

CASE STUDY

Continental General

How Continental General uses Nomad Data's Doc Chat to accelerate long term care eligibility reviews & improve consistency.

Document overload in long term care claims

For long term care carriers, claim files grow every month a policyholder stays on claim. Eligibility reviews can involve medical records, care plans, nurse assessments, provider notes and invoices, and prior eligibility decisions plus policy documents.

Before adopting Doc Chat, Continental General's eligibility specialists spent long hours per claim reading the full file and extracting key facts needed for decisions. The work was time-intensive, mentally exhausting, and required specialized clinical and technical expertise.

“The process was very time-consuming, very time-intensive before Nomad.”

Tambree Borom, Vice President, Continental General

Why Continental General chose Nomad's Doc Chat

To keep up with growing claim volumes and rising expectations from policyholders, regulators, and distribution partners, Continental General partnered with Nomad Data to deploy Doc Chat.

Doc Chat can ingest large volumes across documents, produce an eligibility-focused summary, support plain-language Q&A, and return answers with references back to the exact source page.

Together, the teams designed:

- Structured outputs that map to internal workflows and committee reviews
- A Q&A experience to drill into details like dates of service, providers, and benefit triggers
- Custom prompts aligned to Continental General's eligibility criteria



Watch the full recording & highlights from our webinar with Continental General

Before Doc Chat

3.5 to 4 hours per eligibility review

Manual searching to find key details

Manual organizing of facts for committee review

Higher risk of missed details due to file size and document sprawl

After Doc Chat

Structured eligibility summaries generated in seconds

Source-linked Q&A to confirm key details fast

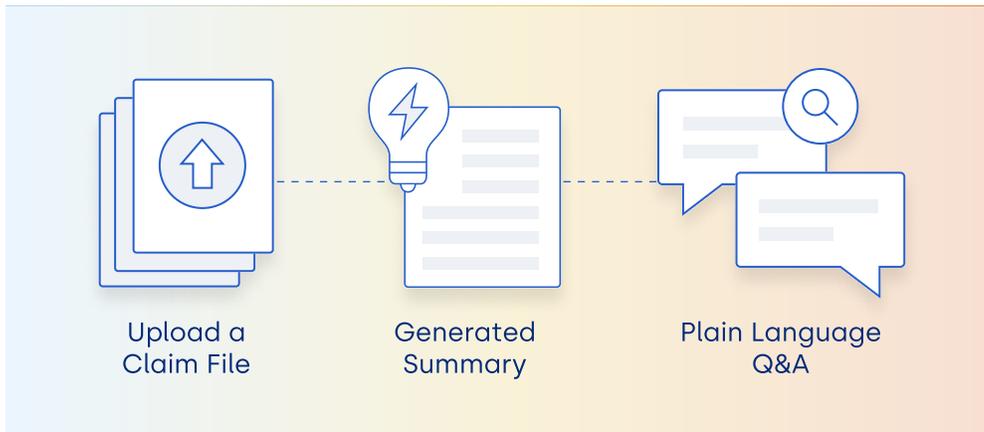
Faster prep of committee-ready cases with consistent structure

Lower risk of missed details, even in large, messy files with heavy document sprawl

How it works

1. Upload the claim file (including large PDFs or scanned documents)
2. Generate a tailored, eligibility-focused summary
3. Ask plain-language questions and receive answers with references for verification

Continental General described the rollout as plug-and-play, getting into production in just a few days, not months.



Built for Insurance: De-risking AI with governance-first rollout

Continental General took a phased approach designed to satisfy regulatory and compliance expectations:

- ✓ Started with a defined block of non-tax-qualified policies
- ✓ Formed a small cross-functional group led by an experienced team lead
- ✓ Tested on real historical claims with known outcomes
- ✓ Iterated prompts and outputs based on frontline feedback

Eligibility specialists remain accountable for final decisions, with AI positioned as an assistant, not an adjudicator.

“We uploaded a thousand-page document, and it summarized it in seconds.”

Tambree Borom, Vice President, Continental General

Ready to see Doc Chat on your claim files?

If you are modernizing document-heavy workflows, Nomad Data can show how Doc Chat performs on your documents, with fast time-to-value. Visit nomad-data.com or contact our team today.

