



HEALTHCARE · BACK OFFICE

AI-Generated Justifications for Denied Claims

A large UAE healthcare provider used Quantum One to draft the justification behind every internal complaint, keeping a person on the final review.

IMPACT

**Net Denial Rate
improvement**

Productivity gain

**Working capital
reduction**

CLIENT PROFILE

CLIENT

A large UAE healthcare provider

REGION

United Arab Emirates

SCENARIO

Back office

INDUSTRY

Healthcare

COMPANY TYPE

Healthcare provider

CHALLENGES

- The provider faces roughly 6% insurance reimbursement denials annually, creating revenue leakage, manual operational load, and delays in cash collection.
- Internal complaint justifications are drafted manually, consuming expert time and creating delays.
- Inconsistent quality of those comments increases denials, write-offs and lost revenue.

APPROACH

The model works from the supporting information already in the original claim — diagnoses, activities, service details — and drafts the resubmission comment.

Drafts go to a person for review, with clear justifications behind each one, so the expert decides and the model does the writing.

BENEFITS

- Draft resubmission comments generated from the original claim
- Clear justifications attached to support the reviewer's decision
- Comments generated within the defined character limit
- A person reviews every draft before it is filed

TIME TO PRODUCTION

Stage	Quantum One	Typical process	
Problem definition	1 week	2–3 weeks	
Proof of concept	2–3 weeks	4–6 weeks	
MVP	4–6 weeks	8–12 weeks	
Scale-up	1–2 months	3–4 months	
Maintenance	Ongoing	—	

TAKE THE NEXT STEP

Speak with our experts to discuss tailored AI solutions for your industry

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