

CASE STUDY

Great American Insurance Group

How Great American uses Nomad Data's Doc Chat to accelerate complex claim reviews and improve accuracy.

A Growing Challenge Inside Claims Departments

Insurance carriers can now receive claim files exceeding 10,000 pages. Adjusters spend hours manually scrolling through PDFs, searching for codes, service dates, and coverage clauses. The process is slow, mentally draining, and prone to missed details that inflate settlements, extend litigation, and increase operational costs.

At Great American, files could arrive as a "packet of about a thousand pages," yet teams were expected to maintain quality and speed under tightening SLAs.

"We're seeing medical packages, those PDFs, keep increasing in size, and there's so much information you have to review before you can even start evaluating the claim."

Rachelle Leone, GAIG

Turning to Nomad for Complex Claims

With Nomad Data's Doc Chat, the adjusters at Great American can now ask plain-language questions across thousands of pages and receive instant, source-linked answers. What once took days of manual review now takes seconds, allowing adjusters to focus on settlement strategy, customer communication, and oversight.

Great American saw immediate efficiency gains across multiple claim types.

"Nomad finds it instantly, and that is such a huge time saver."

Rachelle Leone, GAIG



Watch the full recording or highlights from our webinar with GAIG

Before Doc Chat

Manual document scanning

Delayed coverage insights

Long review cycles

Adjuster burnout

Scattered sources across multiple documents

After Doc Chat

AI-powered summarization & live Q&A

Instant insights

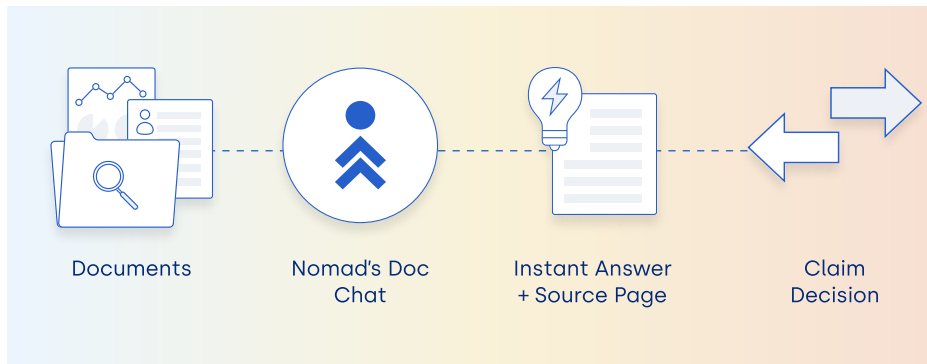
70% faster review cycles

Higher adjuster satisfaction

Centralized, page-level references

How does it work?

Doc Chat uses advanced AI trained on insurance language to read and interpret every page of a claim file. Adjusters can type a simple question such as "When was the first date of treatment?" and Doc Chat instantly retrieves the exact answer along with a link to the source document for verification.



Built for Insurance: Secure, Transparent, and Compliant

- ✓ Nomad ensures all claim data remains within carrier control while maintaining document-level traceability for every AI-generated insight.
- ✓ Each answer includes a source citation, allowing claims teams, compliance, and regulators to verify results in real time.
- ✓ Nomad meets the strict security, privacy, and audit requirements of insurance carriers and reinsurers.
- ✓ Trusted by leading carriers to improve claims accuracy and reduce administrative workload without disrupting existing systems.

Why Great American Chose Nomad

Scale

Process massive claim volumes instantly. Doc Chat digests entire claim files at enterprise scale and reads every single page, enabling faster, more accurate reviews across thousands of cases.

Q&A

Go beyond summaries with live, interactive Q&A. Adjusters can ask ad-hoc questions like "List all medications the patient was prescribed" and get instant, source-linked answers for faster, more confident decisions.

The Nomad Process

Every AI agent follows your organization's standards rather than generic rules. This ensures outputs are consistent, compliant, and aligned with your claim-handling philosophy, giving adjusters confidence in every answer.

Partner in AI

Nomad evolves alongside your organization. The platform delivers fast, measurable value while adapting to changing needs, claim types, and regulatory requirements. Teams gain both short-term efficiency and long-term scalability without rework or retraining.

Ready for a live demo?

Visit nomad-data.com or contact our team today.

