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Success Story

AI Powered Document Data Extractor Platform



A photograph showing two men in business attire shaking hands over a table covered with documents, charts, and a laptop. The background is a light blue and white circuit board pattern.

About the Client

A prominent Third-Party Administrator (TPA) offering claims processing, employee benefits management, and administrative services to leading insurance companies in India and the US, as well as large multinational corporations in India.

Business Problem

The client's operations revolved around processing insurance claims, which required extracting data from PDFs and scanned images of complex forms, particularly Uniform Billing Forms (UB Forms) and Healthcare Financial Administration claim forms (HFCA Forms). Manual data extraction was error prone and time-consuming, with data accuracy hovering at a low level. The inconsistent layout of the forms, coupled with poor document quality, posed significant challenges. Extracting data from UB and HFCA forms took around 30 minutes each, driving the need for an AI-powered solution to drastically enhance accuracy and operational efficiency.



Solution

We developed an AI-powered solution for extracting data from UB and HFCA forms:

- **Deep Learning:** Trained on claim form datasets to detect complex patterns.
- **OCR Enhancement:** Improved text extraction accuracy with AI-driven OCR.
- **Table Extraction:** Custom models handled complex tabular data.
- **Document Classification:** Automatically identified and processed form types.
- **Quality Enhancement:** Image denoising and tilt correction improved scans.
- **Faster Processing:** Reduced extraction time from 30 minutes to 30-40 seconds using GPUs.
- **Seamless Integration:** Deployed on-premise with secure API connectivity.

Outcome

The adoption of our AI-enhanced Document Data Extraction solution yielded remarkable outcomes:

- **Operational Efficiency:** Form extraction speed improved by over 80%, replacing manual processes.
- **Enhanced Accuracy:** Data extraction accuracy rose from 30% to 85%.
- **Resource Optimization:** Reduced manual effort, freeing up resources for strategic tasks.
- **Streamlined Operations:** Seamless integration enhanced claims processing, boosting customer satisfaction.



Conclusion

Our AI-powered Document Data Extraction solution revolutionized the operational landscape for the Third-Party Administrator. By significantly enhancing accuracy, expediting extraction, and optimizing resources, the client redefined their claims processing paradigm, driving higher efficiency, reliability, and strategic allocation of human resources.



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