A successful case in a workers' compensation Insurance from Argentina

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Provincia ART

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Company Background

- Headquarters in Buenos Aires, Argentina
- #1 Workers' compensation Insurance (workplace accidents, occupational illnesses and *in itineres* accidents*)
- History: since 1996 covering workers across the country
- Customers: 2,5 MM employees & 100 k employers covered
- Key Contributors: ARM Services (supply partner), Fraud, Investigations and Innovation (internal departments).
- My position: Head of Innovation and digital transformation

* In the way from home to work or vice versa.

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Challenges Prior to EyeDetect

- Between 10% and 20% of fraudulent claims, but barely identified.

For example: injured doing sports but claimed a work accident.

- Claims investigated: 10%
- Rejection rate: 14% (low)
- Annual claims: 230k (2021), a record to the company.
- Average cost: U$S 5k (medical assistance, wage replacement and indemnity).
- Claim´s life cycle: 40 days to be cured (medical treatment, surgery, trips, etc.) plus 6 months for disability determination and even 5 years more if he/she sue.

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Solutions Considered

- Hire more investigators
- Virtual interviews
- Add BI technology with predictive analysis
- Reject claims based on medical records
- Acquire a software to detect fraud
- Assume the cost by accepting the case
- Eye Detect

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Why EyeDetect Selected

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- Faster and relievable results
- Noninvasive technology
- Presential interview
- Basic training
- Scalability
- Easy to select claims
- Low cost
- Statement of truth

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Results & Benefits

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- 200 test/month focus on *in itineres* claims
- Rejection rate: 33% (vs 14% in traditional investigations)
- Nonreliable rate: 66%
- Noncovered claims detection
- New mind set
- Process improvement
- Dissuasive in future claims
- Save time and money

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