

"Our documents are routed to the claims team **92% faster**. This helps with response time, completion of claims related tasks and general claims evaluation."

Charlie Wendland,
Head of Claims



BRANCH

Key Results

- 80% straight-through-processing automation
- Over 10x improvement in speed and efficiency
- All tasking, alerting, and escalation is automated, standardized, and error-free
- What took 4-5 people is now completed by 1
- 2-4 day backlog eliminated— all mail processed in near real time

By Implementing Foundation AI with Snapshot, Branch Insurance Reduced Mail Processing Time by More than 10x

While Reducing Errors and Freeing Staff to Focus on Higher Value Work

In 2021 Branch Insurance selected Snapshot Claims software to deliver a modern claims experience to its rapidly-growing community. While this upgrade greatly increased claims handling efficiency, Branch's manual process for entering, categorizing, and routing physical mail and emailed attachments to the right claim and adjuster remained a bottleneck. Branch chose Snapshot's partner, Foundation AI, and implemented the FAI Platform to revolutionize its mail and email document intake. The results for Branch have been incredible - read on to find out more.

The Challenge

Prior to Foundation AI, incoming mail was received by a third-party and scanned into an email-style mailbox for Branch staff to download. A team of 4 to 5 people would manually download each document, scour it for information to search Snapshot for the correct claim and exposure, determine the proper document management tag, and then assign a task for the claims adjuster in Snapshot. The work was tedious, mistakes were common, staff would regularly forget to assign tasks to adjusters, and Branch was usually 2 to 4 days behind in getting incoming documents into Snapshot and routed to a claims adjuster.

The Solution

Foundation AI acts as a bridge between email boxes and scanners on one end, and Snapshot on the other. Branch chose to use FAI's end to end offering where physical mail is received offsite, opened, and scanned directly into the FAI Platform.

FAI then uses its proprietary AI models to match each document to the right claim and exposure. The FAI Platform instantly classifies incoming documents like attorney correspondence, estimates, invoices, medical bills, policy documents, litigation documents, and settlement demands and applies the appropriate Snapshot document tag automatically. Based on the claim and Snapshot Tag, FAI instantly tasks the responsible adjuster or supervisor. FAI can even trigger alerts and escalations for urgent and time-sensitive documents, and integrates seamlessly with Snapshot's automations for streamlined claims processing.

For Branch, approximately 80% of documents are processed straight through with no human involvement – for the remaining 20%, a Branch team member checks the AI's work in the Foundation AI user interface, and then the documents process straight into Snapshot. Because the AI continues to learn with each document it processes, speed and efficiency will only improve from there.



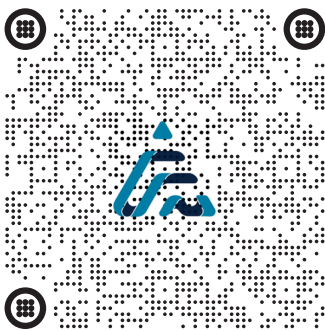
“The FAI customer success team not only provided excellent support, but the iterative feedback helped to refine the process further, making it even more efficient.”

Caitlin Washburn,
Sr. Product Manager



BRANCH

Book a Demo



Quantifiable Improvements with FAI

A time study conducted by Branch highlighted the remarkable impact of the new process:

- **Manual Process:**
Manually processing 10 pieces of mail took over 11 minutes.
- **FAI Process:**
With FAI, the same documents were processed in under a minute, representing greater than 10x increase in efficiency.

The Results

By integrating Foundation AI with Snapsheet, Branch has transformed its document intake process. Not only is it now 10x more efficient, enabling one person to complete a job that could not previously be completed by 5, but it is also much less error prone since all of the alerts and workflows are now automatic.

The FAI Platform will continue to learn and improve with each document it processes, and with Foundation AI's partnership with Snapsheet, the two companies are committed to driving innovation and continuing to bring value to their customers.

Foundation AI Features:



Built for Claims Document Processing

Collect, claim-match, and index digital mail and email attachments while classifying each document to route it to the right person and trigger Snapsheet automations and workflows.



AI-Powered - Human-Empowered

AI models with reliable confidence scores and human-in-the-loop automation platform to strike the perfect balance between precision and efficiency.



Seamless Integration

Easily integrates with existing hardware and Snapsheet.



Best-in-Class Security

Foundation AI is ISO 27001, Soc 2 Type 2 Certified and HIPAA compliant.



Let AI
Match, Name, and Save Your Inbound Documents

Your people have better things to do

(mail, medicals, bills, email attachments, faxes, you name it...) <



www.foundationai.com



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