



PegaWorld*iN*spire

Pega AI in Claims Operations at Elevance Health

Ashwini Gupta
Elevance Health

Janet Rappa
Pegasystems



Pega AI in Claims Operations at Elevance Health



Ashwini Gupta

Elevance Health

Senior Director of Digital Ops
CSBD Claims



Janet Rappa

Pegasystems

Sr. Product Manager
Smart Claims Engine for Healthcare



Our mission

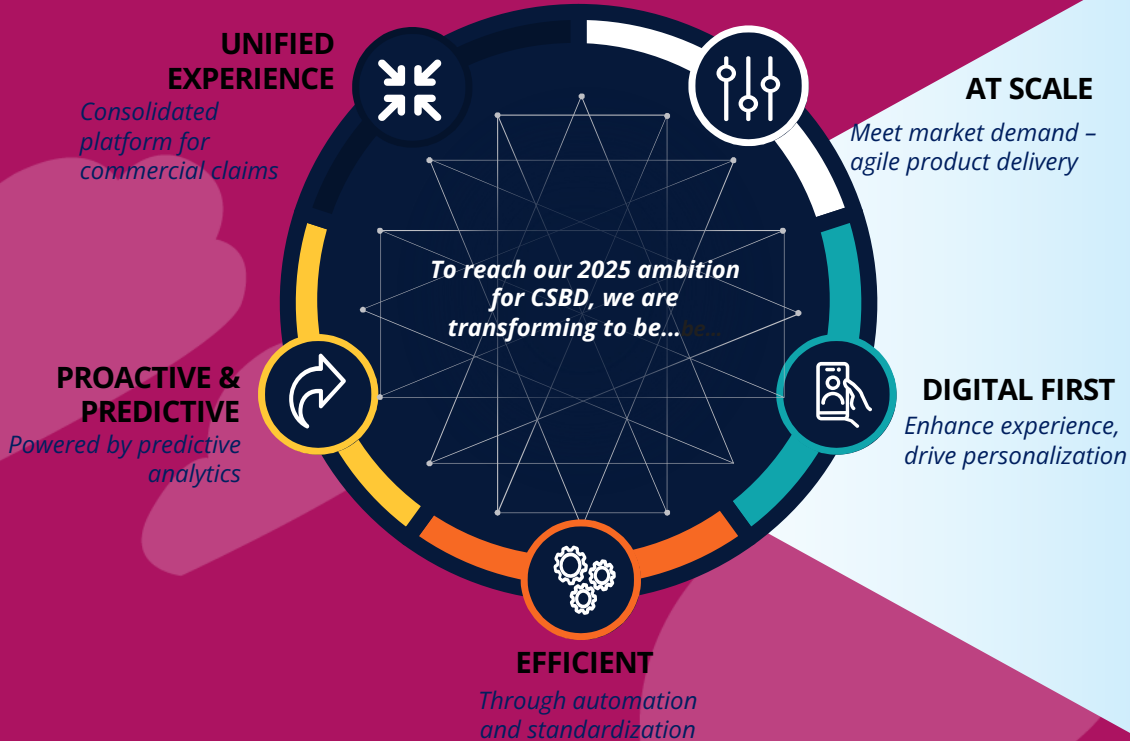
Fueled by our bold purpose to improve the health of humanity, we are transforming from a traditional health benefits organization into a lifetime trusted health partner

Our nearly **100,000 associates** serve more than **118 million people**, at every stage of health. We address a full range of needs with an integrated whole health approach, powered by industry-leading capabilities and a digital platform for health

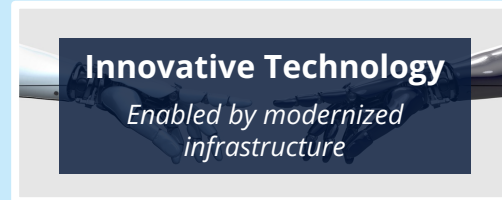


Elevance Health CIW: Our 2025 Strategic Ambition

Create an industry-leading customer experience powered by the best in digital technology and operations services at an optimized cost basis



Portfolio of Initiatives to be strategized across **3 key dimensions...**



Transforming The Examiner Experience

Goal: Completely change the examiner experience

Goodbye, green screens!

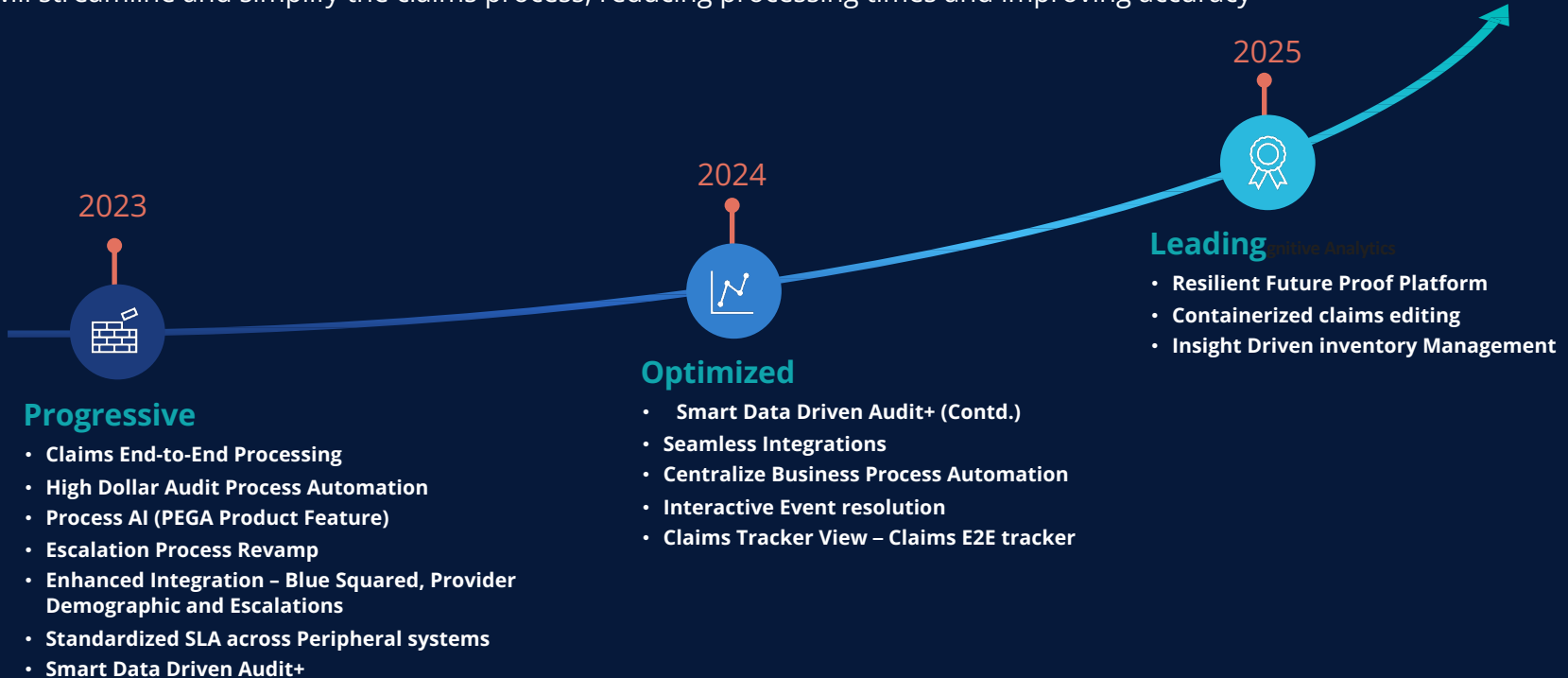
Hello, modern user interface!

- Single, unified user interface across multiple legacy platforms
- Skill based routing – get the right work to the right people
- Simple configurations to address complex situations
- Automation that aligns the enterprise to outcomes
- Reduce training time & focus on what matters
- Get work done faster and more accurately



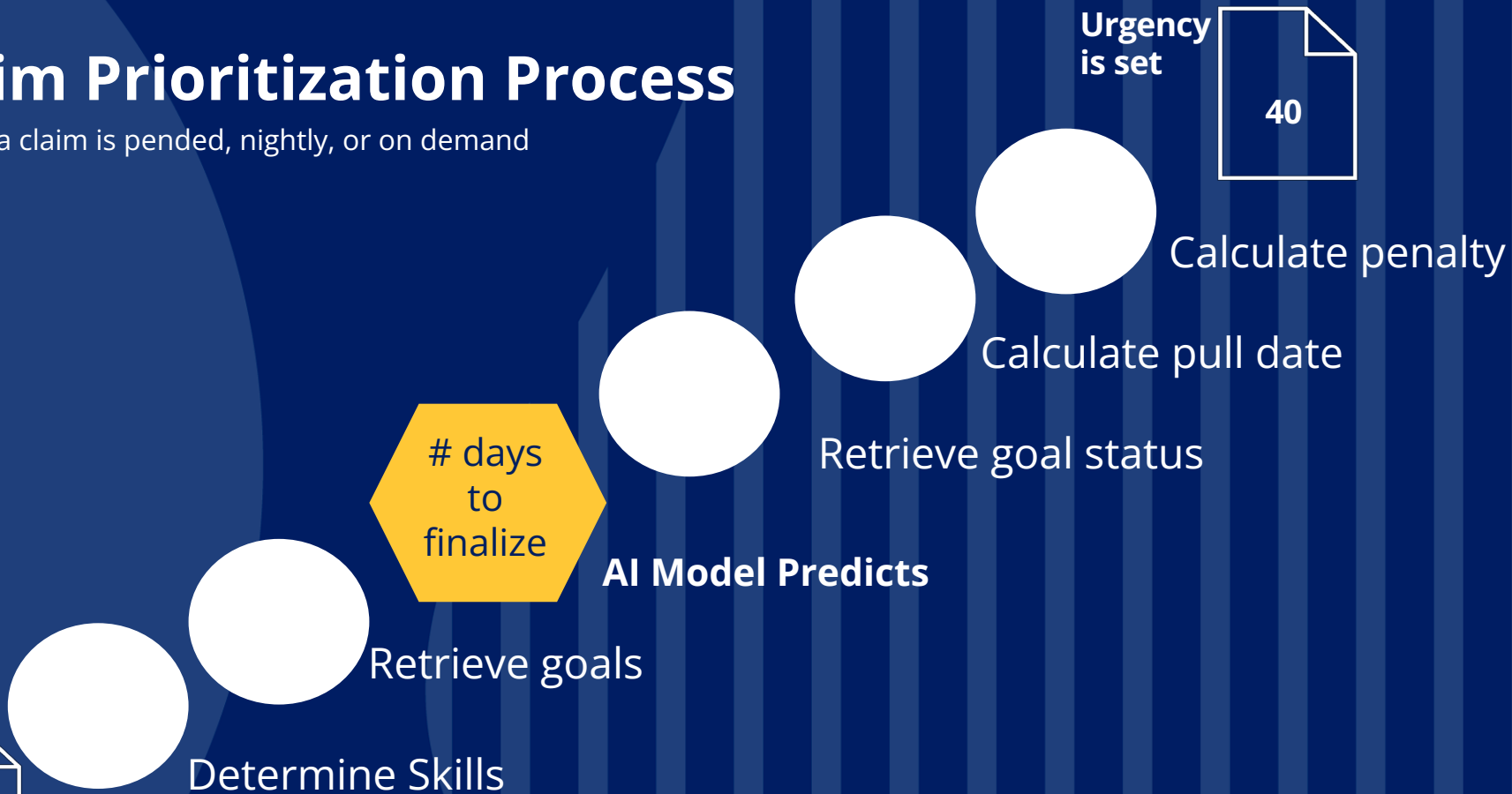
CIW – 3 Year Roadmap

Our Vision: The Unified Claims platform aims to transform the claims workflow by leveraging technology to deliver a best-in-class associate experience. With end-to-end claims processing and smart assistance driven by data insights, the platform will streamline and simplify the claims process, reducing processing times and improving accuracy



Claim Prioritization Process

When a claim is pended, nightly, or on demand



It isn't magic... it is data science



Data-driven Management

Simulation supports decision-making

- Run multiple scenarios to optimize
- Identify and forecast bottlenecks
- Calculate cost of potential
 - Overtime
 - Penalties
 - Performance guarantees





PegaWorldiNspire

