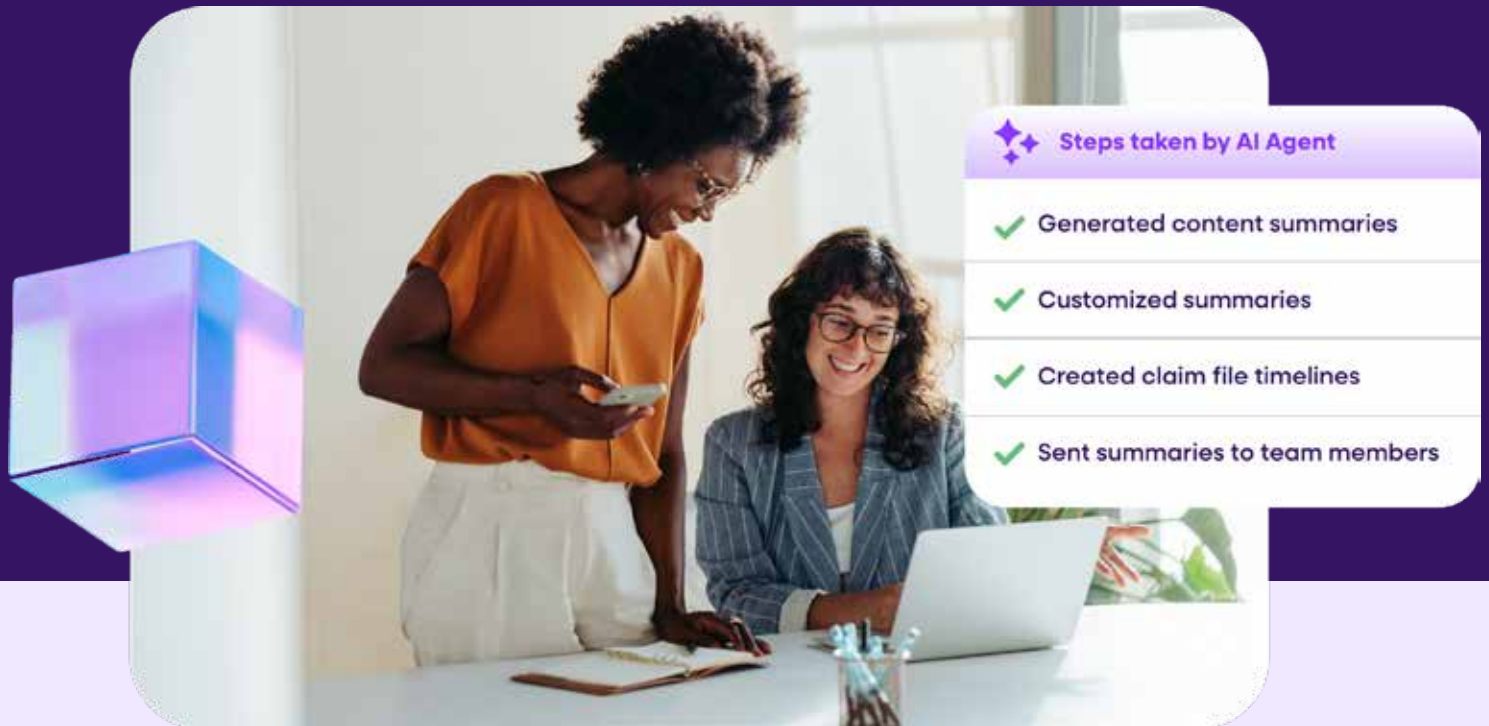


DATA SHEET

Claims AI Agents



Steps taken by AI Agent

- ✓ Generated content summaries
- ✓ Customized summaries
- ✓ Created claim file timelines
- ✓ Sent summaries to team members



Learn more at bevaya.ai
Contact us at sales@bevaya.ai
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Request a Demo

Claims AI Agents

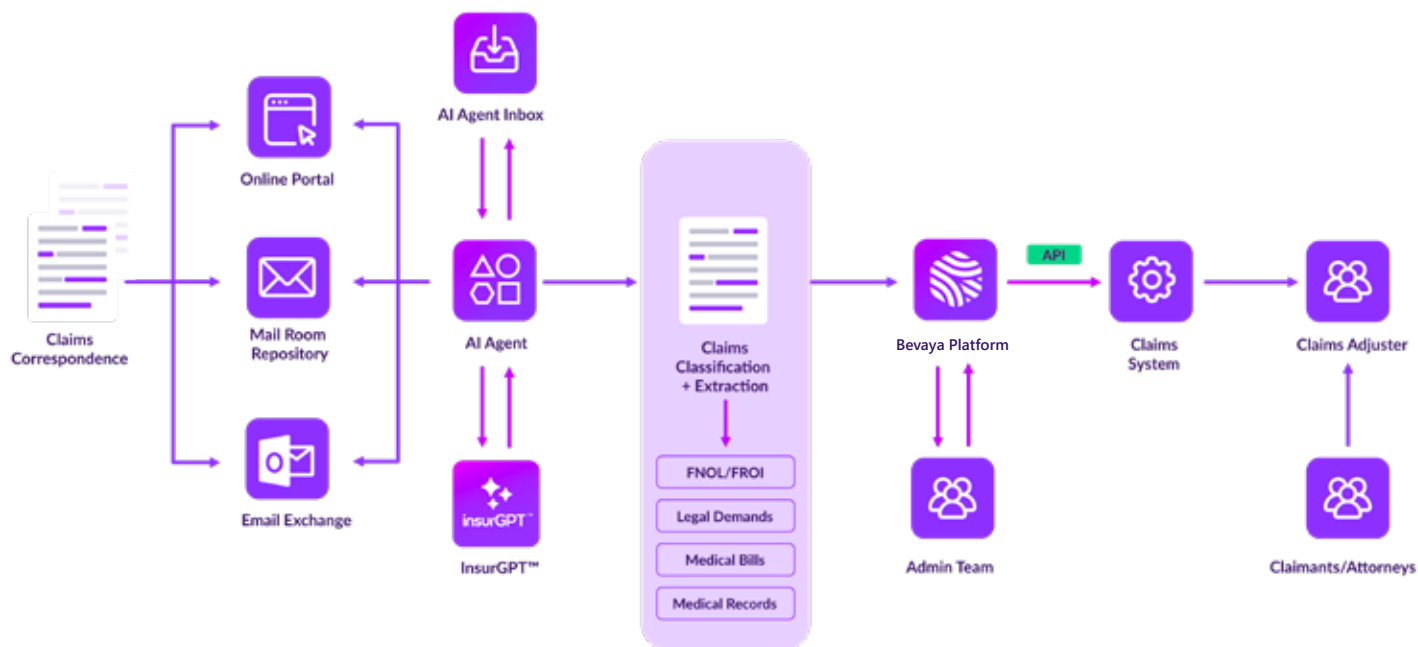
Bevaya's Claims AI Agents give your adjusting team the immediate capacity boost they need to advance to the next level of operational efficiency. These pre-trained agents streamline critical tasks like claims indexing, FNOL creation, and summarization, alongside identifying legal demands. Seamlessly integrating with existing insurance systems, our AI agents boost operational efficiency, expand team capacity, and significantly reduce claims leakage, empowering your claims process to be more efficient.

Bevaya AI Agents think, read, and understand just like people do, possessing the same level of insurance industry expertise as somebody with five to seven years of experience and the skills to manage work and collaborate directly with subject matter experts on your team. Our AI Agents are always on, ultra-secure, and deliver ROI from their first day on the job.

With Bevaya's Claims AI Agents, you can:

- ✓ Reduce claims leakage
- ✓ Reduce claims handling costs
- ✓ Improve straight-through processing rates
- ✓ Reduce operational costs and BPO reliance
- ✓ Add claims team capacity
- ✓ Increase claimant satisfaction

Claims Indexing AI Agent Workflow



Bevaya AI Agent Key Capabilities

Bevaya's AI Agents provide multiple integration options with customer environments including VPN, point-to-site, and site-to-site connections. Each Bevaya AI Agent can also perform the following tasks:

Document Handling

- ✓ **Document Extraction**
Automatically extract crucial data from insurance documents, increasing processing speed.
- ✓ **Email & Document Ingestion**
Read and interact with email attachments during, document ingestion to access all the data available.
- ✓ **Document Splitting**
Split large-scanned documents into individual, sub-document types automatically.

Document Intelligence

- ✓ **Compare Documents**
Understand content in context and compare insurance documents to identify critical changes and differences.
- ✓ **Summarize Documents**
Summarize insurance documents based on the role or document type to make better decisions.
- ✓ **Document Triangulation**
Cross-reference data to validate accuracy across multiple documents.

Collaboration and Oversight

- ✓ **Human-in-the-Loop (HITL) Collaboration**
Reach out to your experts to solve problems and manage exceptions.
- ✓ **Team Communication**
Ensure timely alerts and updates using e-mail, Slack, or Microsoft Teams.
- ✓ **AI Agent Oversight**
Control AI Agent activities including scheduling, throughput limits, and workflow reporting.

Automate System Integration

- ✓ **Interact with Your Systems**
Update insurance systems, automating data and streamlining workflows using APIs or by navigating via the user interface.
- ✓ **3rd Party and Database Lookups**
Access third-party and database sources for data enrichment.
- ✓ **Process Customization**
Customize process automation to precisely fit the needs of your unique insurance business.

Common Claims Use Cases

Bevaya Claims AI Agents power insurance process automation.

They expertly read and extract data from diverse documents, integrating seamlessly with core systems for tasks like claims indexing, FNOL creation, and claim file summarization, increasing operational efficiency and significantly reducing claims leakage across your enterprise.

Bevaya Claims AI Agents can help with:

Ingesting, analyzing, classifying, indexing and filing documents from portal, email, and mailroom systems

Managing First Notice of Loss (FNOL) and First Report of Injury (FROI) processes

Supporting claims handling and servicing, including identifying missing or incorrect data or duplicate documents

Identifying, surfacing and following-up time-sensitive activity with adjusters e.g., legal demands within demand packages

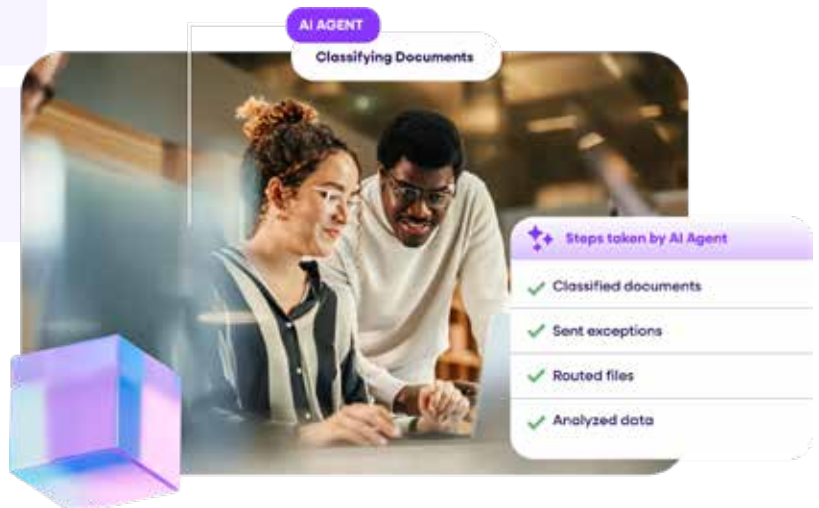
Managing correspondence with policyholders including forwarding explanations of benefits (EOBs) and policy ID information

Requesting additional data from the policyholder as needed

Calculating, setting reserves, and paying claims

Updating the claim throughout its journey

Completing 3rd-party forms



Bevaya Claims

Use Cases

Claims Classification & Indexing

- Monitor email, claims systems and mailrooms for new correspondence
- Classify and index claims documents to 50+ customizable categories
- Automatically send classification exceptions to subject matter experts
- Route files to claims, subrogation, or servicing teams for manual processing based on customizable rules
- Identify duplicate documents or ones that do not need to be reviewed and can be automatically sent to storage

Claims Handling (Includes Classification & Indexing)

- Monitor email, claims systems and mailrooms for new correspondence
- Classify and index claims documents to 50+ customizable categories
- Automatically send classification exceptions to subject matter experts
- Route files to claims, subrogation, or servicing teams for manual processing based on customizable rules
- Analyze and extract data from complex claims documents
- Locate duplicate documents or ones that do not need to be reviewed and can be automatically sent to storage
- Identify missing or incorrect data request additional data from the policyholder
- Evaluate claim coverage and identify potential subrogation opportunities
- Manage correspondence with policyholders
- Set initial reserves based on claims guidelines
- Enter data into claims systems as needed
- Update claim file throughout the duration of the claim

- Monitor email, claims systems and mailrooms for new claims notices
- Check for existing claims and additional claimants at the address
- Create new claim record with key data including Claimant Name, Date of Loss, Policy Number, and Description of Claim
- Identify missing or incorrect claims data or duplicate documents
- Create and send claims acknowledgement letters
- Set reserves estimates based on business rules

FNOL/FROI Setup

- Identify time-limited legal demands within correspondence
- Extract key demand data fields including Demand Amount, Attorney Firm, Date of Demand, Response Due Date, etc.
- Triage legal correspondence for accelerated or specialized routing based on time-sensitivity or potential claim value
- Identify subrogation notices and route to correct team
- Alert adjusters to new demands received for diary entry and response in time window

Legal Demand Identification

- Generate claims digests and content summaries of claims across multiple documents and activity notes
- Create customized summaries based on role and document type
- Generate claim file timelines of key events and activities
- Send summaries to internal team members

Claims Summarization

ACORD Forms

- Ingest and analyze ACORD forms
 - Extract ACORD form data
 - Populate ACORD form data in underwriting and claims systems
 - Support for multiple types of ACORD forms including ACORD 80, ACORD 125, ACORD 126, ACORD 127, ACORD 130 and ACORD 140 to name a few
-

Medical Bills

- Monitor incoming medical bills and invoices through email exchange or billing portals
- Analyze CMS-1500s, UB-04s, and unstructured medical bills
- Pre-built models extract data points such as diagnosis codes, procedure codes, service dates, provider details, NPI, and FEIN numbers
- Validate provider details using third party data sources
- Update internal bill review systems with billing and provider details
- Validate medical bill error codes based on business rules and logic

Sample Supported Document Types

Our turn-key indexing and extraction models are fine-tuned to deliver highly accurate results for the most common claims, servicing and underwriting document types our customer work with daily.



Submission Documents

Loss Runs (multiple carrier versions), Schedules, SOVs, Agent Reports, Census Files, etc.



Medical Records, Bills and Invoices

i.e., Medical Records, Explanation of Benefits, CMS 1500, Medical Authorization, Medical Narrative Report, Medical Cards, Return to Work/Work Status, Patient Referral, UB04, etc.



Claims Correspondence

First Notice of Loss/ First Report of Injury, Claim Analysis, Claims Photos, Domestic Return Receipt, Affidavit, Acknowledgement Letter, etc.



Premium Audit Documents

Carrier Premium Audit Questionnaires, Payroll Reports / Schedules, Federal & State Tax Payroll Tax Returns, 1099 information, COIs for 1099 contractors, etc.



ACORD Forms

Multiple versions and types



Legal Correspondence

Demand Letters, Subpoena, Petition, Complaint, Notice of Lien, Notice of Hearing, Notice of Representation, Invoices, etc.



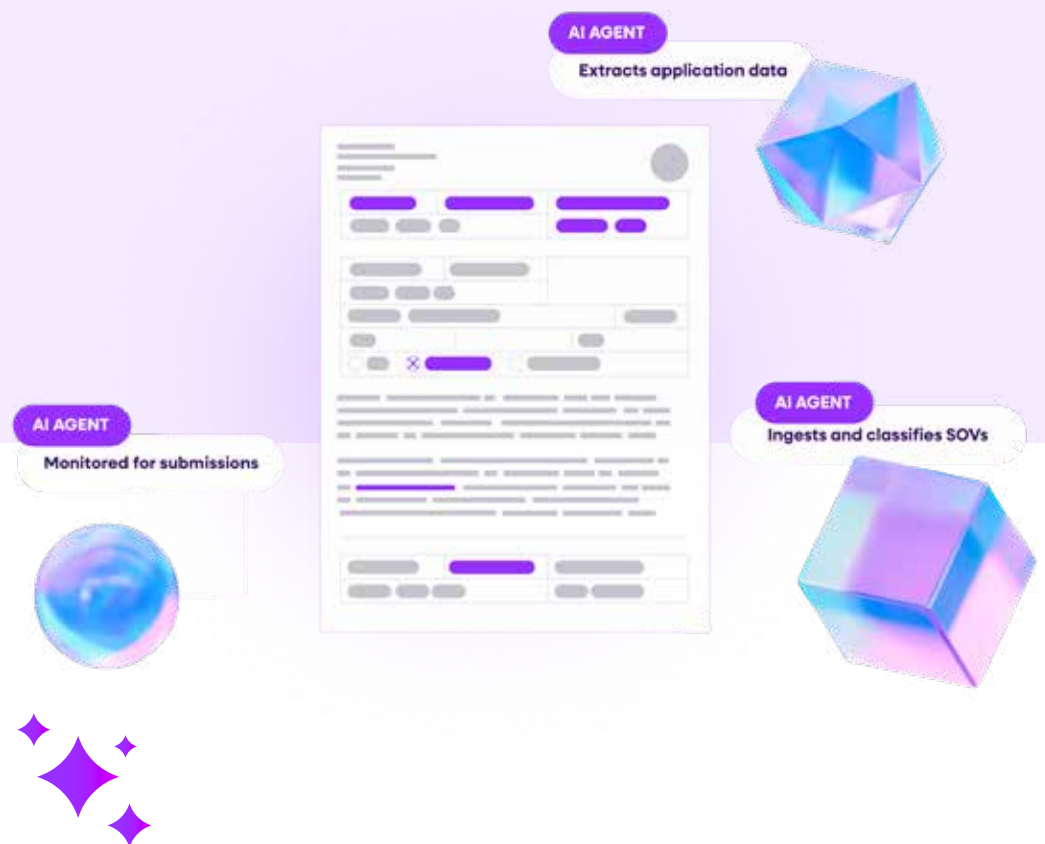
Multiple Reports

Police Reports, Expert Reports, ISO Reports, etc.

Ready to partner with a vendor committed to your success?

Discover how Bevaya can empower your teams with AI and automation.

Schedule a personalized solution demo and see how our platform can accelerate your transformation goals with confidence.



Visit bevaya.ai or contact us at sales@bevaya.ai to learn more.

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