

DX Suite's AI-OCR Now Supports Medical Receipt

Speeds up procedures for assessing insurance claim payments, filing tax declarations, and medical expense subsidies

Tokyo, August 19, 2021 -- AI inside Inc, a provider of an AI platform, announces our "DX Suite" is expanding its AI-OCR features to support medical receipts issued by medical institutions as a new semi-structured form model.

The digitalization of medical expense receipt data can help reduce the processing time for various administrative works. For example, the insurer uses it to evaluate the payment of health insurance benefits, some taxpayers prepare statements for medical expense tax deductions, and some use it to apply for medical expense subsidies from local governments.

Background in Japan

All insurance medical institutions are required to issue medical receipts to patients, which is used in various situations.

In the insurance industry, some insurance companies have a simplified claim system(*1) that allows customers to submit medical expense receipts and diagnostic statements to make reimbursement claims. In Japan's insurance industry, the number of paid claims in FY2020 was approximately 2.06 million, of which hospitalization reimbursement accounted for the largest number of cases at around 7.16 million, amounting to approximately 702.2 billion JPY(*2). In order to make prompt payments for the significant number of claims, the insurers need to process them smoothly.

Also, when preparing a tax return, it is necessary to fill out a medical expense deduction statement to receive a deduction for medical expenses. In some cases, tax accountant's offices undertake the preparation of medical expense deduction statements on behalf of taxpayers, and they read and manually input information from medical expense receipts.

Additionally, local governments also utilize medical expense receipts in their medical expense subsidy procedures. When an individual makes a payment to a medical institution and then requests reimbursement, they need to submit the medical expense receipt at the time of application. Some local governments read from the submitted medical expense receipts and calculate the costs manually, which can take a while from the time of the application to the completion of the process.

Now, as the DX Suite's AI-OCR supports medical receipts, users can quickly digitize data, even when the format differs from one medical institution to another. As a result, it reduces the work hours for manual entry, readings, and input errors.

*1 Required documents vary depending on the life insurance company and policy contents and conditions.

*2 Source: The Life Insurance Association of Japan, FY2020 "Insurance Benefits, Annuities, and Benefit Charts (40 insurance companies in total)"

Examples of AI-OCR for medical receipts in the health insurance industry

A medical receipt issued by a medical institution is one of the documents that a customer submits to claim for reimbursement to a life insurance company(*1). From the time a policyholder lodges a claim until they receive their reimbursement, the life insurance company asks the policyholder to submit the necessary documents and then evaluate the claims. While doing so, they need to enter the details into the system manually, for example,

the period of hospitalization and its costs. Using the AI-OCR function of DX Suite, these data entry tasks can be automated and made more efficient.

Future expansion of functions

"DX Suite" currently supports ten types of semi-structured forms, and we are continuing to add more forms as we improve the accuracy. In the future, we plan to add a data extraction function that allows users to freely set the key-values to extract data from the sheet and another function called the Full Page OCR that digitizes all text in documents or images. We also plan to add functions for converting image files into the Searchable PDF (PDF with transparent text data), which will turn image files into text-searchable PDF files.

In addition, in recent years, there has been a strong tendency to go paperless and use digital applications and contracts that do not require mailing. The spread of COVID-19 has had an impact as well, and non-face-to-face procedures are becoming more common. However, while digitalization is progressing, written procedures remain, and new challenges are expected to emerge in dealing with both digital and paper workflows. To solve these issues, AI inside plans to provide "Digital Input" that integrates digital data input from web forms and data read by AI-OCR from paper forms.

In the future, AI inside aims to achieve document intelligence (optimization of document management) by building a seamless workflow regardless of the input medium through improved UI/UX and further expansion of functions.

About DX Suite (<https://dx-suite.com/global/lp/?lang=en>)

"DX Suite" is an application that digitizes all kinds of documents with AI inside's in-house developed "character recognition AI." "DX Suite" has the AI-OCR "Intelligent OCR" and the "Elastic Sorter" that sorts large volumes of documents in the same format. "Intelligent OCR" can read handwritten characters with high accuracy, which was challenging for conventional OCR to read. It also supports the reading of Japanese, English, Traditional Chinese, Thai, and Vietnamese Languages. Additionally, it offers a privacy control function that allows users to control their information, and users can choose to have AI learn or not. "DX Suite" contributes to automating the data entry work that has been completed manually and leads to improve productivity and digital transformation for many companies.

About AI inside Inc.

With our mission, "to bring AI to every being in the world and contribute to a richer future society", AI inside aims to realize a society in which AI has spread to every corner of people's life. We provide a platform for anyone to utilize AI easily through our services: Workflows for using AI and applications including our DX Suite, Learning Center for everyone to build high precision AI without code, and AI inside Cube for running various AI.

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