

**HCLTech** | Supercharging  
Progress™

# HCLTech Claim Assist

Generative AI for faster,  
smarter and better  
insurance claim processing



# Introduction

The insurance industry faces challenges due to the large volume of documents and complex requirements for processing and verifying claims. Manually sorting through categories and checking compliance is slow and prone to mistakes. Current workflows struggle to keep up with changing regulations and do not effectively use past claim data for insights. However, there is a more efficient approach. Generative AI can streamline the claims verification process, cutting down processing time, improving accuracy, allowing staff to focus on more valuable tasks and boosting customer satisfaction.

## Overview

HCLTech Claim Assist, a generative AI solution powered by AWS with advanced features, enables a streamlined claim-processing workflow that supports continuous learning. It can be customized to assist insurance claim processing specific to the healthcare, retail, financial services, manufacturing industries, etc. Organizations embracing this generative AI solution can deliver accurate, faster, more reliable and customer-friendly insurance claim results.



# Key features



## Actionable content for verification and authorization

Provides easily digestible, actionable content for verifiers and authorizers, helping them make informed decisions quickly and accurately.



## Comprehensive claim summarization

Generates detailed summaries of claims, highlighting key information and reducing the need for manual review, accelerating the authorization process.



## Continuous learning with knowledge base maintenance

Utilizes continuous learning from past claims and builds a knowledge base that enhances future claim processing accuracy and efficiency.



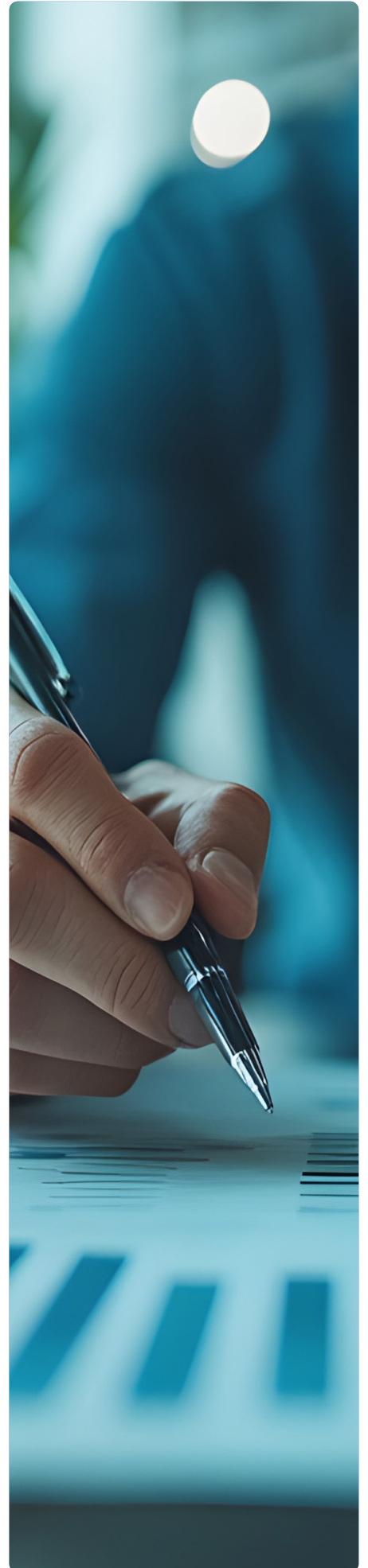
## Document classification, indexing and completeness

Automatically classifies, indexes and verifies the completeness of claim documents, ensuring that all required documentation is in place for faster processing.

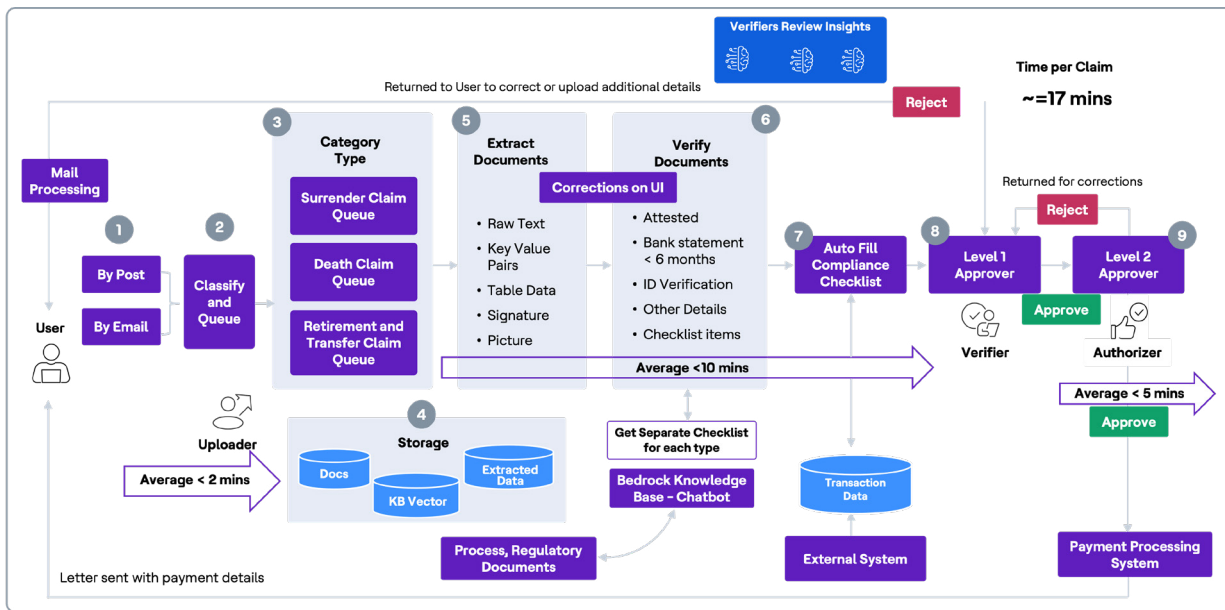


## Insights from processed claims

Offers data-driven insights based on previously processed claims, enabling improved decision-making and trend identification.



# Proposed functional flow



**Key AWS and other services used:** Amazon Bedrock, Amazon Textract, Amazon DynamoDB, Amazon S3, Amazon API Gateway, AWS Lambda, LangChain, Amazon OpenSearch Serverless, Amazon Elastic Container Service (ECS), Amazon Elastic Container Registry (ECR).

## Benefits



### Enhanced process automation

Accelerates claims processing through automated document handling and data verification, resulting in up to a **75%** productivity boost



### Business growth opportunities

Enables faster onboarding of new products, improved customer satisfaction with higher CSAT scores and increased cross-selling potential, resulting in up to **15%** revenue increase



### Elevated user satisfaction

Reduces wait times by **60%**, offering a quicker turnaround that provides timely assistance to families in need



### Amplified synergy

Leverages collaborative learning, drawing insights from authorizers, verifiers and previous claims to continuously improve efficiency and accuracy

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