 'Decision', 'Decision Date', and 'Comments'. It shows 'Multiple body parts' with the note 'Unclassified - insufficient info to properly identify'.
- Medical Diagnosis:** A table with columns for 'ICD Code', 'Description', 'Provider Name', 'Compensability', 'Started On', 'Ended On', and 'Comments'. It lists two entries for 'S39.012D' and 'S39.012A' related to 'Strain of muscle, fascia and tendon of lower back, subs' and 'init', both provided by 'Waldo Luis Ferrer'.
- Activities:** A table with columns for 'Due', 'Priority', 'Subject', and 'Assigned To'. It shows two activities: one due on 07/04/2022 with priority 'Urgent' and subject '3-point contact - Medical Provider', and another due on 07/08/2022 with priority 'Normal' and subject 'Get initial medical report'.
- Medical Notes:** A section titled 'Medical Notes' containing a note: 'Medical details updated By expert.ai NLU Analysis of document 'Medical Report XX' -System User (07/01/2022 1:51 PM)'.