Improving Estimate Quality Through AI-Assisted QA

A practical approach to making quality patterns more visible, strengthening coaching, and helping experienced reviewers focus where their judgment adds the most value.

20%

IMPROVEMENT IN PASS RATE
During the initial phase of the pilot

The Opportunity

Quality assurance is essential to producing accurate, consistent property estimates. Yet traditional review processes can make broader patterns difficult to identify. Individual reviewers may correct or work around recurring issues as they encounter them, resolving the immediate concern without revealing how often the same foundational error is appearing across the work product.

AdStrat saw an opportunity to introduce greater consistency into the review process while preserving the expertise and judgment of experienced reviewers.

The Catastrophe Pilot

Through a recent Property & Casualty catastrophe pilot, AdStrat evaluated AI-assisted observations alongside its established quality review process. The objective was straightforward: use technology to complement reviewer expertise, not replace it.

By applying review criteria more consistently, the tool helped make recurring issues easier to see. This gave the team a stronger foundation for comparing future QA findings with AI-generated observations and identifying where focused guidance could improve the overall work product.

Turning Findings Into Focused Improvement

The value of the pilot extended beyond identifying individual errors. When consistent observations revealed recurring foundational issues, the team could use those findings to inform targeted coaching and training.

Rather than viewing each correction as an isolated event, AdStrat began connecting quality findings to the underlying opportunities behind them. That created a practical feedback loop designed to strengthen future estimates:

CONSISTENT QA	VISIBLE TRENDS	TARGETED COACHING	STRONGER QUALITY
Apply review criteria consistently	Identify recurring issues	Focus feedback and training	Improve the work product

Keeping People at the Center

Technology supports the process, but people remain central to it. Reviewers continue to apply the experience, context, and judgment that quality claims work requires. AI-assisted observations provide another layer of information, helping reviewers direct their attention to the areas where their expertise can have the greatest impact.

At the same time, feedback from QA can be translated into clear coaching for the field. This connection between consistent review, human judgment, and targeted development is where the pilot demonstrated its practical value.

Early Results

During the initial phase of use, the pass rate improved by 20%. The result reflects a combined effort: continued feedback helped refine the tool, while coaching and feedback to the field contributed to higher-quality estimates.

Because the pilot is still evolving, AdStrat views this result as an encouraging early indicator rather than a final endpoint. It provides a measurable foundation for continued evaluation and improvement.

The Opportunity Ahead

The P&C pilot is part of a broader effort at AdStrat to identify practical ways AI can support claims professionals while keeping human expertise at the center of the process.

That same approach is already being applied within our Flood operations through an AI-assisted Preliminary Review tool. The tool supports examiners by reducing repetitive review work and helping identify discrepancies, allowing them to focus more of their time on areas that require context, experience, and professional judgment.

Early examiner feedback indicates an average time savings of 2 to 4 minutes per claim, with some reviewers estimating savings of up to five minutes. The combination of AI-assisted review and examiner oversight is also contributing to higher-quality Preliminary Reports.

Across both initiatives, the goal is not simply to automate existing processes. It is to create a smarter way of working by combining technology with the knowledge of experienced claims professionals.

As AdStrat continues to explore AI across claims operations, the focus remains consistent: improve efficiency, strengthen quality, and give our people better tools to apply their expertise where it matters most.

“AI-assisted QA gives our team another way to turn consistent observations into stronger coaching and better-quality estimates.”

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