



## Star Health sees bigger role for AI in claim settlement

Star Health and Allied Insurance Company expects the number of cashless claims settled using Artificial Intelligence (AI) to increase from the existing about 20% up to 50% in the next two years. Towards this the standalone health insurer is ramping up investments in technology covering different aspects of the business, from customer acquisition, claim settlement to cyber security. “Future is digital, tech, AI and we are investing heavily,” Whole-time Director Himanshu Walia said, estimating the investment on technology to increase from around ₹120 crore this fiscal to ₹200 in FY27. Apart from helping reduce manual intervention and improve the turnaround time further, AI/ML deployment becomes important in terms of detecting fraud, he said in an interaction . Star Health has developed AI models with data of last 20 years.

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