Revolutionize your claims processing with AI-driven intelligent adjudication

Insurance claim processing is an effort-intensive process with many touchpoints like

- Initial notice of claim
- Case creation
- Document collection from customers
- File completion review

- Adjudication
- Settlement
- Benefits explanation
- Reimbursement

A study conducted in the United States in 2022 reveals that approximately $170 billion in premiums is at risk over the next five years due to customers switching carriers because of their dissatisfaction over the claims process. However, the primary reason is not just the tedious workflow of insurance claim processing; the next generation of prospects looks at the claim ratio and customer feedback before purchasing a new policy.

At Virtusa, we understand the challenges in claims transformation and have developed AI-based claims adjudication solution (Pega CDH) for assisting in claims processing, with substantial carrier benefits

Reduce the need for investigations and save costs and time

Increase claim adjudicator capacity with time savings

Improve accuracy in decision-making and reduce carrier liability

Expedite claim settlement for greater customer satisfaction, renewals, and referrals.

Boost agent satisfaction with simplified decision-making systems

Our solution ships with a pre-defined AI model for Property and Casualty (P&C) – personal auto lines that can be easily configured and integrated with existing claims processing workflows.

Why clients chose Virtusa?

Exceptional solution partnership

- One of the oldest and largest Pega competencies in the world
- Deep intimacy with the technology we build
- Recipient of dozens of Pega awards; high-ranking analyst recognition
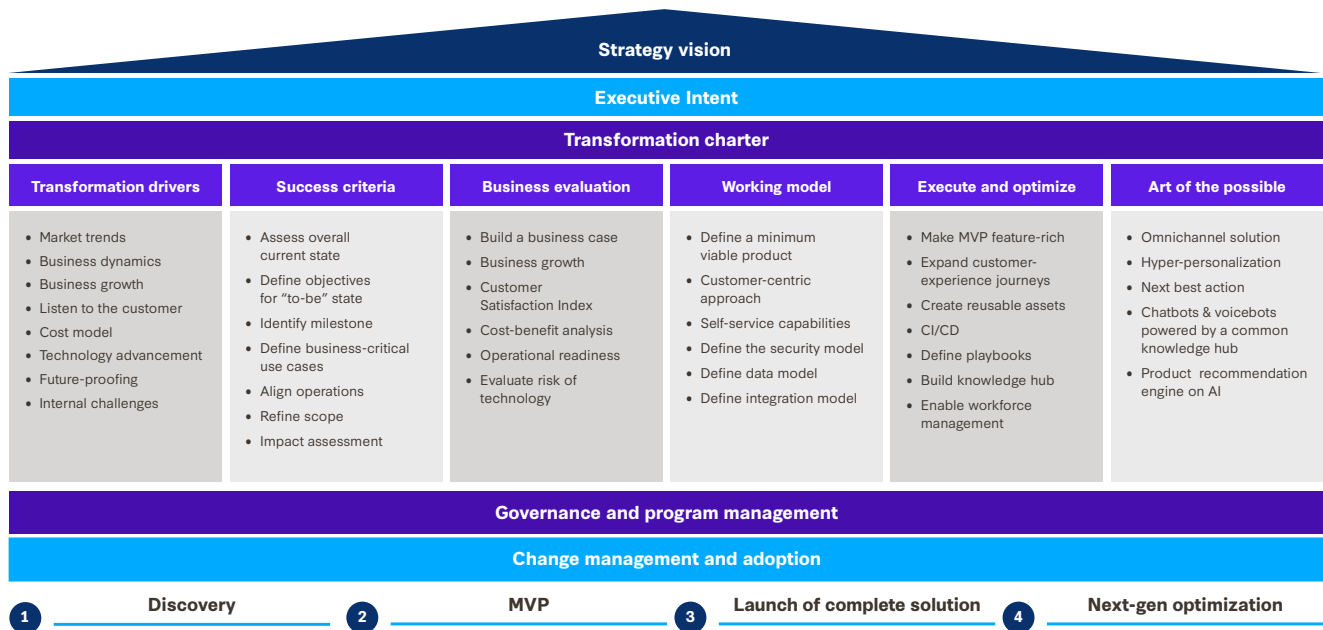
Deep and relevant experience

- Successfully aided clients in service transformation across industries
- Experience in every functional bifurcation of customer service
- Skilled in leveraging Pega Customer Service, CDH, CTI, and all other Pega components

Prefabricated assets

- Several verticalized, outcome-focused IT assets (available on Pega Marketplace)
- Libraries of templates and knowledge assets

Differentiating discipline

- Refined consulting framework: OPTIMA is flexible and agile, "meeting clients where they're at."
- Advanced business architecture techniques to maintain focus and consensus through the course of long transformations

Our approach

	Strategy vision				
	Executive Intent				
	Transformation charter				
Transformation drivers	**Success criteria**	**Business evaluation**	**Working model**	**Execute and optimize**	**Art of the possible**
• Market trends • Business dynamics • Business growth • Listen to the customer • Cost model • Technology advancement • Future-proofing • Internal challenges	• Assess overall current state • Define objectives for "to-be" state • Identify milestone • Define business-critical use cases • Align operations • Refine scope • Impact assessment	• Build a business case • Business growth • Customer Satisfaction Index • Cost-benefit analysis • Operational readiness • Evaluate risk of technology	• Define a minimum viable product • Customer-centric approach • Self-service capabilities • Define the security model • Define data model • Define integration model	• Make MVP feature-rich • Expand customer-experience journeys • Create reusable assets • CI/CD • Define playbooks • Build knowledge hub • Enable workforce management	• Omnichannel solution • Hyper-personalization • Next best action • Chatbots & voicebots powered by a common knowledge hub • Product recommendation engine on AI

Governance and program management

Change management and adoption

1 — Discovery   2 — MVP   3 — Launch of complete solution   4 — Next-gen optimization

Partners

PEGA

virtusa
Engineering First

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