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Power of Collaboration:
An AI Example

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Today's presenters

Deepika Duggirala
Executive Vice
President, Technology

Rahul Patet
Senior Director,
Automation COE

Scott Clawson
Senior Director, Client
Delivery

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About Alight

25+ YEAR HISTORY

Serves 70% of the Fortune 100

Human Capital Management
Finance and Accounting
Customer Care
Cloud Optimization
HR Technology

Reporting and Analytics
Compensation Administration
Performance Management
Systems Deployment

18K colleagues

in five continents

100 Countries served

200M+ Client interactions annually

55+ delivery centers

5,000 CLIENTS

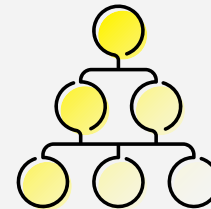18M employees served
36M people served

13 years
average tenure of top 25 Solutions clients

20+ years
tenure of 5 of top 20 clients

$1.2T+
In DC assets under administration*

98% Average Revenue Retention

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Powering **confident decisions**, for life

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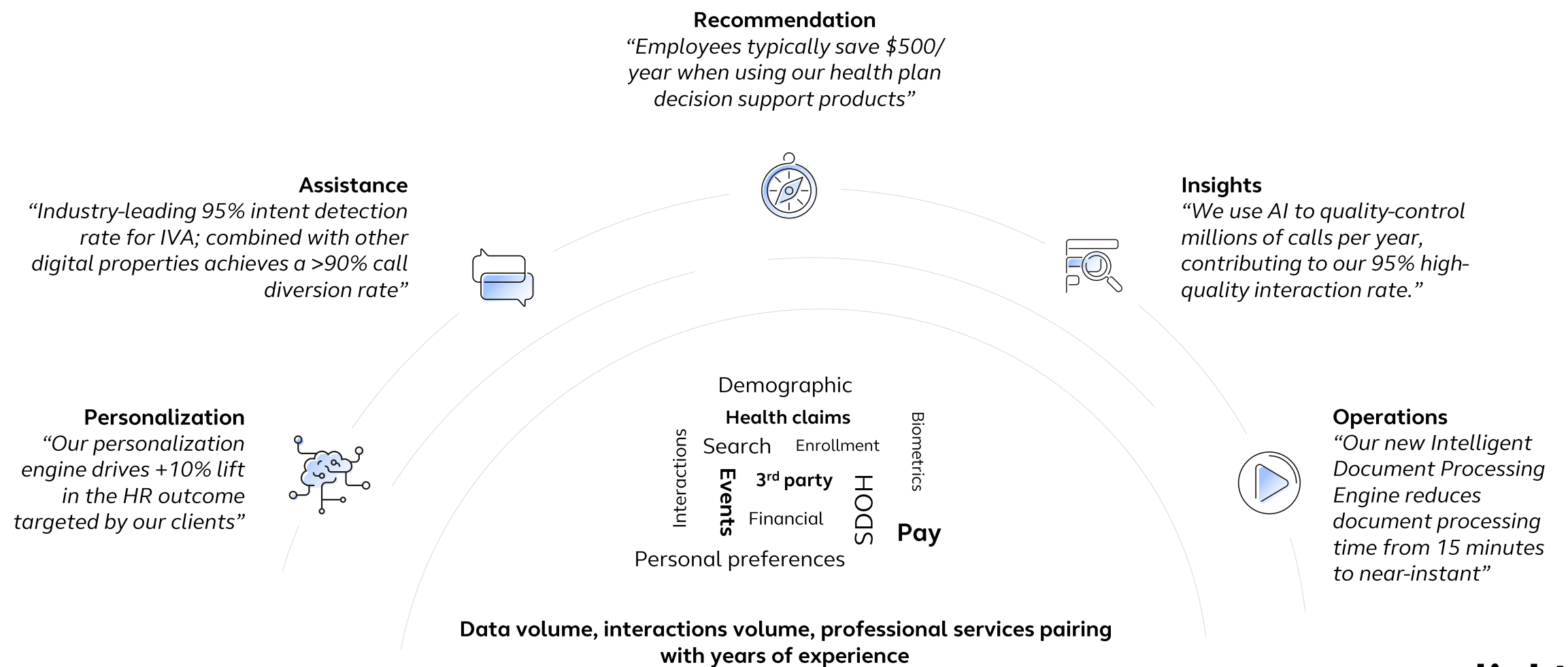
Collaborative Discovery

Intentional Agility

Rapid Decision Making

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Alight LumenAI™ enables more than just personalization

Recommendation
"Employees typically save $500/ year when using our health plan decision support products"

Assistance
"Industry-leading 95% intent detection rate for IVA; combined with other digital properties achieves a >90% call diversion rate"

Insights
"We use AI to quality-control millions of calls per year, contributing to our 95% high-quality interaction rate."

Personalization
"Our personalization engine drives +10% lift in the HR outcome targeted by our clients"

Demographic
Health claims
Biometrics
Search   Enrollment
Interactions
Events   **3rd party**
Financial   SDOH   **Pay**
Personal preferences

Operations
"Our new Intelligent Document Processing Engine reduces document processing time from 15 minutes to near-instant"

Data volume, interactions volume, professional services pairing with years of experience

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Opportunities in Claims Processing

Processing in Action

The Alight Worklife® Platform handles **6 Million claims annually** from **350+ clients' participants**
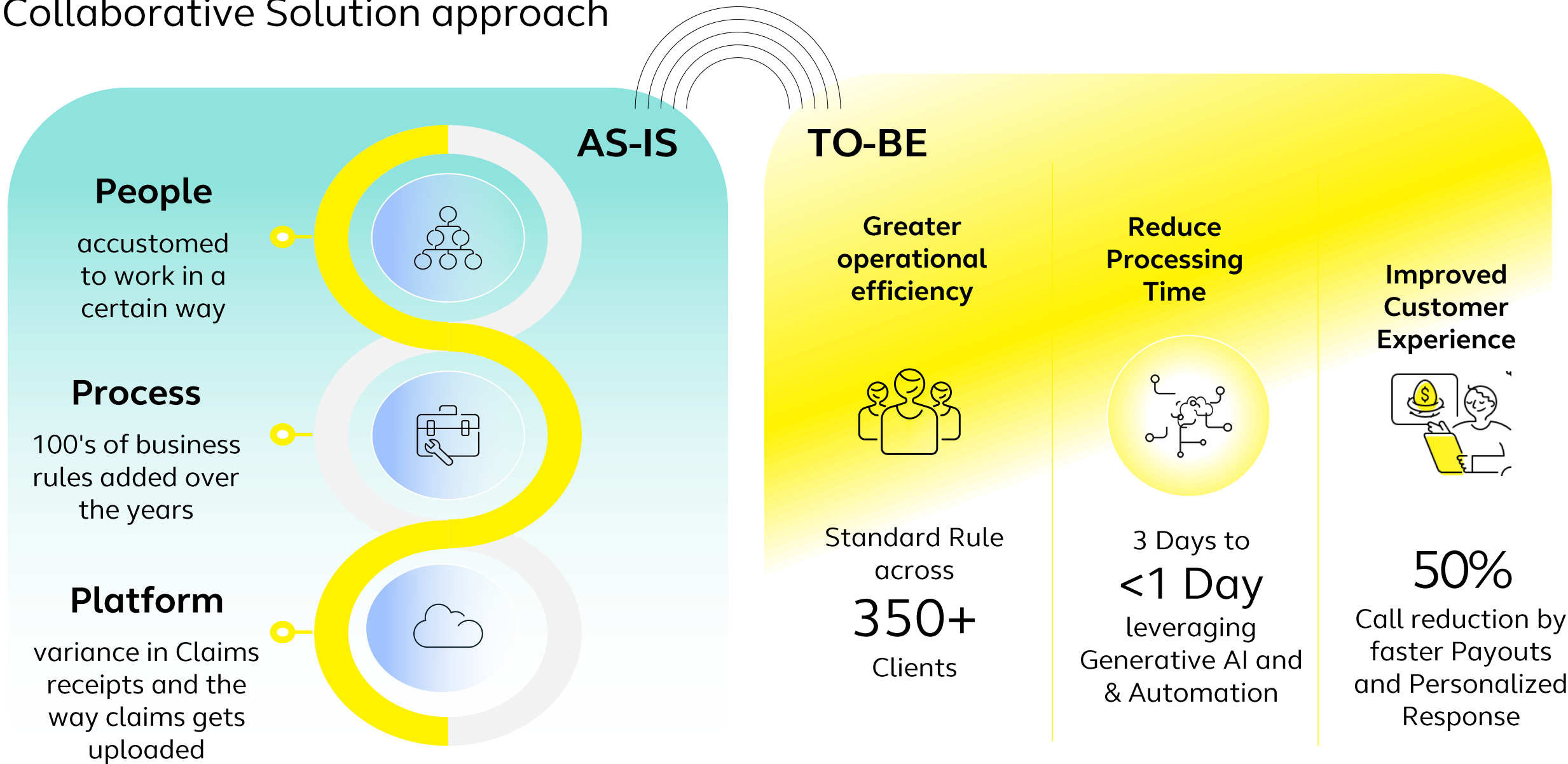

Customized Evaluation

Claims review and decisions are based on client-specific rules and variations in receipts and documents across **100,000+ pharmacies, hospitals and clinics**

Every moment matters.

Claims that are processed manually **can take three to five days during peak volumes**, contributing to more than **1,500 calls per day from customers**

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Collaborative Solution approach

AS-IS

People
accustomed to work in a certain way

Process
100's of business rules added over the years

Platform
variance in Claims receipts and the way claims gets uploaded

TO-BE

Greater operational efficiency

Standard Rule across
350+
Clients

Reduce Processing Time

3 Days to
<1 Day
leveraging Generative AI and & Automation

Improved Customer Experience

50%
Call reduction by faster Payouts and Personalized Response

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Claims Automation Solution

Alight's Intelligent Document Processing (IDP) Platform

S3 Bucket → **SQS Queue** → **AWS Step Functions**

1. **Doc Pre-Process**
2. **Doc Classify**
3. **Doc Extract**
4. **Doc Validate**
5. **Learning+ Loopback**

Claim Participant

Query Prompt : Raw Data

Completion: Claim Adjudication + Line items

Azure OpenAI API

Retrieve Relevant Data — Azure Cognitive Search

Azure OpenAI GPT-4 Model

Results stored Database

Data Encrypted at Transit / Rest
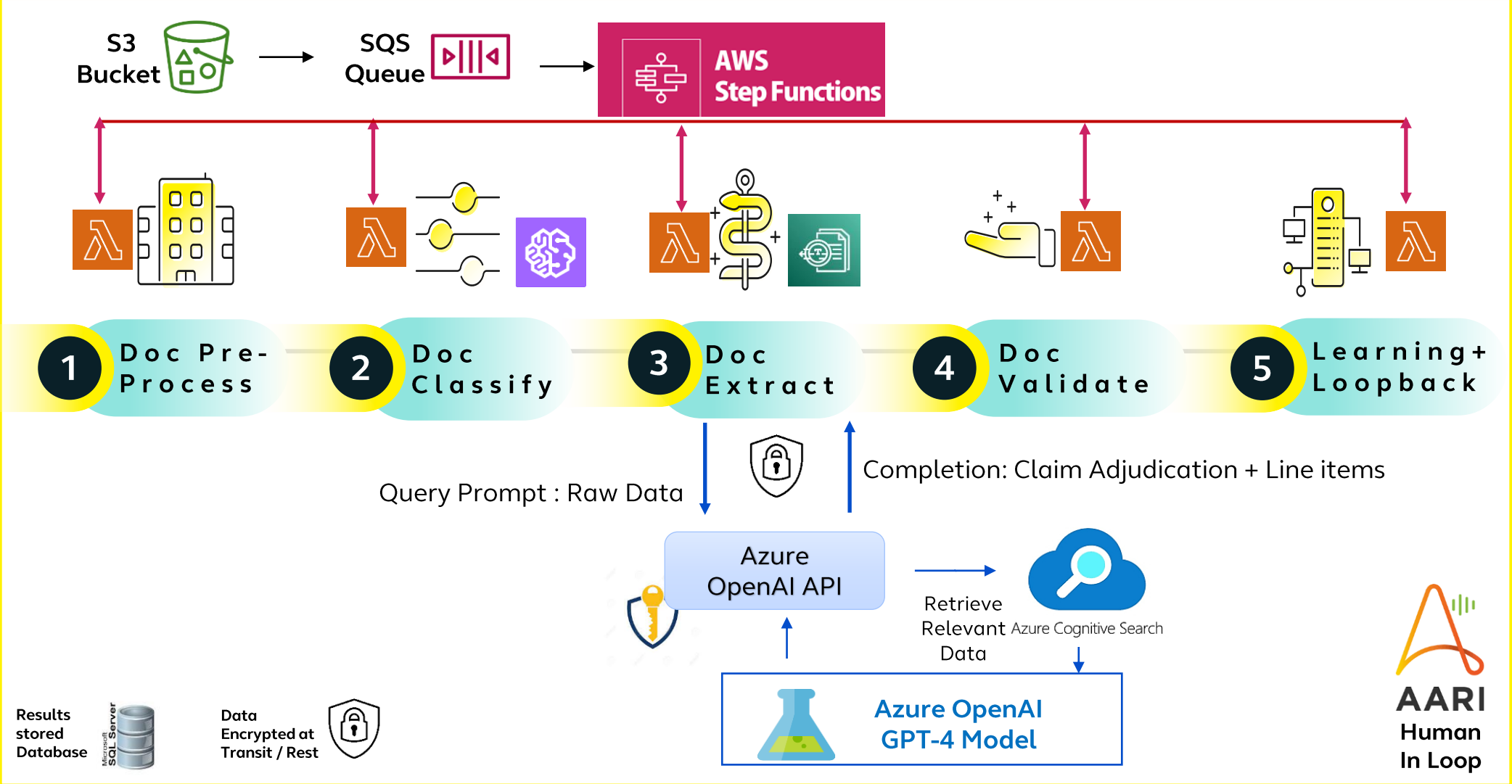
AARI Human In Loop

The Way Forward

Opportunities to increase the automation:

- Increase scenarios with high confidence scores

- Reduce claims going to Human In Loop

- Expand scope to include more document types and business rules

- Augment business rules based on ongoing processing feedback

- Integrate solution with the customer experience to enable real time claims approvals

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Thank you

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