SHIFT

Advanced AI and insurance expertise to find and stop document fraud

Manipulation and generation of insurance documents has become a cutting-edge challenge for insurers. Shift's Generative AI and predictive analytics combines with insurance expertise to detect generated, manipulated, or re-used images and documents, and fraud suspicion based on extracted document data.
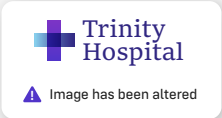
Metadata analysis

Review of document dates, authors, location, or history compared to relevant claim or policy information to find inconsistencies

> Created: 3/27/2022 2:41:29PM
> Modified: 5/1/2025 7:13:08AM
> Claim Date: 4/24/2025 4:00PM

Image analysis

Multi-layer models to detect generated or manipulated images or logos, and re-use from prior claims or public sources

Trinity Hospital
⚠ Image has been altered

Data analysis

Generative AI classification to extract and unify document data with insurer and 3rd party data, uncovering potential fraud.

> ⚠ **DETECTION**
> Drug dose checks reveal that this line item is 5 times higher than expected and the VAT line does not make sense for the total.

Invoice   Trinity Hospital

Account To: **Patient Details:**
Health Insurance   Mrs Jayne Seymore
RUS   40 Whatley Avenue
Egham   London
Middlesex   SW20 9NR
TW18 5YA

Consultant: Doug Annable (Dr)   Admission: 24/04/2025
Contract: (B1L) Outpatient   Discharge: 24/04/2025
Date of birth: 05/08/1976   Nights: 0
Subscriber ref: 0234527567   Date of invoice: 24/04/2025
               125890758

Patient: Mrs. Jayne Seymore   Medical Record Number: 57856
                                         Invoice Number: 6389672548

Date	Service	Description	Qty	Amount
24/04/2025	Lung function	Full lunch function with reversibility (PFT)	1	£821.67
24/04/2025	Lung function	Exhaled Nitric Oxide (FeNO)	1	£152.82
24/04/2025	Lung function	Beclometasone dipropionate/formoterol fumarate dihydrate 200/6	5	£250.00

                               Total:£1223.39   **VAT:£194.68**

The above total should be quoted in all correspondence. All invoices are payable on presentation.
Please contact credit control on 0800 550 5555. BACS: Account Number: 00123456 Sort Code: 01.02.03

Document modification

Detection of inconsistencies in numbers, names, and document details that may indicate manipulation. Numbers from elsewhere in the document have been copied and moved to manipulate the date.

24/04/ 2025

Anomaly checks

Hospital categorisation checks confirm that this hospital does not perform respiratory diagnostics

2x
Document Fraud Impact

Shift's document fraud detection goes further, using Generative AI to classify insurance document types, extract relevant data, and combine with insurer and 3rd party data for fraud analysis. The result is twice as much fraud stopped, compared to analysis of only the document.*

*based on Shift customer results

Insurance document expertise

Dozens of document classifications to gather the relevant data from photos, invoices, reports, personal identification, handwritten documents, and more across 7+ languages.

Seamlessly integrated

Available in both batch and real-time analysis, delivered via API or fully integrated with Shift's Fraud, Waste and Abuse or Case Management

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SHIFT

About Shift Technology

Shift Technology is the trusted AI partner to the world's leading insurers. Our innovative and explainable AI solutions help insurers reduce fraud and risk, streamline claims processes, and improve customer experiences. Shift delivers measurable business impact and lasting ROI by combining deep insurance expertise with cutting-edge technology.

Learn more at www.shift-technology.com/en-gb.