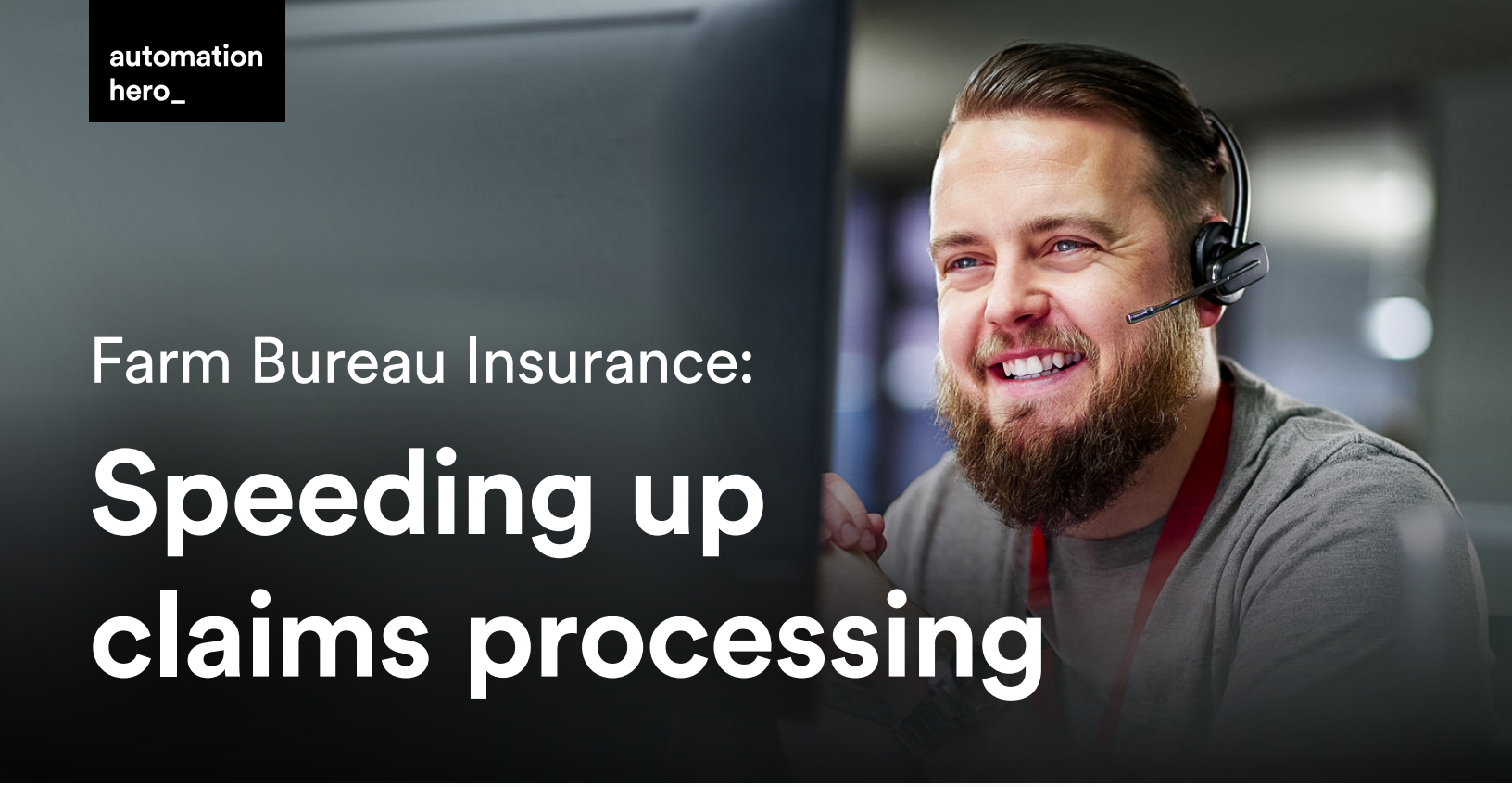
automation hero_



Farm Bureau Insurance:

Speeding up claims processing

The Problem

The claims department within a Farm Bureau Insurance company was processing roughly 200 claims per day, which took on average 4-6 minutes per claim.

Not only was this fully manual, but the proper integrations were not in place to send the claims to the right adjuster. Past attempts at automation were unsuccessful, as rules-based processing could not handle template changes, new vendors, or interface with attachments like documents, pictures, etc.

To add to this dilemma, when storms hit various regions the claims intake volume increased substantially leaving them to find internal resources outside of their department to help with the backlog. This left the claims and policy team feeling overwhelmed, overworked and unable to provide the level of customer service that their organization desired.

Target Objectives:

- Reduce document processing time
- Automatically assign claim to adjuster
- Connect applicable 3rd party integrations to streamline claims processing
- Auto process additional use cases (deer hit claims, food and power loss claims, etc.)
- Requirements
  - Extract text from PDFs (no text layer; OCR)
  - Extract valuable information such as claims or policy numbers

90%+

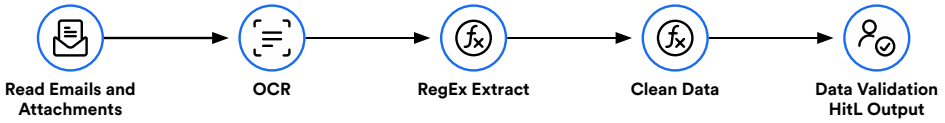
accuracy and relevance

The Solution

Automation Hero introduced an end-to-end platform that leverages advanced Optical Character Recongition (OCR) technology, Machine Learning (ML) and Natural Language Processing (NLP) to read, understand, and classify emails and attachments.

Before the information reached any human eye the AI ensured that all information reached over 90% accuracy and relevance.

How It Works



What the Future Holds

Automation Hero is now working closely with the policy team as they handle the claims process and leverage human-in-the loop for data validation and exception handling.

Some of their potential use cases are as follows:

- New Application Processing
- Audit Process for Policy Renewals
- Good Student Discount Process