

# The Claims Revolution Awakening: Connecting Intelligence to Resolution

## **SPEAKERS**

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CONNECTING RISKS THAT MATTER

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# Welcome to the Claims Revolution

CONNECTING RISKS THAT MATTER

# Welcome to the Claims Revolution

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- Traditional claims systems are siloed
- Tech helps us see the “code” of interconnection
- Goal: faster, smarter, connected claims resolution





# The Problem with Traditional Claims

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- Manual processes and fragmented systems
- Limited visibility across departments
- Reactive rather than predictive
- Risk domains operate in isolation (*claims, safety, finance, HR, legal*)



# Real-World Impact of Disconnection

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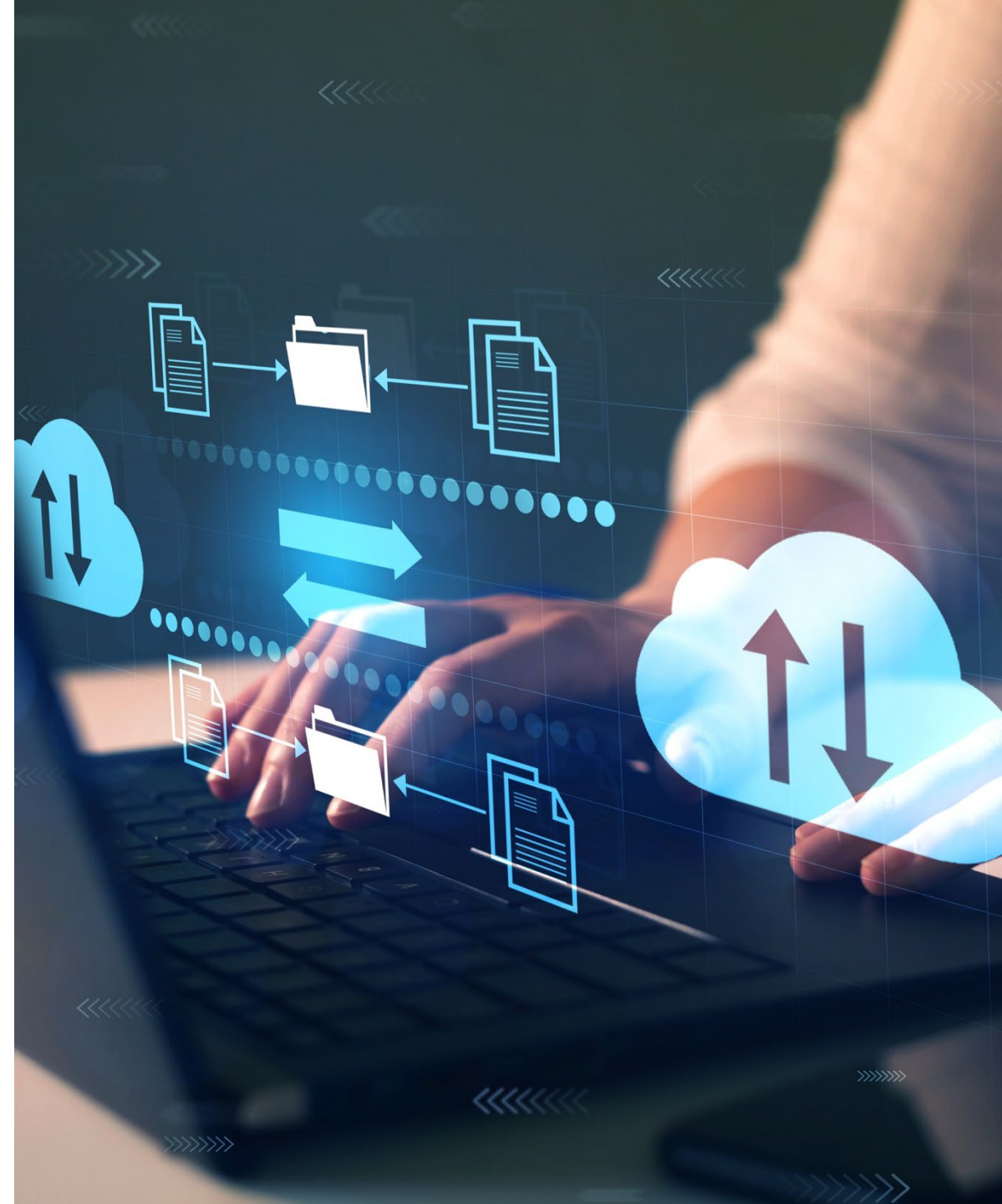
- Increased cycle time and costs
- Errors and compliance risks
- Missed patterns and root causes
- Poor experience for all stakeholders



# From Fragmented to Connected

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- Integration = data sharing
- Interconnection = insight into relationships
- AI connects people, processes, and systems
- Claims becomes a source of enterprise intelligence





# Technologies Powering the Shift

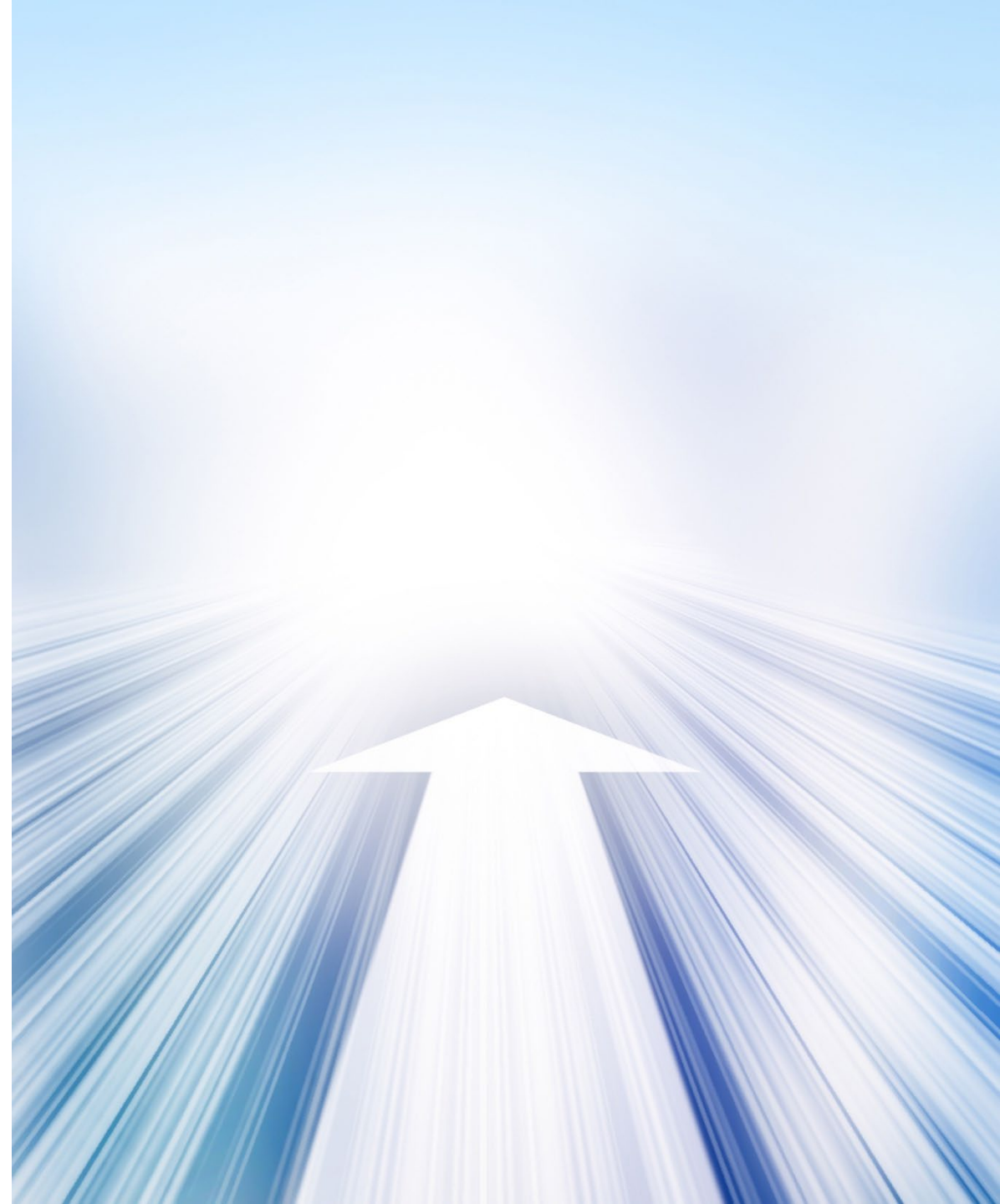
- AI: triage, severity prediction, fraud detection
- Advanced analytics: reveal risk relationships
- NLP + automation: faster intake and resolution
- Dashboards: role-based, connected views



# The Road Ahead

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- Assess where your claims process is fragmented
- Map current vs. future state
- Engage stakeholders across domains
- Start connecting what truly matters





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# Integrated Risk Management

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# Integrated Risk Management

A hand is shown in the foreground, pointing upwards with the index finger. The background features a stylized globe composed of blue and white squares, with glowing orange and yellow dots scattered around it. Two bright, curved lines of light arc across the globe, suggesting a global network or data flow.

- Risk Management Pillars
- Accessing Data
- Linking Risks across the Organization
- Increased Visibility to enterprise-wide patterns

Goal: Faster resolutions, fewer errors, and smarter decisions.





# Intelligent Technologies

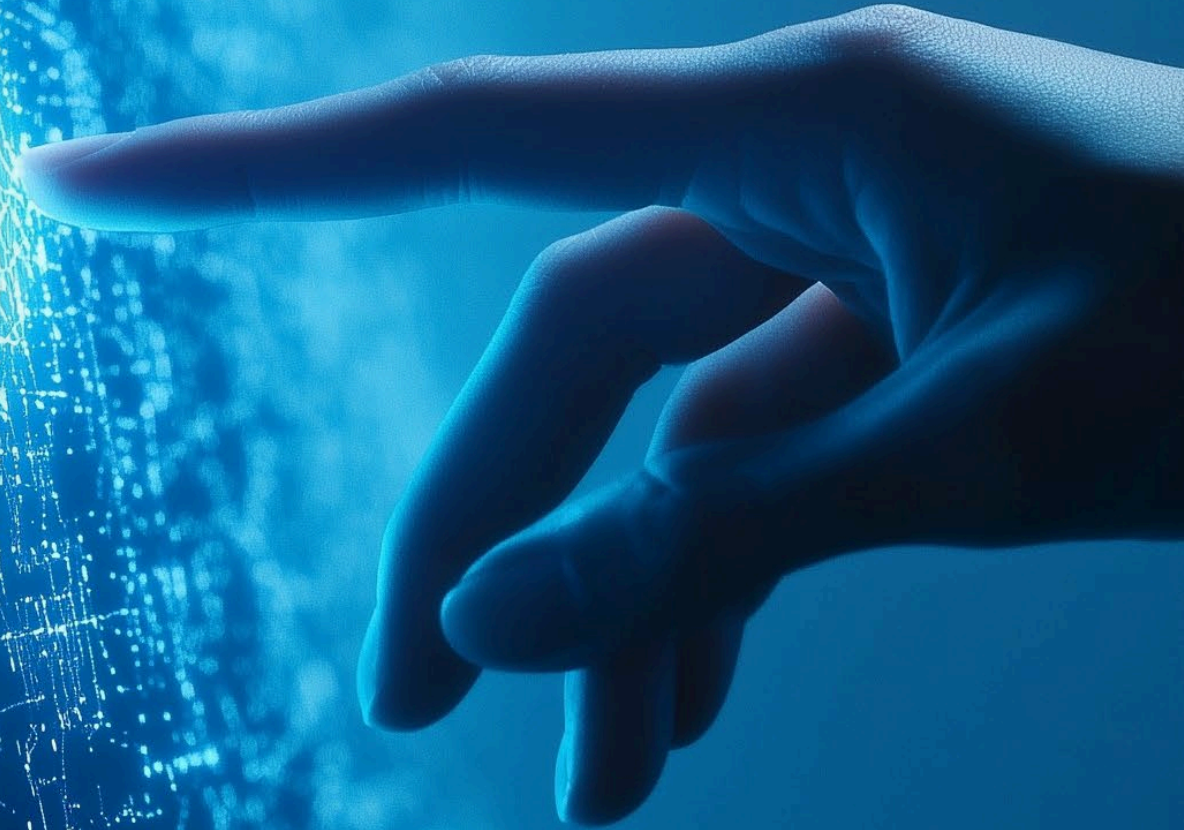
- Automated Intake
- Predictive Analytics
- Predictive Scoring
- Natural Language Processing





# Intelligent Technology Examples

- PowerBI Integration
- Real Time Reporting
- State Compliance
- 24/7 Nurse Triage
- Root Cause Analysis
- Electronic Payments
- ODG overlay



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# Harnessing AI

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# Harnessing AI

- AI powered triage
- Dynamic logic for form completion
- Business Rule Automation
- Scalable Intelligence
- Human + Machine Synergy
- AI Copilots





# Harnessing AI Examples

- EDI FROI/SROI Automation
- CA 5020 Automation
- Riskonnect New Chatbot and AI features
- CoPilot Cohort Integration and Learnings



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# Networking & Collaboration

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# Networking & Collaboration

- Avoid Silos
- End to End Visibility
- Speed & Accuracy
- Constant Reevaluation





# Networking & Collaboration Examples

- Regular Interaction
- Industry Socialization
- RITE Committee Participation
- Innovations and User Group Teams
- Unlocking the power of Vault

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# Questions?

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# THE MATRIX

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# Thank You!

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# Connect with us.

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