

# From Multichannel Complexity to AI Orchestrated Claims and Fraud Operations

## Major Healthcare Payor

A national healthcare payor division partnered with DataBank to replace manual record handling with AI powered, human validated processing that reduces delays, mitigates compliance risk, and scales fraud prevention and claims integrity operations.



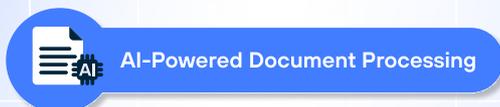
## Overview

A payor division focused on fraud prevention and claims integrity managed high record volumes from paper, fax, CD, and portal uploads. Manual handling slowed reviews and increased compliance risk across many payer clients. DataBank deployed AI powered processing with human validation to standardize intake, validate key fields, and automate routing. The program scaled to enterprise volumes while maintaining service levels.

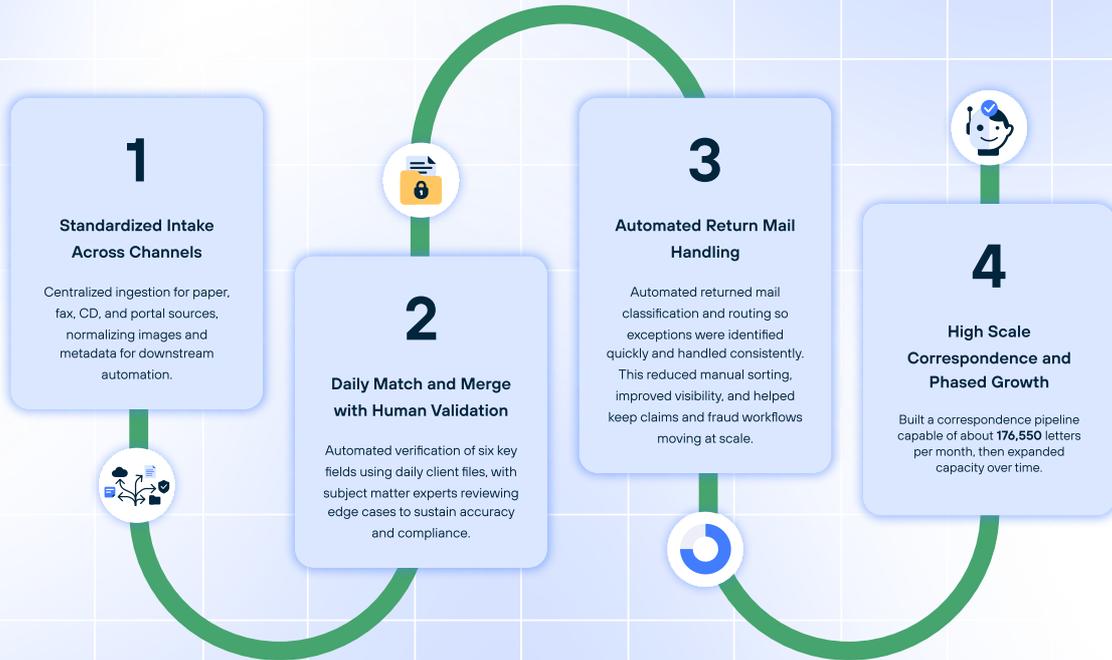
## Challenges

-  Inefficient processing of inbound medical records and outbound claims correspondence across many payer clients
-  Compliance risk and fraud detection delays caused by manual, error prone steps
-  Multiple format intake including paper, fax, CD, and portal uploads requiring consistent, high accuracy handling
-  Operational bottlenecks due to limited automation and scale

## Solutions



# Implementation



## Key Takeaways

Automation, validation, and scalability improved accuracy, compliance, and fraud detection speed across **16** payer clients.



### Massive Intake Volume

**3.4M** images processed via portal upload in one month



### Flawless Compliance Record

**100%** SLA adherence for fraud, waste, and abuse (FWAE) communications



### Enterprise Wide Scalability

Expanded to **16** payer clients on a standardized operational framework



### Accelerated Fraud Insights

Faster fraud detection and claims verification through automation and subject matter expert oversight

## Results



Deeper content intelligence to further accelerate fraud detection



Cloud integration to support growth and resilience at higher volumes



Standardized onboarding to rapidly add more payer clients and document types while managing cost via tiered pricing

## More About DataBank

DataBank is a trusted provider of data, document, and automation solutions for organizations with complex information environments. For more than 30 years, we have helped enterprises securely manage, process, and activate high value information at scale.

Today, DataBank offers a flexible portfolio of solutions and services designed to meet clients where they are, whether they are modernizing legacy repositories, automating document heavy processes, or building a stronger foundation for analytics and AI. We help organizations turn information into a strategic asset by improving accessibility, governance, and usability so teams can act on trusted data faster and with less effort.

We combine proven operational expertise with modern AI, automation, and cloud technologies to help clients reduce manual work, improve data quality, and accelerate decision making without disrupting existing systems. From strategy through execution, DataBank is an end to end partner built to deliver measurable outcomes in even the most complex environments.