TAILWINDS

GENERATIVE AI TO PROPEL YOUR ORGANIZATION

LivTech advances physician tech market with generative AI

LivTech, a pioneer in health technology, advances physician tech market with Generative AI. New capabilities for healthcare practices include reducing billing errors and speeding up reimbursements – offering physicians more time for direct patient care.

LivTech

LivTech is a collection of best in class solutions dedicated to investing in and providing operational expertise to healthcare SaaS companies.

Industry: Technology
Location: Knoxville, TN

TOP 3 BUSINESS DRIVERS

- ☑ **Boost** and scale efficiency
- ☑ **Elevate** customer satisfaction
- ☑ **Scale** their claims processing team while maintaining steady COGS

USE CASE

Improve Healthcare Claims Management Processing

ROI

Six figures in annual savings

SUCCESS CRITERIA

Claims processing accuracy (95%), increased speed, and cost savings

Additionally, LivTech aims to extend their claims processing services into new market areas. Leveraging Amazon Bedrock for secure access to Generative AI as pivotal tools for automation and streamlining this growth phase. To make this vision a reality, and to ensure a perfect fit with their current claims management system, they teamed up with Innovative Solutions.

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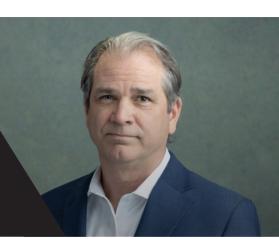
LIVTECH'S CHALLENGE

1	Scaling their claims processing team while maintaining steady COGS
2	Identifying, cleaning, and verifying documentation + processes for AI training
3	Determine how to leverage AI to validate claims and lower error rates
4	Automating repetitive manual tasks to improve staff productivity
5	Increasing customer satisfaction scores by expediting claims processing

THE PARTNER SOLUTION

Innovative Solutions stepped up to tackle LivTech's challenges using Tailwinds, a state-of-the-art AI solution specifically designed for the healthcare industry. Utilizing GenAI as a natural language rules engine, combined with a **Weaviate AI-First Vector Database** and **Amazon Bedrock** for a secure integration with **Anthropic Claude-2**, Tailwinds automates and enhances claims processing by learning from existing process documentation, requirements, and claims data, leading to a significant transformation in LivTech's operations. The solution integrates with LivTech's current claims management platform, allowing agents to **focus on higher-value tasks**, **accelerate decision-making**, and enables LivTech to **scale their business more efficiently** into the future.

"Leveraging Tailwinds is a game-changer for us at LivTech. We're thrilled to unlock new opportunities by integrating this innovative AI solution into our healthcare platform. With Tailwinds, we'll use AI to support our growth, improve productivity, and deliver even more value to our clients."

Chris Ritchie, CTO at LivTech

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RESULTS AND BENEFITS

LivTech's partnership with Innovative Solutions is targeting long-term goals for revolutionizing their claims management process including:

RESULT ONE
Reduced error rates by using AI for claims validation

RESULT TWO
Significant improvement in staff productivity through automation of repetitive tasks

RESULT THREE
New market opportunities for business growth

RESULT FOUR
Elevated customer satisfaction scores due to faster and accurate claims processing

RESULT FIVE
Efficient business scaling, reduced costs, and an incredible quality of care for their customers

WHY PARTNER WITH INNOVATIVE?

Generative AI in healthcare can be a challenging journey, but Innovative Solutions can make it a breeze. Innovative's Tailwinds brings together industry AI experts to help identify, define, measure, execute actionable Generative AI objectives.

TAILWINDS ⓘ INNOVATIVE
ASSESSMENT REVIEW, STRATEGIZE, AND DEVELOP A **GEN-AI** ROADMAP

Sign up today for a Tailwinds Assessment
innovativesol.com/tailwinds-assessment

Sign up for a Tailwinds Assessment, over the course of two weeks our team will review the Generative AI landscape and use cases relevant to your industry, developing an effective data strategy, vision and implementation plan to achieve your desired AI goals.

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