

Smart Insurance Claims Management with Automation & AI

COURSE OVERVIEW

This course provides an approach to modernizing claims processes in the insurance industry. The course content explores how automation, artificial intelligence, and data-driven technologies can streamline claims handling, improve accuracy, detect fraud, and enhance customer experience. Participants will learn to design and implement AI-powered claims workflows that reduce processing time, increase efficiency, and maintain compliance with regulatory frameworks. With a balance of case studies, technical demonstrations, and strategy insights, this course equips delegates with the knowledge to transform insurance claims management into a smart, scalable, and customer-based function.

WHO SHOULD ATTEND?

This course is designed for insurance professionals, claims managers, operations leaders, business analysts, data scientists, and risk managers and IT consultants who want to leverage automation and AI for claims transformation. It is equally valuable for insurance executives, compliance officers, and technology consultants focused on digital transformation in the insurance sector.

COURSE OUTCOMES

Delegates will gain the skills and knowledge to:

- Understand the role of AI and automation in modern claims management.
- Apply machine learning to claims processing, fraud detection, and decision-making.
- Identify and reduce fraudulent claims using AI-powered detection tools.
- Design efficient claims workflows that enhance customer trust and satisfaction.
- Integrate automation into insurance operations.
- Ensure compliance and transparency in AI-enabled claims decision making.
- Evaluate global standards, regulatory requirements, and ethical considerations in AI adoption.

KEY COURSE HIGHLIGHTS

At the end of the course, you will understand;

- How automation and AI enhance efficiency in insurance claims management.
- Techniques for improving accuracy and speed in claims processing.
- Methods to detect and prevent fraudulent claims using AI tools.
- Strategies to enhance customer experience through smart claims handling
- Compliance requirements and ethical considerations in claims automation.
- Integration of AI systems with existing insurance workflows.
- Using data analytics to optimize claims operations and decision-making.

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate.
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded.