



DigitalOwl

GENERAL SESSION 1

The Future of Underwriting Is Now: Keys to Successful Deployment of Generative AI



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Artificial Intelligence



Generative AI

Generative AI

Generating new text
from source documents.

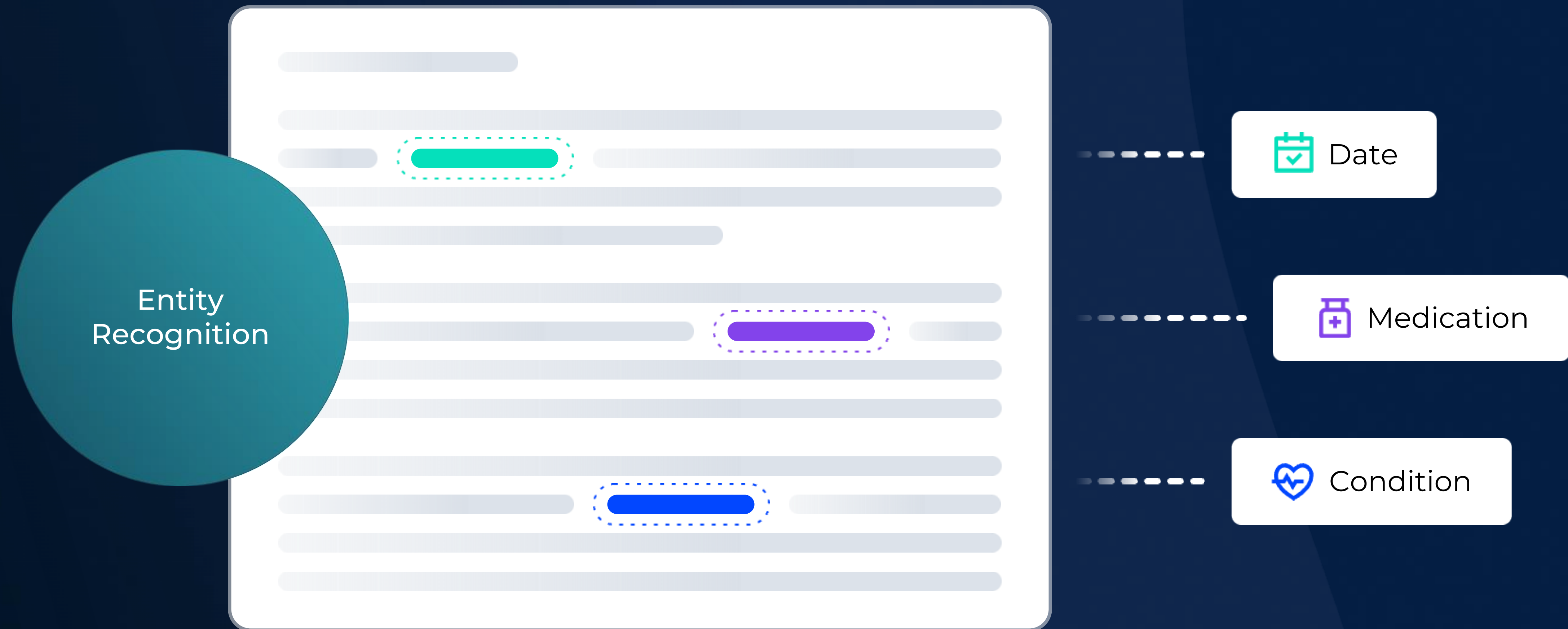


Entity
Recognition

Entity Recognition

Extracting predefined
entities from the source
documents.

Entity Recognition



Generative AI



Entity Recognition

- Sleep Apnea Syndrome 2020
- Depression 2020
- Continuous Positive Airway Pressure 2020
- Obesity 2020
- Surgical Pathology (referral) 2019
- Adenoma Of Large Intestine 2019
- Diverticulosis 2019
- Hyperlipidemia pre 2019
- Coronary Heart Disease 2017
- Hypertension pre 2017
- Gastrointestinal Hemorrhage 2017
- Alcohol Current User 2017
- Angina Pectoris 2017
- Hospitalization 2017

Generative AI

The patient is a 68-year-old male with a weight of 187 lbs and a history of depression and sleep apnea. The patient underwent colonoscopies and biopsies over the years, which revealed a sessile serrated polyp, ulcerative colitis, and diverticulosis in the colon, for which Humira was prescribed. Additionally, he suffers from hypertension, hyperlipidemia, and stable coronary heart disease. He underwent cardiac catheterization and stent placement in 2016 and was treated with a variety of medications. Recently, he experienced musculoskeletal pain and neuropathy in the elbow and foot regions.

KEY #1

Choose the right AI tool for the task



KEY #2

**Don't limit your
imagination
about what AI
can solve**



KEY #3

Embrace a combination of AI technologies



KEY #4

Move beyond a single metric for accuracy



Move beyond a single
metric for accuracy

Miss

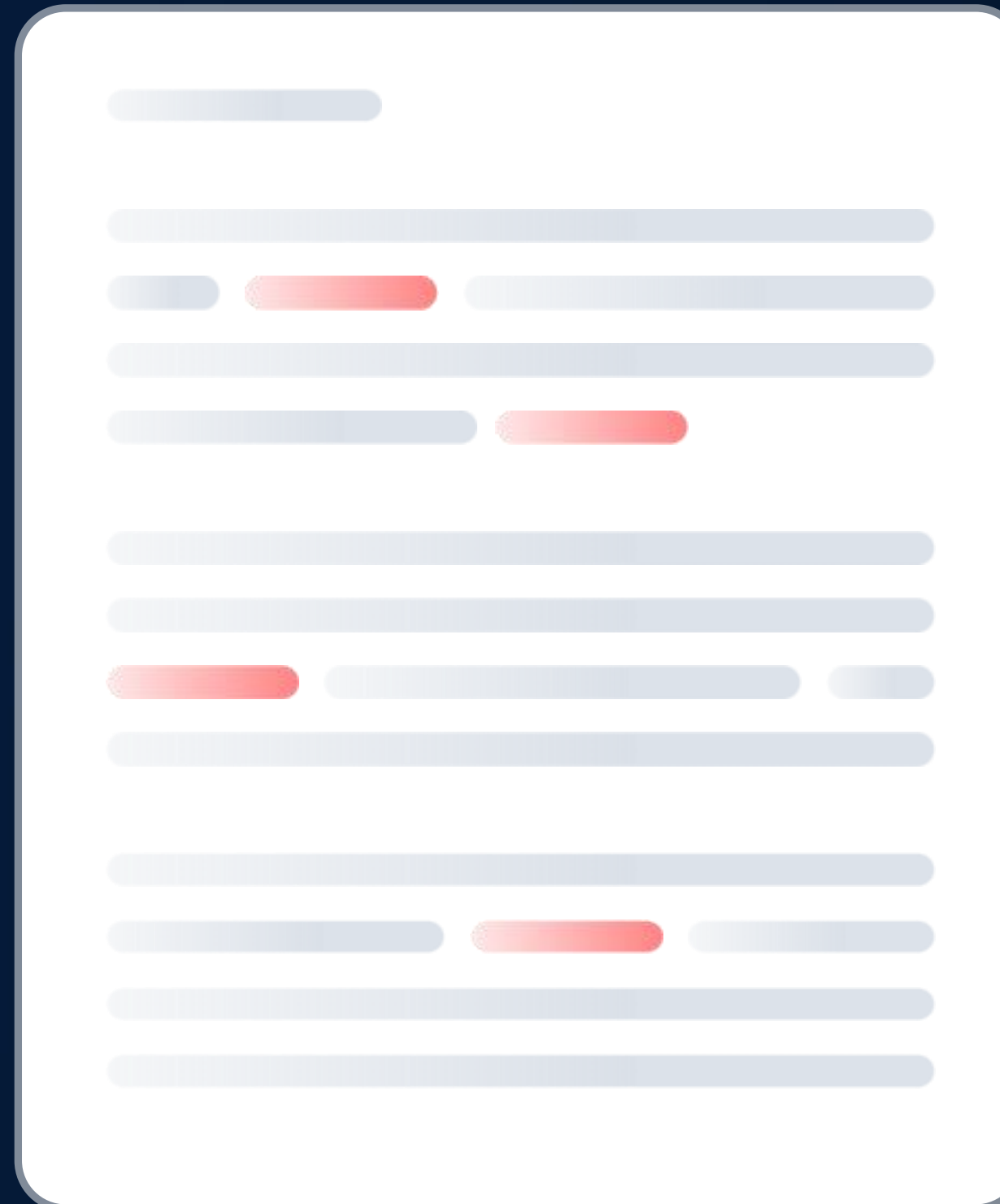
Information in the
source text that
was not surfaced

Noise

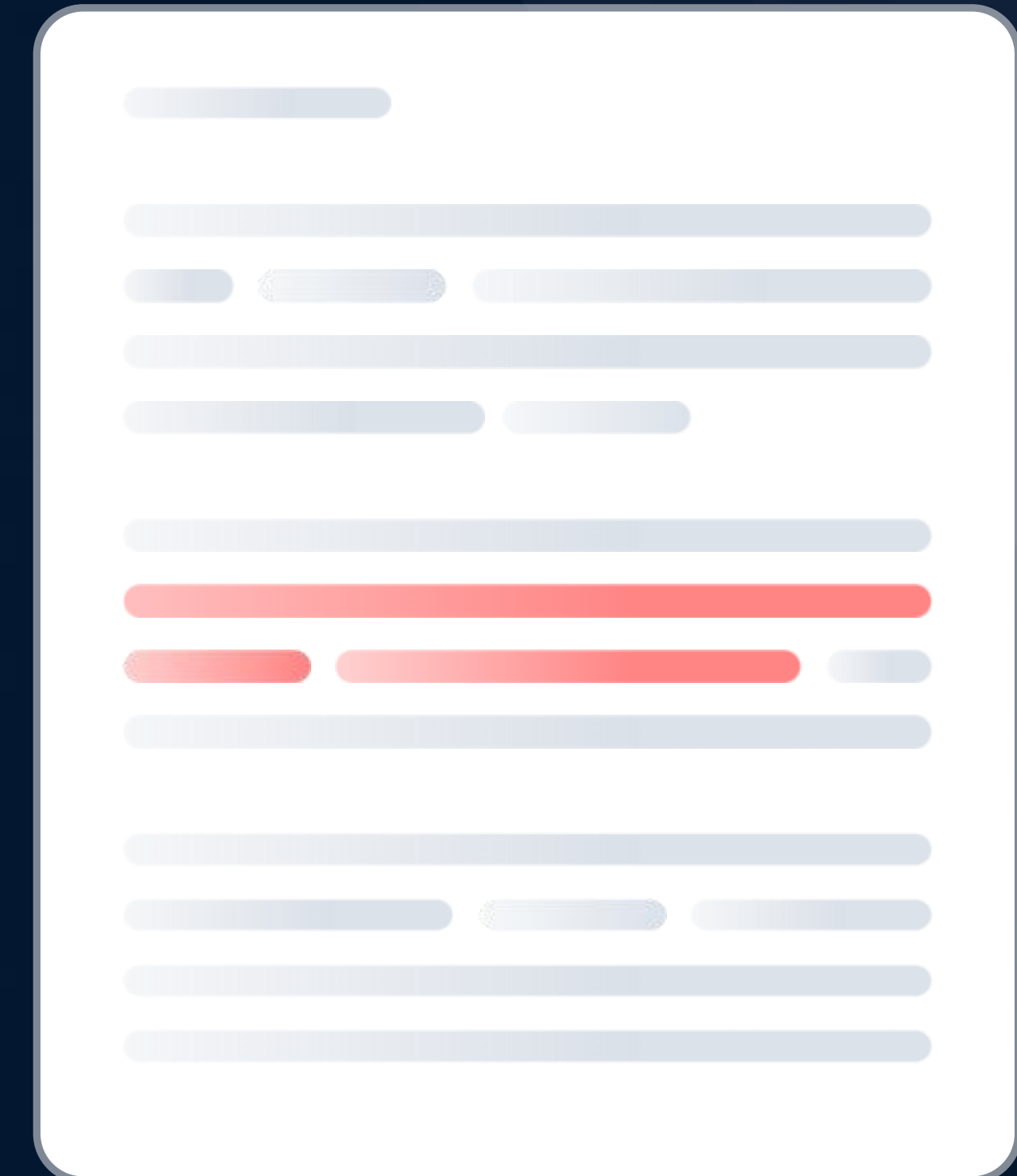
Information that was
surfaced but was not
in the source text

Move beyond a single metric for accuracy

96% - 4 mistakes



99% - 1 mistake



Which one is better?

**Move beyond a single
metric for accuracy**

**Was the decision I made using the AI output as
good or better than the one I would have made
with the manual review?**

KEY #5

Embrace a more realistic approach to AI correctness

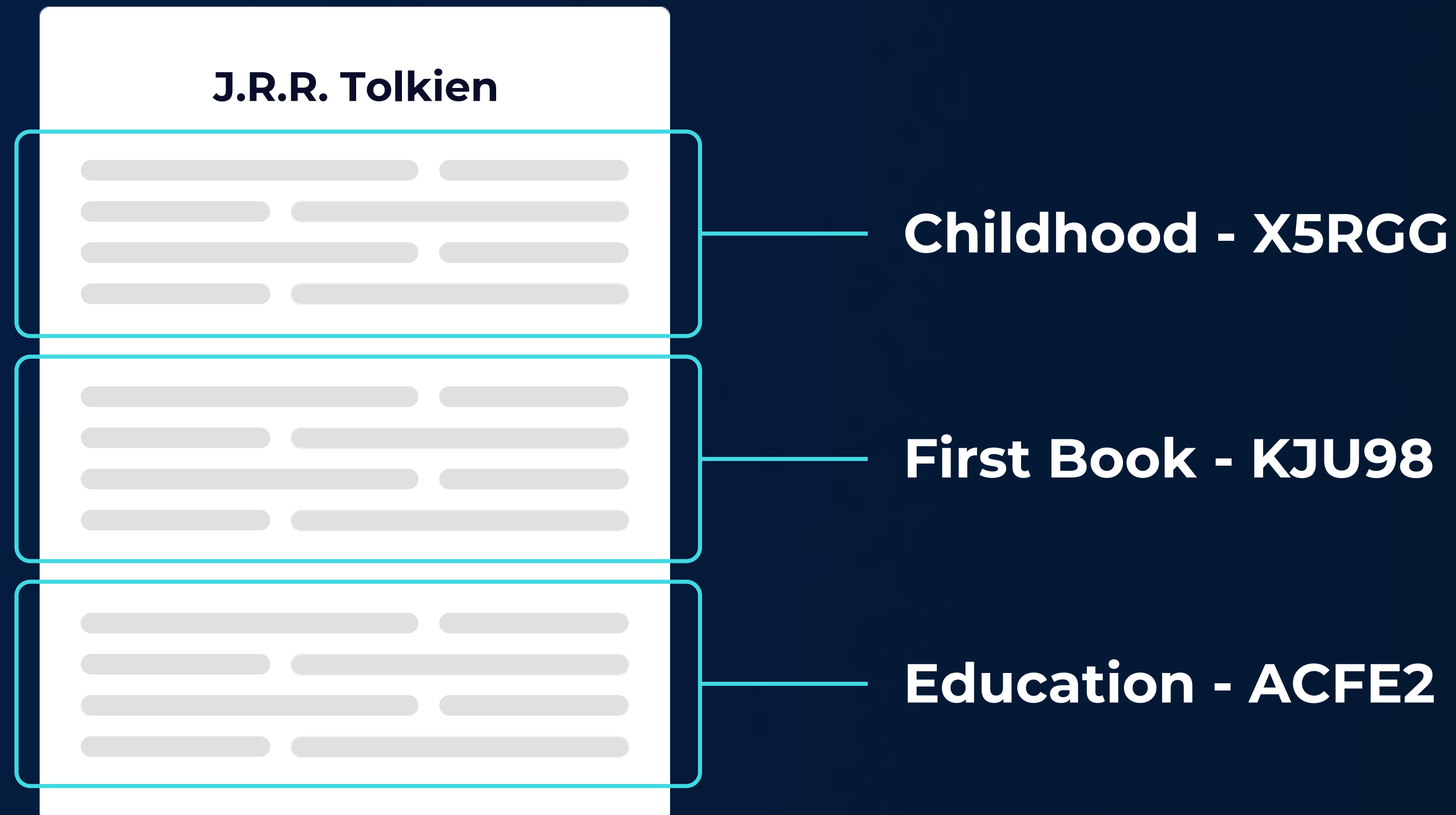


KEY #6

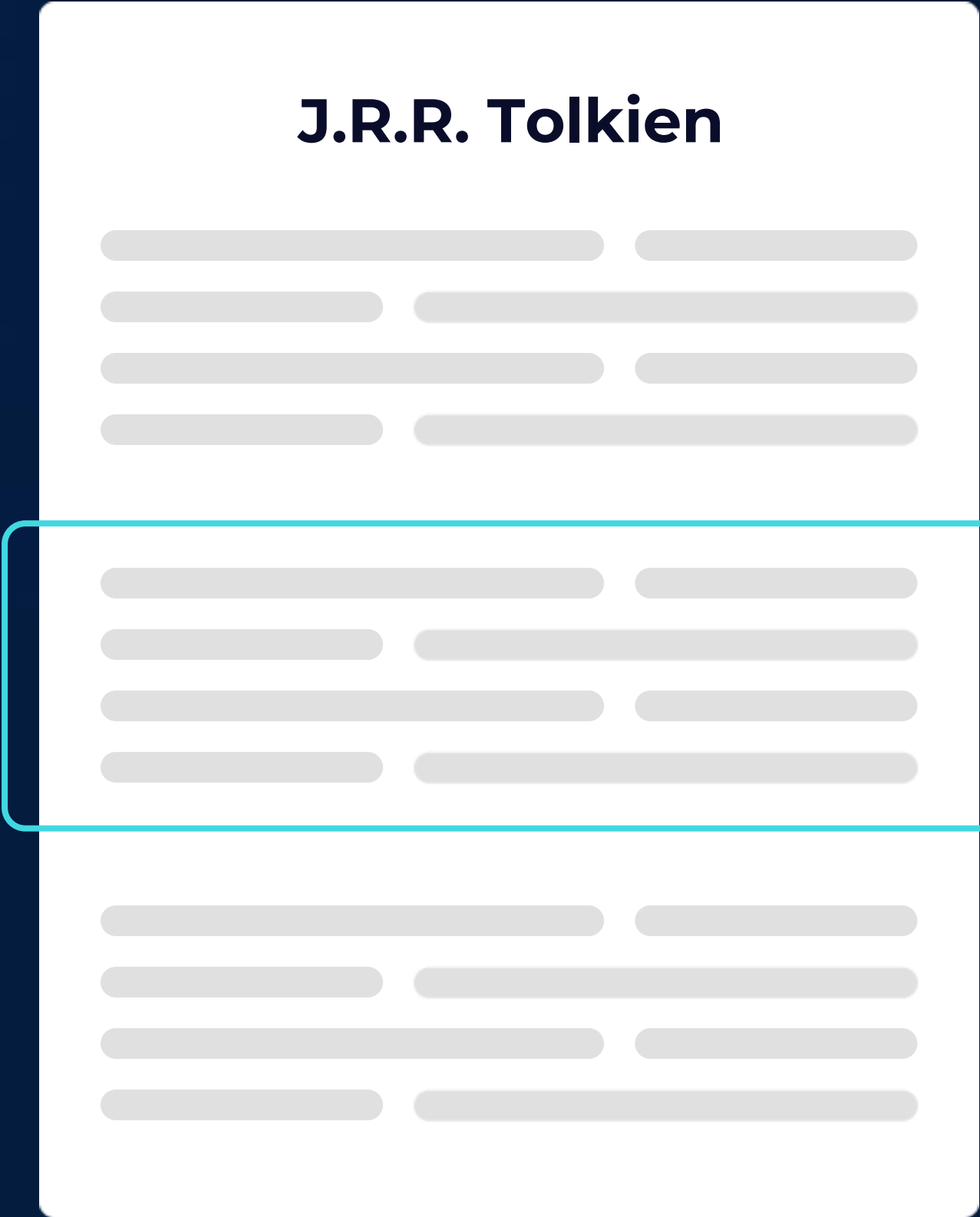
Understand the necessity of large context windows



Understand the
necessity of large
context windows



Understand the necessity of large context windows



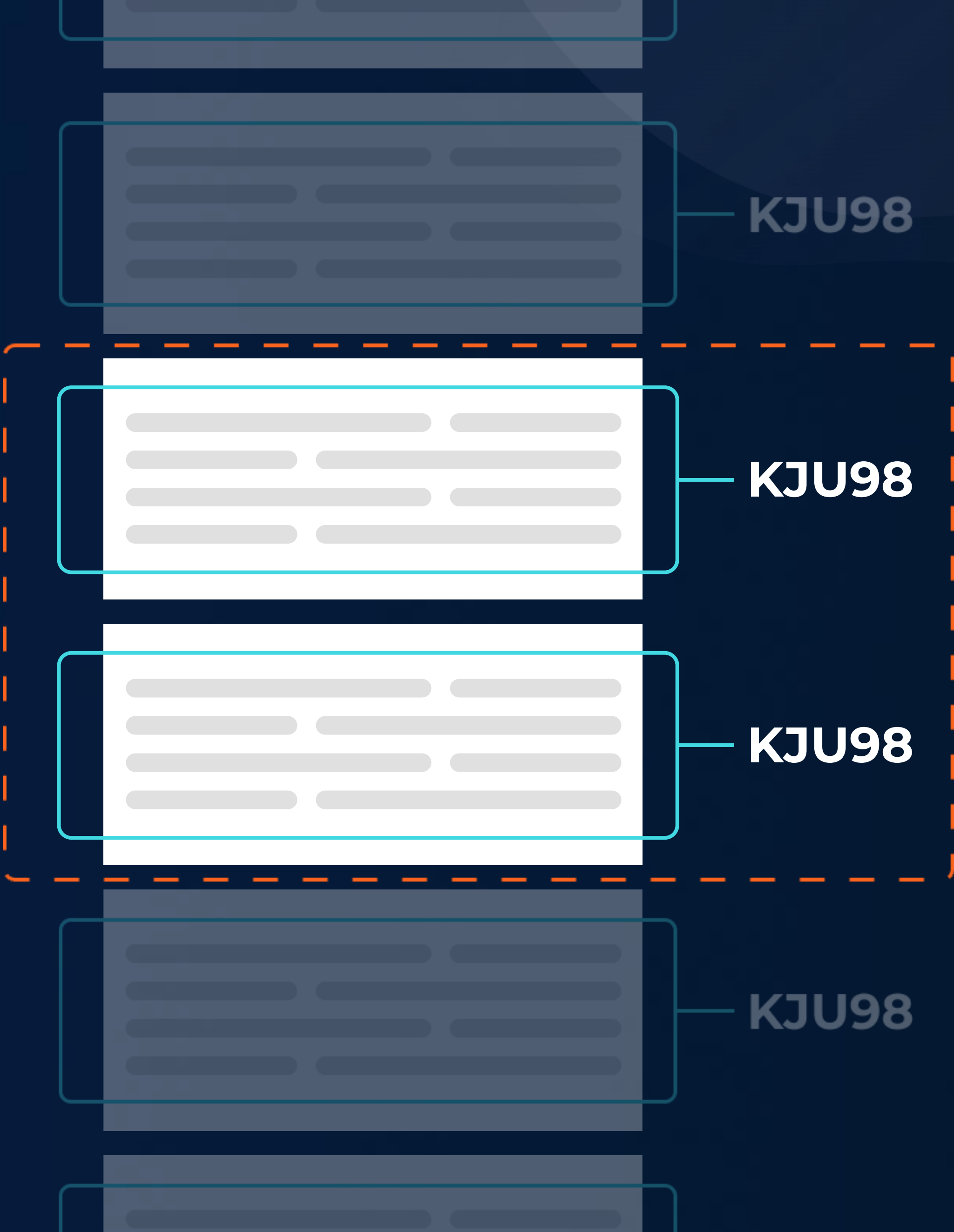
First Book - KJU98

KJU98



Understand the necessity of large context windows

Context Window Limit



How to train your LLM for Insurance

- + Correctness
- + Completeness
- + Relevance
- + Coherence
- + Evidence



KEY #7

Use LLMs that are trained for your use-case



KEY #8

**Industry experts
LLM training have
better outcomes**



Case name [Full Details](#)

Patient name John Doe

Occupation

Weight 250lbs (Avr 1Y before 07/22) ⓘ

DOB

Gender Male

BMI

Height 5' 6" (Avr 1Y before 07/22) ⓘ

DOL

Search

AI Chat

New Chat

Type your message here...



This demo is for illustrative purposes
only; actual UW approach will vary

Navigate the evolving regulatory landscape



KEY #9

Establish guiding principles for your approach to AI



KEY #10

Create a Governance Committee

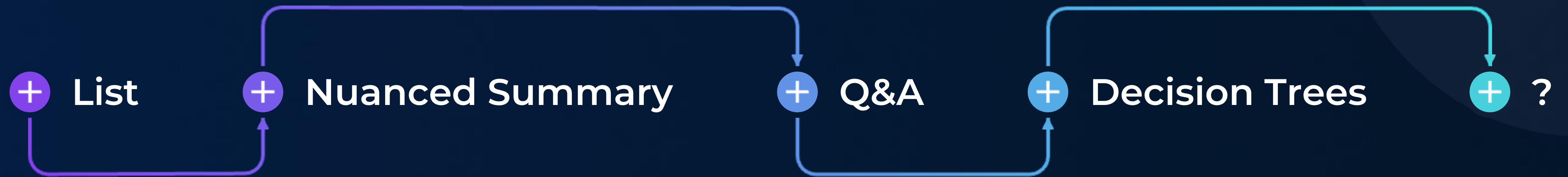


Bonus

Create a risk management framework

- + Mitigate risk proactively
- + Create a compelling narrative
- + Understand risk management basics
- + Institutionalize critical thinking
- + Evaluate third-party vendors

Path to Automation



What's next?