Auto Casualty, Workers' Comp

Enlyte Celebrates National Adjuster Day With Clinician-Reviewed Medical Records Tool to Ease Claims Burden

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3 MIN READ

Medical Records Summarization (MRS) for bodily injury claims integrates AI automation with expert analysis to hasten claims resolution

SAN DIEGO, Calif.—Adjusters are often considered the foundation of insurance industry success, but their vital role is often underappreciated. So, once again, Enlyte is celebrating these professionals in honor of National Adjuster Day, Aug. 17, by launching another product designed to make their lives easier.

Enlyte's Medical Records Summarization (MRS) solution is a transformative platform for auto injury adjusters created to harmonize the irreplaceable judgment of expert clinicians with cutting-edge artificial intelligence capabilities. The tool helps alleviate the burden adjusters often experience managing complex, disorganized documents that demand hours of analysis, potentially leading to missed details and delayed claims resolutions. MRS transforms lengthy medical documentation into targeted, adjuster-optimized summaries that prioritize clarity and relevance for expedited claims processing.

Unlike other automated solutions in the industry, each claim that's processed through MRS not only receives the benefits of cutting-edge AI technology but is verified by human oversight. The output provides a clear, actionable summary aimed at accelerating claims evaluations and reducing oversight errors that often lead to costly disputes.

"The review of medical records contained in claim files and demands is a major bottleneck for adjuster productivity," said Steve Laudermilch, executive vice president of Enlyte's Casualty Solutions Group. "And though AI programs exist to help manage the workload, many are also set up to operate without applying any human judgement or quality control. We all know what can go wrong when AI outputs are blindly accepted, especially on high-exposure claims. What is unique about MRS is it uses AI automation to prioritize medical facts and decision-making, but the final work product is validated by a clinical expert. It's a trust-but-verify approach."

MRS also helps support adjusters by extracting and surfacing vital medical insights that may help augment learning for less-tenured staff. By reducing manual tasks and leveraging AI, MRS is designed to give adjusters time to focus on what matters most, fair and accurate settlements. MRS accomplishes this through time-saving

innovation that is seamlessly integrated into Enlyte's established and patented 3rd-party auto claims processing solution set.

Today's unveiling of MRS follows last year's National Adjuster Day launch of a new user interface for DecisionPoint, a platform developed to streamline the bill review and approval process, providing smart guidance to help adjusters make the right decisions at the right time.

"Enlyte values and respects the dedicated work of adjusters," said Laudermilch. "With MRS, we've created an AI and clinical resource devised to help adjusters expand their claim processing capacity and produce high-value results. It not only helps improve productivity but also eases the burden of day-to-day claims processing."

Click here to learn more about Medical Records Summarization.

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About Enlyte

Enlyte (www.enlyte.com) is a P&C industry leader providing claims technology innovations and connectivity solutions, specialty networks, case management, pharmacy benefit and disability management services. Serving over 2,000 entities, including a majority of Fortune 500 employers, Enlyte leverages its portfolio of solutions to simplify processes and improve outcomes for auto, workers' compensation and disability claims.

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