

Shift Claims Automation

Shift

Automate Claims While Mitigating Automation-Related Fraud

For insurance policyholders, the speed and ease of submitting claims and receiving payments can make or break the customer experience. In the digital “on-demand” consumer environment, time consuming, labor intensive claims submission and review processes simply aren’t competitive.

Insurers must adapt to this new environment, where policyholder expectations for anywhere, anytime service and accelerated settlements must be weighed against the risk of claims leakage - especially increased fraud - that result from basic automation. Insurers need speed and accuracy throughout the claims process to succeed. That’s why we created Shift Claims Automation.

Shift Claims Automation is the only AI-native claims automation solution that’s smart enough to significantly increase the volume of claims that are paid immediately, without the need for manual review, while accurately detecting and flagging potential fraud for further investigation by claims handlers and SIU teams. It empowers insurers to deliver the best service possible while safeguarding against the risk of increased fraud.

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

- Enhanced customer experience
- Fast and fair settlements
- Lower claims processing costs
- Reduced claims leakage
- Increased fraud detection
- Greater transparency and speed throughout the claims process
- Easy integration with existing claims platforms

Key Benefits

- Fast, easy claim submission via an intuitive UI
- Accurate, real-time claim validation and fraud detection
- Immediate settlement and payout of straightforward claims
- Automatic escalation of complex claims for review by claim handler
- Minimized risk of automation-related fraud
- Augments claims handlers’ capabilities



