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Shift Subrogation Detection

Using AI to Identify Recovery Opportunities

The Situation

In their effort to deliver exceptional customer experiences, insurers aim to settle claims as quickly, accurately, and fairly as possible. But what happens when a third-party is responsible for all, or part of, the payment of a claim?

For too long, identifying these subrogation opportunities was a tedious, manual process that required a combination of luck and skill on the part of claims professionals. Early attempts at automating the process relied on rudimentary, rules-based solutions that were simply not up to the task of finding hidden subrogation opportunities.

Successful automated Subrogation Detection requires a brand new approach that brings AI-based decision automation and optimization capabilities to the process of identifying and pursuing recovery opportunities.

The Solution

Shift Subrogation Detection uses AI to quickly and accurately discover opportunities to recover costs from third parties.

The solution not only finds those claims for which subrogation is possible but also generates actionable cases supported by actionable insights.

Shift Subrogation Detection improves on manual and simple rules-based subrogation identification processes by focusing on coverage, consistency and precision. The result includes reduced claim loss and improved deductible recovery, while freeing the claims team to focus on resolving claims.

Key benefits

- **SPEED** Identify recovery opportunities as early as possible to maximize the chance to make a successful recovery
- **ACCURACY** Generate a recovery opportunity score based on appropriate negligence law, the loss estimate amount, claim data and external data
- **GUIDANCE** Provide the Subrogation team with the rationale for subrogation as well as the possible party at fault

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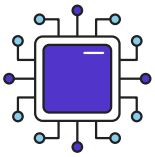
Shift Subrogation Detection delivers outputs that makes it significantly easier for claims professionals to make Subrogation Detection. By providing relevant intelligence pertaining to reasons for recovery, who the responsible party may be, estimated liability, applicable negligence law, likelihood of recovery, and estimated recovery amount, insurers have a comprehensive understanding of the subrogation opportunity and the benefit of pursuing it for the insurer and insured alike.

Shift Subrogation Detection follows a three-step process to more accurately and efficiently identify subrogation opportunities within the claims process.

Extraction of Information from Structured and Unstructured Claims Data
Shift Subrogation Detection analyzes all relevant claims data to provide claims professionals with a holistic view of the claim including what happened, who was involved, and could other parties be at fault.

Integration of External Data
The solution applies analysis of relevant external data to the claim to give a more complete understanding of the subrogation opportunity. This external data may include applicable negligence laws, product recall lists, online business reviews and complaints, and relevant news stories.



Predictive Analysis and Scoring
Shift Subrogation Detection delivers claims professionals all the intelligence, with contextual guidance, required to make the optimal decision related to whether to pursue subrogation recovery. This includes the opportunity itself, an estimation of liability, a recovery likelihood estimation and the potential recovery amount.

Learn more about Shift Subrogation Detection and the Shift Insurance Decisioning Platform at shift-technology.com

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About Shift Technology
Shift Technology delivers AI-powered decisioning solutions to benefit the global insurance industry and its customers. Our products enable the world's leading insurers to improve combined ratios by optimizing and automating critical decisions across the policy lifecycle. Shift solutions help mitigate fraud and risk, increase operational efficiency, and deliver superior customer experiences.

Learn more at www.shift-technology.com.