![ushur® Make your work flow™]

LA&H Insurance Customer Experience Automation™

Elevate individual and group / worksite benefits broker, group and employee / member experiences. Share, request and receive needed information through AI-powered, interactive, omnichannel, no-code, digital self-service. Deliver frictionless interactions leveraging domain-specific conversational AI to securely augment live interactions.

Quote & RFP

- Automation of quote / RFP process
- Prior carrier booklet extraction
- Initiate renewals and audits
- Missing data requests

Claims

- Omni-channel and interactive intake, servicing, and statuses
- Missing info and document requests
- Multi option payment methods
- Document, ID, certificate uploads

Onboarding

- Finalize plan and request missing information
- Share RFP census file and receive changes
- Automated status notifications
- Digital data gathering
- Schedule onboarding calls

- Broker / Consultant
- Employer Groups
- Employees / Members

Administration

- Secure document, image upload and e-signature
- Process policyholder, employee and dependent\ changes and life events
- Flexible billing presentment template
- Provide commission alerts

Enrollment

- Data intake for file-based enrollment
- Welcome with benefits education and digital ID card delivery
- Opt-in for digital communications
- Gather employee / member contact information

Customers
(Businesses and Consumers)

Customer Experience Automation™

Systems of Record

Invisible App™

Prompt for missing information from the sender through a secure and structured app-like experience to complete the request.

Ushur Hub

Intake documents and requests through a secure, purpose-built agile activity hub.

Intelligent Document Automation™

Process files through data extraction, validation and transformation for updates into backend systems.

SmartMail™

Triage emails into their appropriate queue and route attachments for downstream processing.

Conversational Apps™

Reach out to stakeholders or respond to requests with automated two-way communications over any channel.

How Ushur Can Transform Your Customer Experience.

Challenges:

✗ Slow response both to and from customers

✗ Difficult to receive and request information

✗ Increasing need to do more with less resources - time, money, staff

Solutions:

✔ Automated inbound/outbound communications

✔ Instant, 24/7 self-service

✔ AI-powered omnichannel digital engagement

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