



# AI for Claims Processing

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GIZ

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# Objective

To provide information on options you have available to get started with AI in Social Health Protection, focusing on claims processing.

- ▶ Open-source, free software to help digitally transform social protection programmes!
- ▶ Capable of leveraging Digital Public Infrastructure for added efficiency
- ▶ Based on international standards for data and interoperability: DCI, HL7 FHIR, OpenHIE

**24.4 Million beneficiaries**

**12 Countries**

**15+ SP prog.**

## Solutions



Social Health Protection



Employment Injury Insurance



Voucher Schemes

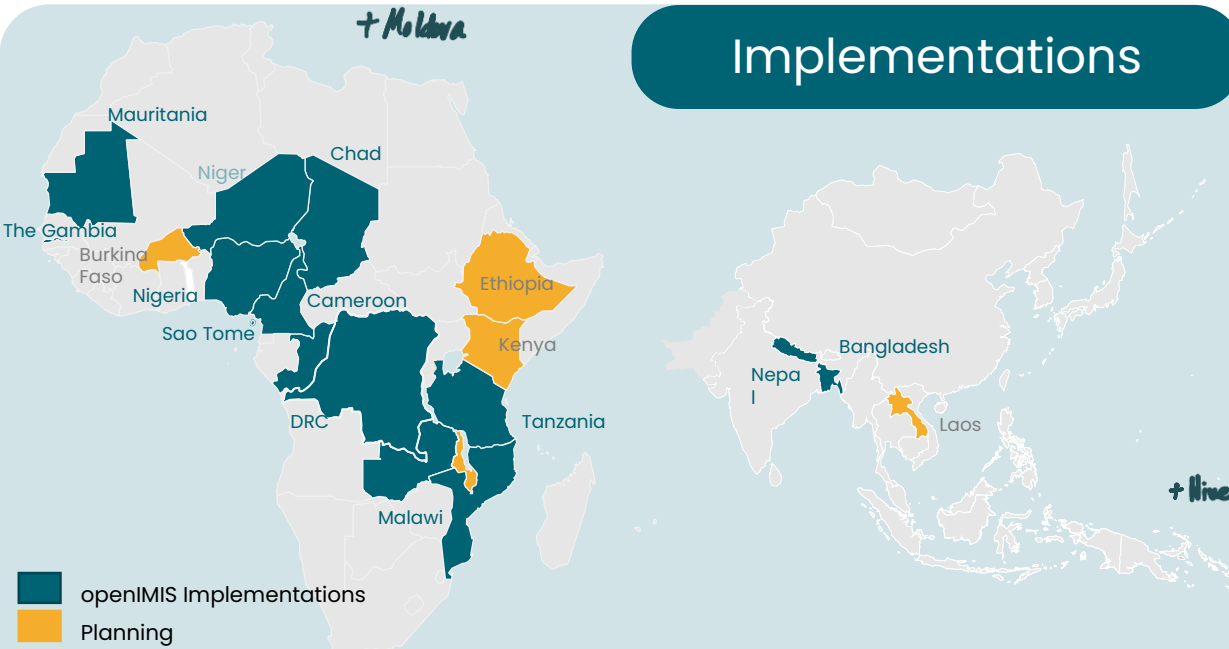


Social Cash Transfers



Social/Beneficiary Registries

## Implementations



## Stakeholders



## Funding



german cooperation  
DEUTSCHE ZUSAMMENARBEIT



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

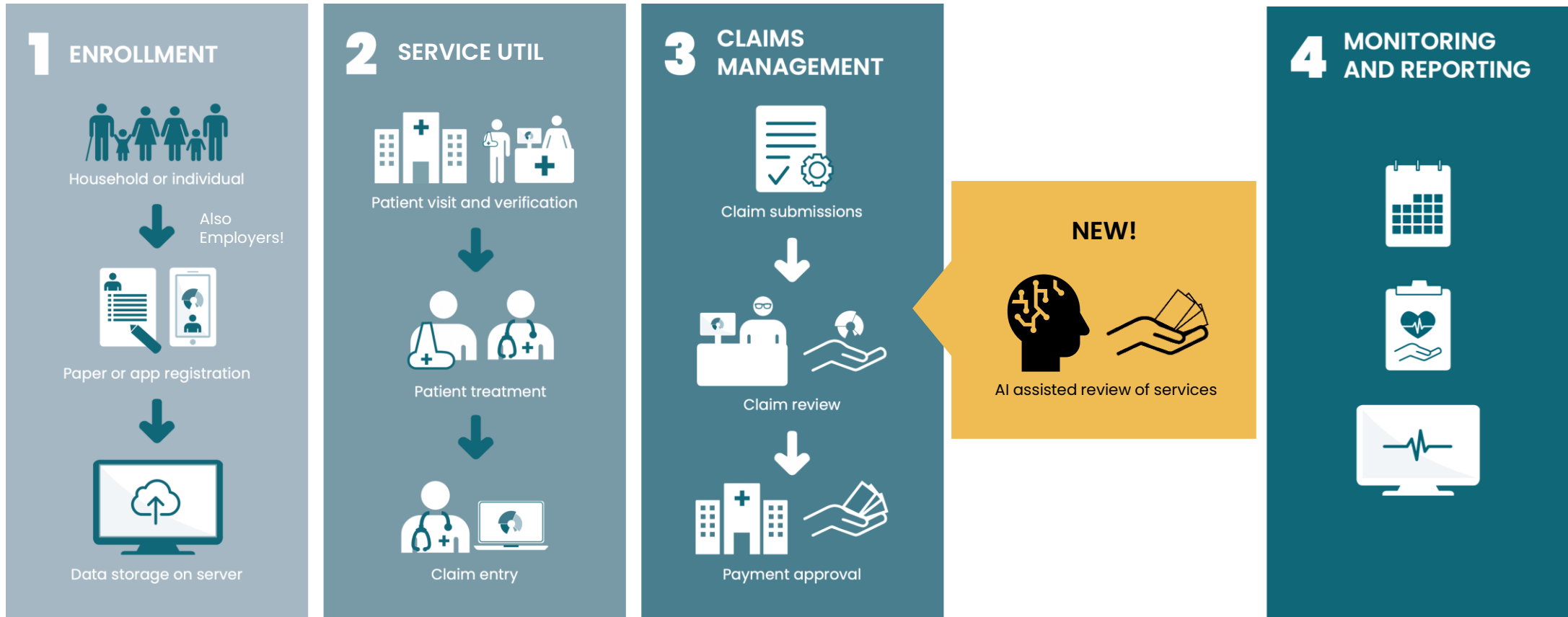
Swiss Agency for Development and Cooperation SDC



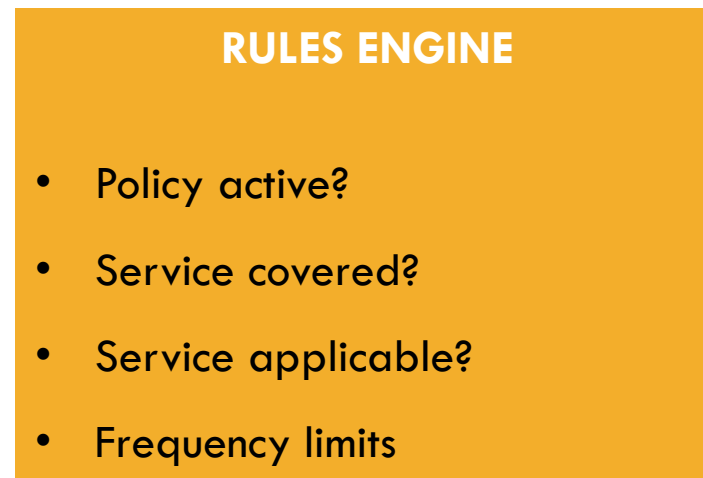
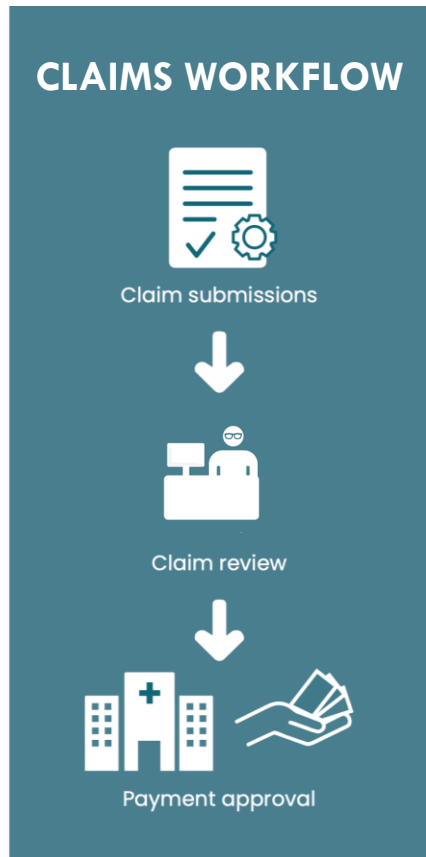
Co-funded by the European Union

# Health Insurance Solution

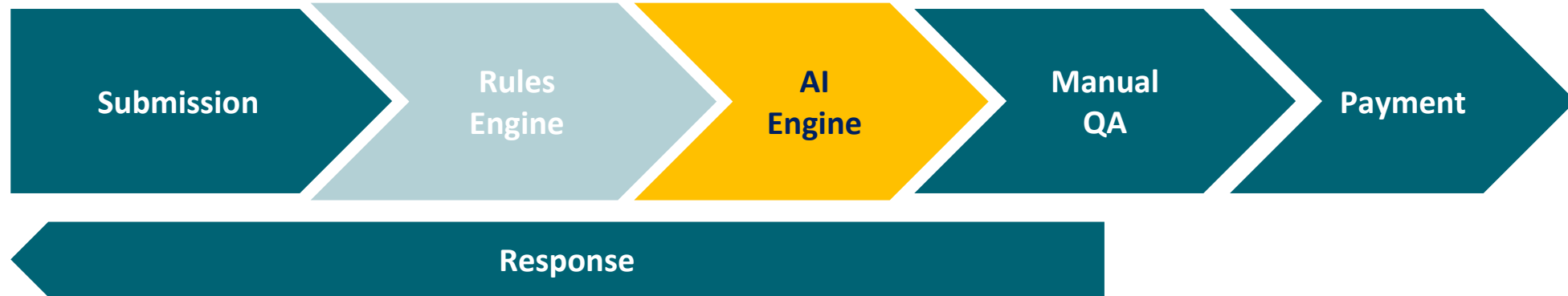
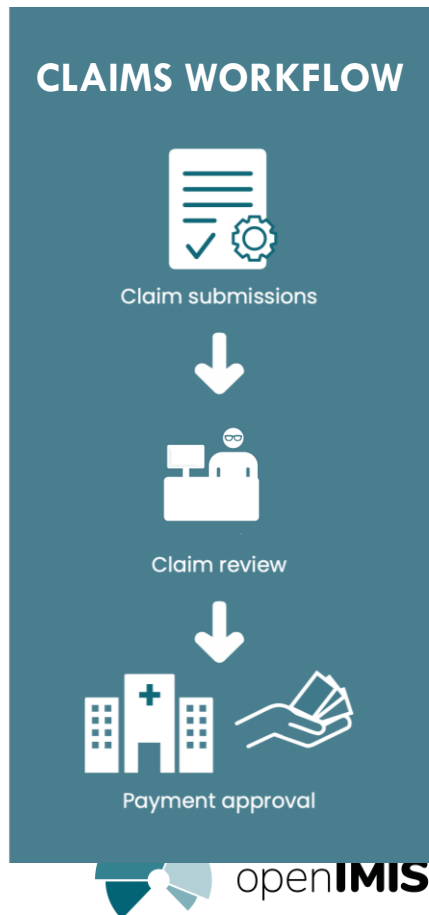
*powered by openIMIS*



# Rule Based Claims processing



# Adding machine learning



### RULES ENGINE

- Policy active?
- Service covered?
- Service applicable?
- Frequency limits

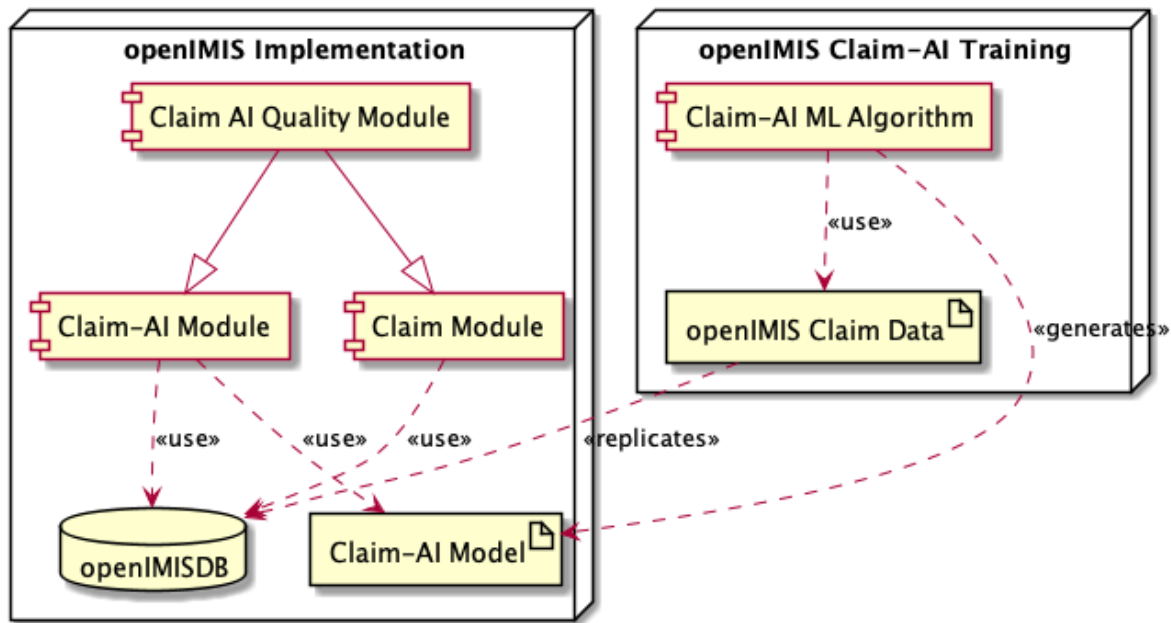
### Claims-AI Module

- Automatic classification based on manual review
- Flag claims rejected by AI model

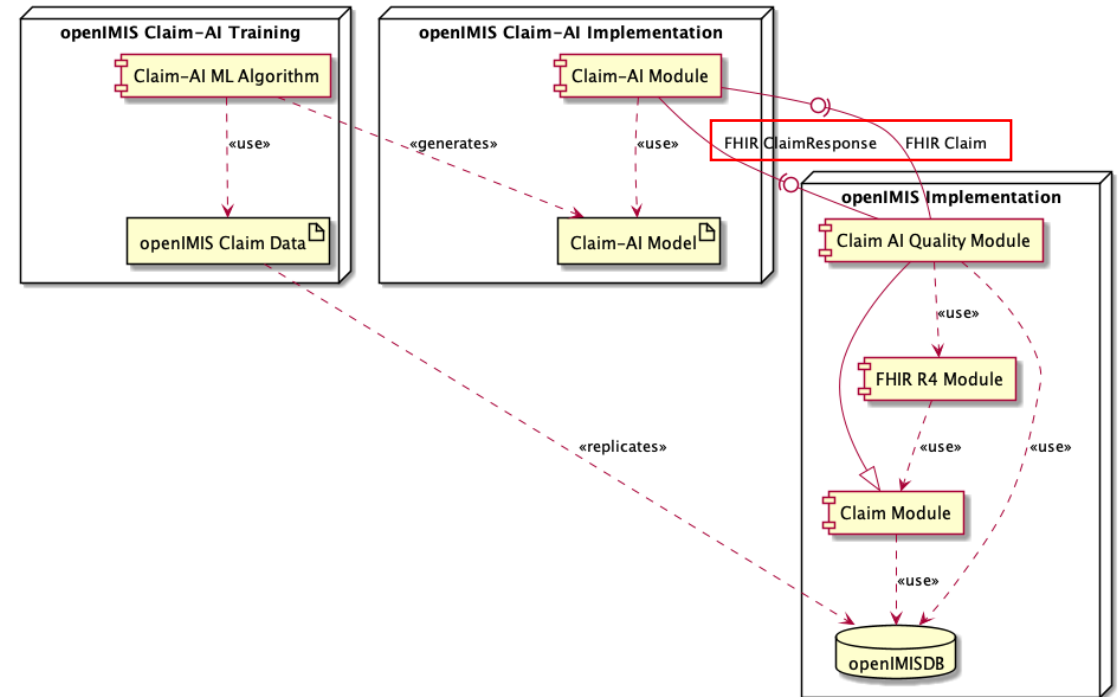
MACHINE LEARNING MODEL FOR CLAIM CATEGORISATION

# openIMIS Claims-AI Module

Integrated with openIMIS Implementation



Interoperable with YOUR insurance MIS



# Ready to customize, configure & Deploy!



## DATA PREPARATION

Implementation specific

Required efforts depend on:

1. Data availability
2. Data quality
3. Amount of data

## AI MODEL DEV

Use existing model – no extra effort

Develop further (if need be)

## SOFTWARE DEVELOPMENT

Modules ready to use!

Deployment efforts

Customization

## TESTING

Specific to each imp.



# openIMIS Claims – AI Module Resources

All available freely &  
as open-source

openIMIS community  
available for support

- [Model design details](#)
- [Code at Github](#)

# Community Tools

- [Homepage](#)
- [Wiki](#)
- Forum
- Document Share
- [Chatgroup](#)
- [Service Desk](#)
- [Issue Tracker](#)
- [Code repository](#)
- [Internationalization](#)
- [Demo Server](#)
- [Documentation](#)

The image displays two overlapping screenshots. The background screenshot shows the GitHub organization page for openIMIS, featuring the organization's profile, repository list, and navigation options. The foreground screenshot shows the openIMIS Service Desk interface, which includes a welcome message, a list of service desk options (such as 'Question about openIMIS', 'Report a bug', and 'Request a new feature'), and a 'People' section with user avatars.

# THANK YOU !

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## More information on openIMIS

Signup for our newsletter at [www.openIMIS.org](http://www.openIMIS.org)

openIMIS wiki: [wiki.openIMIS.org](http://wiki.openIMIS.org)

Source code: [github.com/openimis](https://github.com/openimis)

Technical documentation: [docs.openIMIS.org](http://docs.openIMIS.org)