EPIC INSURANCE BROKERS SPEED UP CLAIMS PROCESSING WITH AZURE OPENAI

Explore how EPIC Insurance Brokers, one of the top 15 U.S. brokerage firms, use Microsoft AI and automation to streamline claims processing, gain faster insights, and stay compliant.

GET A FREE AI READINESS ASSESSMENT

THE CHALLENGE

Slow claims handling was holding workers back from returning

Workers' compensation claims often run into thousands of pages of attorney and medical notes, which creates its own challenges. While verifying claims, insurers must take into account workplace safety, the type of job and accident, and geography, which can sometimes take years, even decades, to resolve. The faster the claims get processed; the quicker employees can get back on their feet—and to work.

At EPIC, they were processing over 3,000 claims per year; each claim averaging 50 pages of attorney and medical notes, all bundled into 1,000+ page notebooks. The company spent excessive time manually searching through lengthy worker injury claims, leading to delays in decision-making and missed opportunities.

> " We realized we had a massive store of unstructured data that was being underutilized and we engaged with OZ and got a deployable AI tool in a remarkably short time. "
>
> — Patrick Gallagher, Chief Growth Officer, Risk Management, EPIC Insurance Brokers

BUSINESS NEED

Efficient claims handling to get workers back on the job sooner

There had to be a smarter way of managing claims processing. They realized they had to transform traditional processes into more efficient operations to drive profitability and customer satisfaction. By embracing AI, they realized they could unlock new opportunities for growth, innovation, and competitiveness.

THE SOLUTION

An Azure OpenAI solution to accelerate claims management

EPIC partnered with OZ Digital Consulting to create an Azure OpenAI-powered system to automate the categorization and analysis of claims data, providing a plain language search interface for quick, accurate insights. And what the AI could do—where a small team previously with spreadsheets couldn't—was spot trends in the data from thousands of pages in minutes. It can go into details such as, which group of workers were able to go back to work faster? What physician were they seeing? What type of physical therapy were they engaged in? What type of medication were they prescribed? And connect the data, impossible for humans to do—at scale.

IMPACT

Faster claims processing, swifter return to productivity

The AI solution has increased efficiency, along with a slew of other benefits, notably:

• Improved decision-making

• Enhanced risk management

• Better compliance

• Reduced operational costs through streamlined data retrieval and analysis