Shift Claims Automation
for P&C Insurers

Automate and Optimize Claims Decisions for Increased Efficiency and Policyholder Satisfaction

Policyholder satisfaction is directly related to the ease and efficiency of submitting claims, combined with the speed, accuracy, and fairness of the settlement received. In the digital "on-demand" environment that now drives most consumer interactions, manual submission and review processes in claims are viewed as time consuming, repetitive, and generally unsatisfactory. Insurers must evolve quickly to meet policyholder expectations for anywhere, anytime service, while at the same time protecting the business from the risk of claims leakage that results from basic process automation.

That's why we created Shift Claims Automation. It's the only AI-native claims automation solution that is smart enough to significantly increase the number of claims that are settled immediately, without the need for manual review, while triaging non-automatable claims to optimize decision making by claims professionals.

Two Deployment Models Based On Insurer Needs

Available in two deployment models—Digital Journey and Augmented Adjustment—Shift Claims Automation uses AI to automate and optimize every decision throughout the claims process, from FNOL through to final settlement.

Digital Journey empowers policyholders with a customized, AI-driven, self-service claims experience including FNOL, tracking and settlement. It includes an insurer-branded, AI-powered UI for policyholders, agents, and third parties to provide a consistent, transparent digital claims process.

Augmented Adjustment integrates AI-supported decision making directly into the insurer's Claims Management System, decreasing turnaround time and optimizing claims handlers' efforts and expertise across the claims lifecycle. The solution enables insurers to increase the number of claims straight-through processed in a given line of business, and provides increased decision support for handlers when 100% automation is not possible.

Key Benefits

- Fast, easy claim submission via an intuitive UI
- Incorporation of advanced OCR minimizes the need for manual document review
- Accurate, real-time claim validation and available fraud detection
- Immediate settlement and payout of straightforward claims
- Automatic "intelligent escalation" of complex claims for review by claim handler
- Augments claims handlers' capabilities

The world's leading insurers trust Shift Claims Automation to deliver:

- An enhanced customer experience
- Fast and fair settlements
- Lower claims processing costs
- Reduced claims leakage
- Increased selection of preferred vendors
- Greater transparency and speed throughout the claims process
- Seamless integration with existing claims platforms

Increase Efficiency While Minimizing Fraud Throughout the Claims Process

Shift Claims Automation is a SaaS-based solution that insurers can integrate with existing claims management systems. It includes several key features that optimize the claims process for insurers and their customers.

Intuitive Policyholder Interface for Claims Submission
The solution's simple, intuitive UI enables the policyholder to submit claim details, photos, accident reports, and other supporting documentation quickly and easily, regardless of format.

Immediate Claim Verification
Shift Claims Automation's Artificial Intelligence (AI) immediately analyzes the claim for completeness and validity of the information submitted. Checks against the terms of the policy verify that the claim is valid. Claim verification happens immediately, without the need for additional emails, phone calls or other delays.

AI-native Decision Engine
Shift Claims Automation's AI determines, with the industry's highest accuracy, the next best action on the claim based on policy parameters, supporting information provided by the policyholder, and a vast range of historical and 3rd party data.

Augments Claims Management Solutions
Shift Claims Automation SaaS-based AI engine works seamlessly with existing claims management solutions, enhancing the claims handlers' insights into claims details at the point of decision.

Shift Claims Automation address the primary drivers of claims satisfaction:

According to JD Power, the three most important factors that influence customer claims satisfaction are:

• Fairness of settlement
• Speed
• Transparency

Applying Shift Claims Automation to the claims process addresses each of these issues, enabling insurers to achieve straight through processing for a greater number of claims while delivering an exceptional customer experience.

Learn more about how Shift can help you deliver an amazing customer experience with claims automation you can trust at shift-technology.com