

Aera Skills

# Claims Management Skill

Automate claim validation and processing with advanced decision intelligence and AI agents to eliminate manual review, accelerate the billing-to-cash cycle, and ensure accurate settlements.

## The Business Challenges

Efficient claims processing is critical for cash flow and customer relationships, yet many organizations struggle with manual claim validation. Payment discrepancies create billing-to-cash bottlenecks, requiring the intervention of specialists and causing delays.

### Common challenges organizations face:

#### Manual claim processing

Customer claims require manual review, categorization, and resolution by claim specialists, creating a bottleneck in the billing-to-cash process.

#### Complex data management

Claims need to be matched with transactional sales and billing documents and checked against corresponding contracts, terms and conditions.

#### Inconsistent claim handling

Claims can appear in structured formats (such as data tables) or in unstructured formats (such as PDFs and emails) — and these vary by customer.

#### Resource-intensive workflows

Integration is required across claim management systems, sales orders, pricing master data, and communication channels such as email.



## The Aera Solution

Aera's Claims Management Skill automates claims processing using advanced decision intelligence and a team of AI agents, eliminating manual work while increasing accuracy and consistency in claim resolution.

### How Aera addresses them:

#### Groups claims intelligently

It reviews and categorizes claims by type, amount, and data availability, drawing from structured data and unstructured sources such as PDFs and emails.

#### Applies contract validation

It checks each claim against existing contracts, pricing agreements, promotional terms, and master data to calculate accurate settlement amounts.

#### Generates clear recommendations

It leverages contract validation, pricing history, and claim details to determine if a claim is valid for settlement or invalid, requiring customer notification.


#### Enables specialist review

It integrates recommendations into specialist workflows, allowing claim teams to focus on decision approval rather than manual research.


## Team of AI agents

Aera applies a team of AI agents to structure claim data, validate it against relevant transactional records, and apply business reasoning to assess legitimacy.


### Document processing

 LLM agents extract and interpret insights from unstructured data.

### Contract matching

 Function agents match contracts to relevant terms and entities, or reference data.

### Decision logic

 It uses decision rules within LLM-powered prompts to assess claim legitimacy and recommend the best course of action

## Real Business Impact

**A leading consumer packaged goods (CPG) company** struggled with slow, inconsistent claim processing that delayed cash flow and overburdened specialists. Manual reviews across multiple contract types and pricing agreements created bottlenecks and errors.

After implementing Aera with the **Claims Management Skill**, the company automated claim categorization, contract validation, and recommendation generation — accelerating resolution, improving accuracy, and reducing workload. Within just a few months, it achieved:

**>90%**  
coverage of claims

**>80%**  
reduction in manual effort

**>85%**  
accuracy in claim resolution

## The Aera Difference

Aera transforms claims review from a manual, error-prone task into a faster, more accurate, and scalable process powered by AI agents. It drives efficiency and enhances customer satisfaction through:



### Unified decision intelligence

It integrates claim data, contract validation, and settlement logic into one seamless platform.



### AI-augmented workflows

It enhances specialist productivity with intelligent recommendations and automated processing.



### Closed-loop execution

It generates recommendations that allow for automatic processing of valid claims and clear customer notifications when claims are invalid.

## Ready to transform your claims management?

Discover how Aera delivers comprehensive claim management and eliminates manual bottlenecks.

Schedule a demo