

NLC NATIONAL LEAGUE OF CITIES

RISC RISK INFORMATION SHARING CONSORTIUM

# PUTTING AI IN ITS PLACE: CLAIMS ADJUSTMENT WITH AUTOMATIC ASSISTANCE

Chris Smith

October 26 | 11:00 a.m. - 12:00 p.m.

NLC-RISC STAFF CONFERENCE

# **Putting AI in Its Place:** Claims Adjustment with Automatic Assistance

AI won't replace the judgment of experienced claims professionals, but it is rapidly changing how they work. Discover practical ways AI can summarize records, analyze documents, identify trends, draft communications, and support claim decision-making without losing the expertise and critical thinking that drive successful outcomes.

**Chris Smith | Florida League of Cities**

Oklahoma City | October 2026

THE THESIS

FLC
FLORIDA LEAGUE OF CITIES

# The point is not “AI.” The point is better claims work.

Use AI to remove friction around judgment, not to imitate judgment.

### Less Extraction

Pull facts, dates, issues, contradictions, and gaps.

### Less Re-drafting

Turn verified analysis into notes, directions, summaries, and correspondence.

### More Consistency

Use structures and templates so the file tells the same story everywhere.

***More thinking***

Spend attention on coverage, causation, damages, strategy, and people.

**The adjuster remains accountable for the facts, the decision, and the file.**

FLC FLORIDA LEAGUE OF CITIES

# 01

# A repeatable claims workflow

One continuous chain of work, built from verified facts.

THE WORKFLOW

# Orient. Interrogate. Decide. Document. Reuse.

Feed verified work forward instead of repeatedly starting over.

## 1 ORIENT

- Posture
- Timeline
- Parties
- Coverage
- Open questions

## 2 INTERROGATE

- Liability
- Causation
- Damages
- Venue
- Proof gaps

## 3 DECIDE

- Compare options
- Pressure-test reasoning

## 4 DOCUMENT

- Claim notes
- Evaluations
- Counsel direction

## 5 REUSE

- Convert verified analysis into the next product

**AI moves verified facts into different containers. It does not create new facts because it feels lonely.**

FLC
FLORIDA LEAGUE OF CITIES

# Write prompts the way you give a serious claim assignment.

Context and quality controls matter more than clever wording.

| | |
|---|---|
| **ROLE** | Define the professional lens and limits. |
| **CONTEXT** | State posture, jurisdiction, coverage, and audience. |
| **MATERIAL** | Identify source documents and verified facts. |
| **TASK** | Specify questions, structure, and work product. |
| **CHECK** | Require gaps, assumptions, contradictions, and source support. |

**Separate facts from allegations and inferences. Identify what is missing.**
**Do not invent facts, policy language, medical opinions, dates, amounts, or legal authority.**

FLC FLORIDA LEAGUE OF CITIES

# 02

# Coverage analysis

AI organizes. The coverage professional interprets and decides.

COVERAGE PROMPTS

FLC
FLORIDA LEAGUE OF CITIES

# Do not begin by asking, “Is there coverage?”

Stage the work so the reasoning remains visible.

### EXTRACT

- Defendants
- Counts
- Allegations
- Relief

### FRAME

- Neutral chronology
- Posture
- policy period

### MAP

- Grants
- Definitions
- Exclusions
- Endorsements

### CHALLENGE

- Missing facts
- Competing readings
- Assumptions

### DRAFT

- Human-approved analysis into the work product

Every quotation, endorsement, factual premise, and conclusion gets checked against the actual file.

COVERAGE EXAMPLE

# A three-pass prompt sequence.

Prepared, sanitized, and source-constrained.

FLC
FLORIDA LEAGUE OF CITIES

## Pass 1 · Pleading Map

List each defendant, count, material allegation, and requested monetary or nonmonetary relief. Do not analyze coverage yet.

## Pass 2 · Policy Map

Using only the attached agreement, locate provisions that may be implicated. Quote exactly. Flag endorsements that modify, restore, limit, or exclude coverage.

## Pass 3 · Pressure Test

Identify missing facts, competing interpretations, and unsupported conclusions. Draft only from the human-approved analysis.

FLC
FLORIDA LEAGUE OF CITIES

# A 90-page complaint, 23 counts, and a policy package with moving parts

The job was to build a reliable issue map, not ask for one answer.

### PLEADING

- Multiple defendants
- Civil-rights allegations
- Employment allegations
- Contract and tort claims
- Monetary and equitable relief

### POLICY

- Coverage grants
- Defined terms
- Base exclusions
- EPL endorsement
- Limits and defense provisions

### HUMAN DECISION

- Member status
- Scope of duties
- Trigger and occurrence
- Covered versus uncovered relief
- Reservation strategy

**Copilot reduced the reading problem. It did not eliminate the coverage problem.**

FLC
FLORIDA LEAGUE OF CITIES

# Separate causes of action from forms of relief.

Tie each count to defendants, allegations, and requested relief.

### CIVIL RIGHTS

- First Amendment
- Due process
- Equal protection
- Conspiracy
- Monell theories

### EMPLOYMENT

- Whistleblower
- Retaliation
- Failure to reappoint
- Negligent supervision

### TORT/PERSONAL INJURY

- Defamation
- Malicious prosecution
- Abuse of process
- Emotional distress

### CONTRACT/EQUITY

- Breach of contract
- Fee dispute
- Public-meeting claims
- Declaratory and injunctive relief

**An allegation does not become a fact merely because it appears repeatedly.**

FLC
FLORIDA LEAGUE OF CITIES

# The real work is the interaction among provisions.

A grant, definition, exclusion, and endorsement may all affect the same count.

### POTENTIALLY IMPLICATED

- Civil Rights Liability
- Wrongful Employment Practices
- Personal Injury
- Errors and Omissions

### LIMITS/EXCLUSIONS

- Punitive amounts
- Contract-based liability
- Nonmonetary relief
- Public-meeting allegations
- Intentional conduct

### FACTS STILL NEEDED

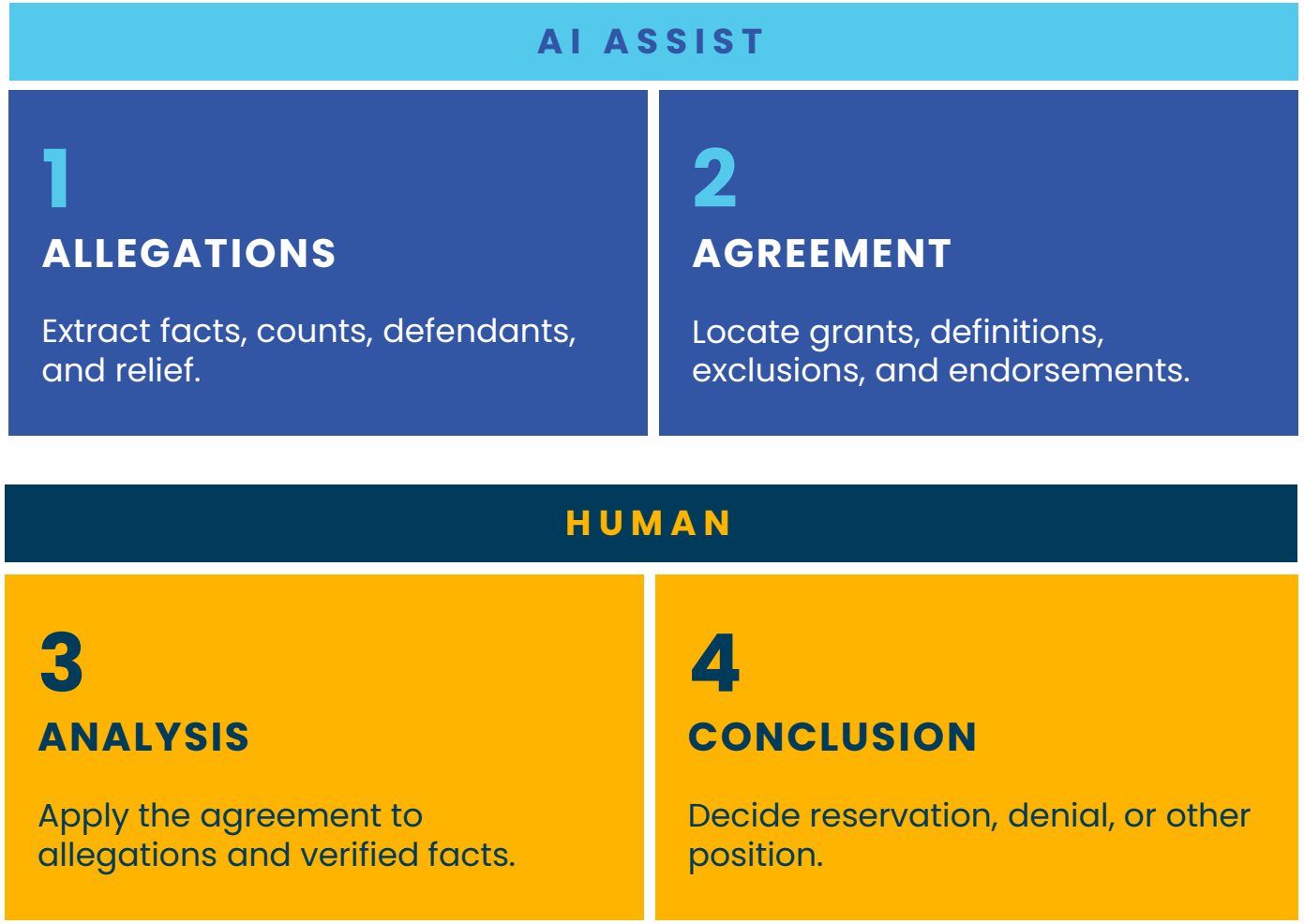
- Who is a member?
- Scope of duties?
- Which policy period?
- Which relief is monetary damages?
- Which endorsement changes the base form?

**The output is a coverage-question matrix, not a coverage determination.**

FLC
FLORIDA LEAGUE OF CITIES

# AI can assist with Steps 1 and 2. The professional owns Steps 3 and 4.

Our internal coverage guide draws the line at application and conclusion.



FLC
FLORIDA LEAGUE OF CITIES

# What are we pulling from: the complaint.

A real pleading page becomes structured inputs, without treating allegations as proven facts.

**SANITIZED SOURCE EXCERPT**

51. On December 17, 2025, notwithstanding its December 3, 2025 declaration that Plaintiff labored under an "unwaivable conflict of interest," the Board voted unanimously to interview all applicants for the County's legal services contract, including Plaintiff.

52. On January 6, 2026, the Board in fact interviewed Plaintiff for that same legal services contract, conduct wholly irreconcilable with the existence of any genuine, unwaivable conflict of interest.

**CAUSES OF ACTION**

**COUNT I**

**First Amendment Retaliation (42 U.S.C. § 1983) (Against Defendants Jackson County, Westbrook, and Dean)**

53. Plaintiff incorporates paragraphs 1 through 52 by reference to the extent they set forth allegations relevant to this Count, including the allegations concerning Commissioner Dr. Willie Spires's vote against the termination and his statement that Defendant Dean's delivery of the termination letter reeked of vindictiveness toward Plaintiff for her protected disclosures.

54. Plaintiff engaged in constitutionally protected speech when she spoke out as a private citizen and independent contractor on matters of public concern, including sexual misconduct by an elected official, physical battery, government corruption, and violations of Florida's Sunshine Law. The misconduct Plaintiff disclosed included Defendant Westbrook's battery on a member of the public and a

Page 20 of 90

## Copilot Extraction

**DEFENDANT / COUNT MAP**
Who is sued under each count?

**ALLEGATION SUMMARY**
What conduct is alleged, by whom, and when?

**RELIEF REQUESTED**
Money damages, fees, equitable relief, or mixed relief?

**SOURCE DISCIPLINE**
Label allegations as allegations; flag missing or ambiguous facts.

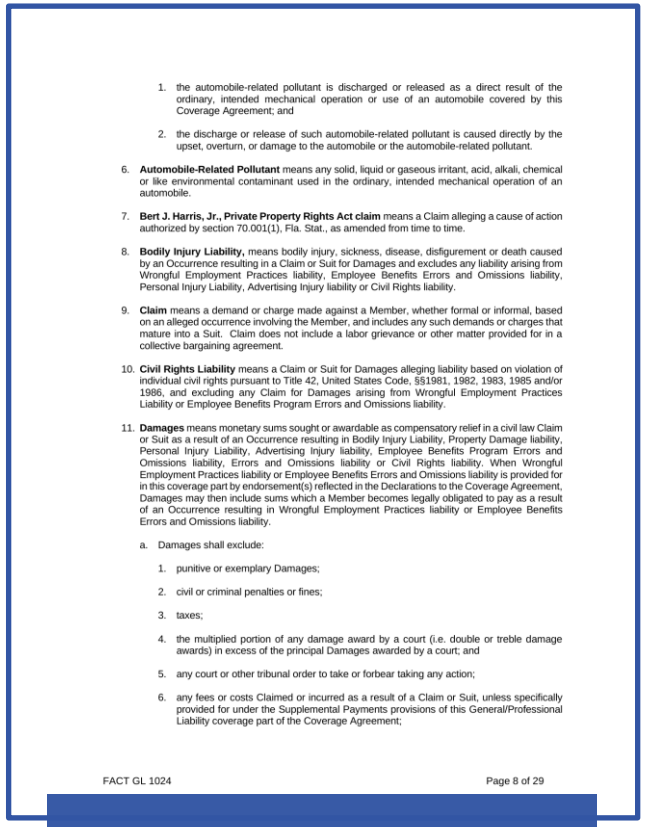
**SOURCE → EXTRACT → VERIFY**

ACTUAL SOURCE PACKAGE

FLC
FLORIDA LEAGUE OF CITIES

# What we are pulling from: the coverage agreement.

The model searches the operative package for definitions, grants, exclusions, and endorsements.



1. the automobile-related pollutant is discharged or released as a direct result of the ordinary, intended mechanical operation or use of an automobile covered by this Coverage Agreement; and

2. the discharge or release of such automobile-related pollutant is caused directly by the upset, overturn, or damage to the automobile or the automobile-related pollutant.

6. **Automobile-Related Pollutant** means any solid, liquid or gaseous irritant, acid, alkali, chemical or like environmental contaminant used in the ordinary, intended mechanical operation of an automobile.

7. **Bert J. Harris, Jr., Private Property Rights Act claim** means a Claim alleging a cause of action authorized by section 70.001(1), Fla. Stat., as amended from time to time.

8. **Bodily Injury Liability,** means bodily injury, sickness, disease, disfigurement or death caused by an Occurrence resulting in a Claim or Suit for Damages and excludes any liability arising from Wrongful Employment Practices liability, Employee Benefits Errors and Omissions liability, Personal Injury Liability, Advertising Injury liability or Civil Rights liability.

9. **Claim** means a demand or charge made against a Member, whether formal or informal, based on an alleged occurrence involving the Member, and includes any such demands or charges that mature into a Suit. Claim does not include a labor grievance or other matter provided for in a collective bargaining agreement.

10. **Civil Rights Liability** means a Claim or Suit for Damages alleging liability based on violation of individual civil rights pursuant to Title 42, United States Code, §§1981, 1982, 1983, 1985 and/or 1986, and excluding any Claim for Damages arising from Wrongful Employment Practices Liability or Employee Benefits Program Errors and Omissions liability.

11. **Damages** means monetary sums sought or awardable as compensatory relief in a civil law Claim or Suit as a result of an Occurrence resulting in Bodily Injury Liability, Property Damage liability, Personal Injury Liability, Advertising Injury liability, Employee Benefits Program Errors and Omissions liability, Errors and Omissions liability or Civil Rights liability. When Wrongful Employment Practices liability or Employee Benefits Errors and Omissions liability is provided for in this coverage part by endorsement(s) reflected in the Declarations to the Coverage Agreement, Damages may then include sums which a Member becomes legally obligated to pay as a result of an Occurrence resulting in Wrongful Employment Practices liability or Employee Benefits Errors and Omissions liability.

a. Damages shall exclude:

1. punitive or exemplary Damages;

2. civil or criminal penalties or fines;

3. taxes;

4. the multiplied portion of any damage award by a court (i.e. double or treble damage awards) in excess of the principal Damages awarded by a court; and

5. any court or other tribunal order to take or forbear taking any action;

6. any fees or costs Claimed or incurred as a result of a Claim or Suit, unless specifically provided for under the Supplemental Payments provisions of this General/Professional Liability coverage part of the Coverage Agreement;

FACT GL 1024 Page 8 of 29

BASE FORM



THIS ENDORSEMENT CHANGES THE AGREEMENT. PLEASE READ IT CAREFULLY

FORM NAME: WRONGFUL EMPLOYMENT PRACTICES LIABILITY ENDORSEMENT

It is noted and agreed that the Coverage Agreement shall provide coverage for Wrongful Employment Practices Liability.

It is further noted and agreed Exclusion 48, Wrongful Employment Practices Liability, is deleted.

FACT EPL 1018 Page 1 of 1

ENDORSEMENT

## Human Checks

1. Is this the operative agreement and policy period?
2. Does an endorsement delete, replace, restore, or limit the base wording?
3. Is the quoted language exact and complete?
4. Which facts are required before the provision can be applied?

FLC FLORIDA LEAGUE OF CITIES

# 03

# Bodily injury demand evaluation

Organize the medicine. Test causation. Keep valuation human.

FLC
FLORIDA LEAGUE OF CITIES

# A template tells Copilot what “complete” means.

It also exposes missing information before an adjuster assigns value.

## CLAIM

- Claimant
- TLD
- Demand
- Limits
- Exposures
- Venue
- Counsel

## LOSS + LIABILITY

- Mechanism
- Scene evidence
- Notice
- Aggravating facts
- Comparative issues

## BACKGROUND

- Age
- Occupation
- Medicare
- Prior claims
- Medical history

## MEDICAL + SPECIALS

- Providers
- Dates
- Treatment
- Diagnostics
- Bills
- Liens
- OOP

## ANALYSIS + STRATEGY

- Accepted injury
- Causation
- Strengths
- Range
- Negotiation
- Missing proof

FLC
FLORIDA LEAGUE OF CITIES

# The demand package is evidence, not the entire claim file.

Start with extraction, then widen the lens.

| | | |
|---|---|---|
| 1 | SEPARATE | Claimants, providers, diagnoses, bills, and liens |
| 2 | CHRONOLOGY | Dates, gaps, imaging, referrals, permanency, future care |
| 3 | OBJECTIVE PROOF | Exams, imaging, procedures, documented function |
| 4 | CAUSATION | Mechanism, scene evidence, prior conditions, alternatives |
| 5 | VALUATION | Human assessment of exposure, venue, authority, strategy |

**AI creates the evidence map. The adjuster converts it into value and strategy.**

FLC
FLORIDA LEAGUE OF CITIES

# A massive demand package becomes a decision-ready evaluation.

The value is not the summary. The value is structure plus missing-information detection.

### SOURCE PACKAGE

- Demand letter
- Loss photographs
- Emergency and orthopedic records
- Surgical records
- Physical therapy
- Bills and lien information

### COPILOT SUPPORT

- Populate the BI template
- Build treatment chronology
- Separate claimed and accepted injury
- Total and organize specials
- Identify missing proof

### HUMAN WORK

- Investigate notice and liability
- Assess causation and permanency
- Apply venue judgment
- Set value and authority
- Plan negotiation strategy

The first question after the summary:
“What do I still need before I assign value?”

FLC
FLORIDA LEAGUE OF CITIES

# Copilot maps source-supported facts into the evaluation template.

The output is pre-populated work, not a completed valuation decision.

## DEMAND PACKAGE

| | |
|---|---|
| Loss facts | 1/12/26 sidewalk fall; raised/uneven pavement alleged; fall onto left side |
| Medical | Same-day X-ray; proximal humerus fractures; reverse total shoulder replacement 1/22/26 |
| Treatments | Orthopedics plus PT through 5/22/26; 40 PT visits listed |
| Specials | Demand lists $105,229.03 total billed |
| Demand | Available limits of $200,000; deadline 10/25/26 |

## BIE FIELDS AUTO-FILLED

| | |
|---|---|
| Claimant/TLD/ Demand | Claimant identified · TLD 9/22/26 · $200,000 |
| Loss summary | Trip and fall on raised sidewalk; left-sided impact; photo included |
| Treatment summary | Urgent care → orthopedics → arthroplasty → physical therapy |
| Specials | MD Now $676 · UF Health $97,718.03 · Select PT $6,835 |
| Injury analysis | Objective fracture and surgery supported; future impairment and prognosis remain open |
| Missing | Notice, maintenance, measurements, updated liens, current prognosis |

BODILY INJURY EVALUATION OUTPUT SAMPLE

FLC
FLORIDA LEAGUE OF CITIES

# What “auto-filled” actually looks like.

Green fields are source-supported. Gold fields require adjuster judgment or additional investigation.

| | |
|---|---|
| **CLAIMANT/TLD/DEMAND** | [SANITIZED] · 9/22/26 · $200,000 |
| **VENUE/EXPOSURE** | Lake County · one claimant |
| **LOSS SUMMARY** | Alleged raised sidewalk; fall to left side; immediate shoulder injury |
| **LIABILITY EVALUATION** | Notice, measurement, maintenance, and open-and-obvious analysis needed |
| **TREATMENT SUMMARY** | 1/12 urgent care; 1/16 orthopedics; 1/22 reverse TSA; PT through 5/22 |
| **SPECIALS** | Total billed $105,229.03; Medicare/lien confirmation outstanding |
| **ACCEPTED INJURY/CAUSATION** | Objective fracture and surgery strongly linked temporally; final position by adjuster |
| **SETTLEMENT RANGE/STRATEGY** | Not auto-filled. Requires liability, venue, liens, prognosis, authority, and judgment. |

SOURCE-SUPPORTED

HUMAN / MISSING INPUT

FLC
FLORIDA LEAGUE OF CITIES

# Put competing explanations side by side.

Do not ask AI to manufacture medical causation.

## Supporting Relationship

- Early complaints
- Consistent anatomy
- Objective findings
- Reasonable progression
- Temporal proximity

## Weakening Relationship

- Prior symptoms
- Degenerative findings
- Treatment gaps
- Changing histories
- Mechanism concerns

## Unresolved

- Comparative imaging
- Prior records
- Provider rationale
- Functional change
- Alternative causes

Ask for evidence on both sides and the missing proof.
The professional makes the causation call.

FLC FLORIDA LEAGUE OF CITIES

# 04

# Claims and litigation notes

Templates turn sprawling files into consistent, reviewable reasoning.

FLC
FLORIDA LEAGUE OF CITIES

# A good template defines the minimum analytical fields.

Incomplete fields become questions instead of fabricated answers.

## CLAIM POSTURE

- What happened?
- Where is the file now?

## COVERAGE

- Agreement
- ROR/CD
- Limits
- Endorsements

## EXPOSURE

- Liability
- Causation
- Damages
- Venue
- Defenses

## OPERATIONS

- Reserves
- Reinsurance
- Authority
- Counsel
- Deadlines

## PLAN

- Recommendations
- Owners
- Due dates
- Next decision point

LITIGATION CASE STUDY

FLC
FLORIDA LEAGUE OF CITIES

# From hundreds of pages to a coherent pretrial position

Interactive analysis, not one-shot summarization.

## SOURCE PACKAGE

- Defense pretrial report
- Billing expert report
- Witness and expert evidence

## OUTPUT CHAIN

- Pretrial evaluation
- Plan of action
- Reserve considerations
- Executive management summary

**DIALOGUE**

Copilot identified missing coverage, immunity, reinsurance, authority, reserve, and deadline information

The useful moment was the tool recognizing what it did not know and asking targeted questions.

FLC
FLORIDA LEAGUE OF CITIES

# One sound analysis can become many consistent work products.

One bad premise can also contaminate all of them.

## VERIFIED ANALYSIS

- Claim note
- Counsel direction
- Reserve memo
- Member update
- Management brief
- Diary tasks
- Training example

FLC FLORIDA LEAGUE OF CITIES

# 05

# Safeguards

Useful, boring, and non-negotiable.

FLC
FLORIDA LEAGUE OF CITIES

# Use the right tool for the right information.

Security begins with the environment, not the prompt.

### ENTERPRISE + INTEGRATED

Microsoft 365 Copilot and embedded capabilities in approved business systems. The policy identifies these as the most secure AI use.

### AUTHORIZED

Specialized AI may be approved for job-specific tasks by the department chief and Technology Services, with approved data controls.

### OTHER/PUBLIC

Work use is limited to generic inputs or light tasks. Sensitive or proprietary information does not belong here.

**Internal claim information stays inside the approved enterprise environment.**

ACCOUNTABILITY

# The professional remains accountable for both input and output.

Efficiency does not transfer responsibility.

FINAL DECISION

**Apply professional judgment and decide from human expertise, not AI output.**

### BEFORE INPUT

Could disclosure create reputational, financial, or operational harm?
If uncertain, revise, withhold, or escalate.

### AFTER OUTPUT

Review and edit. Verify factual accuracy. Adjust tone and appropriateness.

### CLAIM DETERMINATIONS

Coverage or adjudication content requires final staff review and approval.

Copilot may support the work.
It does not own the work.

FLC
FLORIDA LEAGUE OF CITIES

# Three questions before the work leaves your hands.

Can we input it? Must we retain it? Who must approve release?

### DATA

Sensitive internal information may be used only in enterprise, integrated, or authorized tools. The policy separately prohibits specified combinations of personal, credential, and biometric data.

### RECORDS

Prompts, inputs, and outputs may be public records depending on business role. Enterprise and integrated tools retain work-related AI activity under established rules.

### EXTERNAL RELEASE

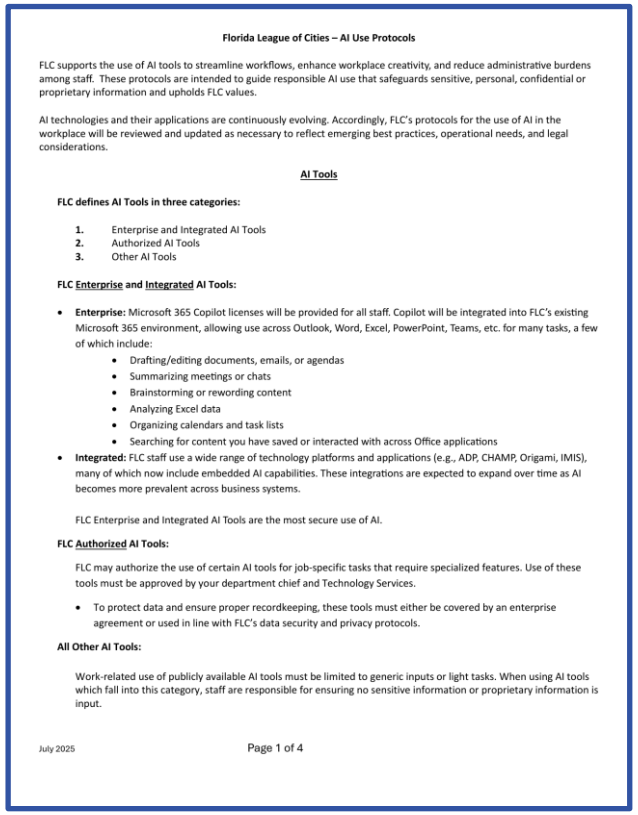
No automated external posting without review. Public-facing generative media and presentations require designated review and official branding.

**Report suspected misuse or accidental disclosure through the policy's escalation channels.**

ACTUAL POLICY LANGUAGE

# What the guardrails are built from.

The presentation is grounded in the organization's written AI protocols, not generic AI advice.



**Florida League of Cities – AI Use Protocols**

FLC supports the use of AI tools to streamline workflows, enhance workplace creativity, and reduce administrative burdens among staff. These protocols are intended to guide responsible AI use that safeguards sensitive, personal, confidential or proprietary information and upholds FLC values.

AI technologies and their applications are continuously evolving. Accordingly, FLC's protocols for the use of AI in the workplace will be reviewed and updated as necessary to reflect emerging best practices, operational needs, and legal considerations.

**AI Tools**

**FLC defines AI Tools in three categories:**

1. Enterprise and Integrated AI Tools
2. Authorized AI Tools
3. Other AI Tools

**FLC Enterprise and Integrated AI Tools:**

- **Enterprise:** Microsoft 365 Copilot licenses will be provided for all staff. Copilot will be integrated into FLC's existing Microsoft 365 environment, allowing use across Outlook, Word, Excel, PowerPoint, Teams, etc. for many tasks, a few of which include:
  - Drafting/editing documents, emails, or agendas
  - Summarizing meetings or chats
  - Brainstorming or rewording content
  - Analyzing Excel data
  - Organizing calendars and task lists
  - Searching for content you have saved or interacted with across Office applications
- **Integrated:** FLC staff use a wide range of technology platforms and applications (e.g., ADP, CHAMP, Origami, IMIS), many of which now include embedded AI capabilities. These integrations are expected to expand over time as AI becomes more prevalent across business systems.

FLC Enterprise and Integrated AI Tools are the most secure use of AI.

**FLC Authorized AI Tools:**

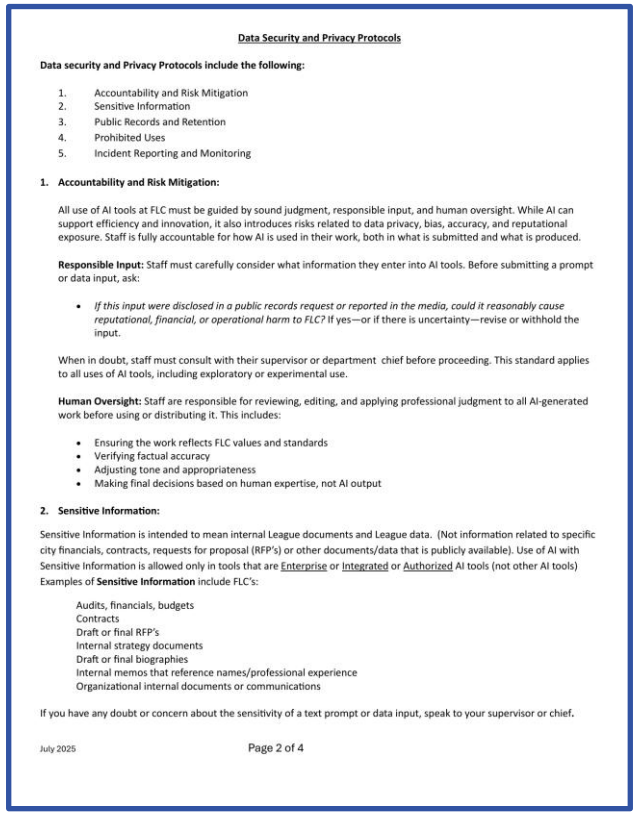
FLC may authorize the use of certain AI tools for job-specific tasks that require specialized features. Use of these tools must be approved by your department chief and Technology Services.

- To protect data and ensure proper recordkeeping, these tools must either be covered by an enterprise agreement or used in line with FLC's data security and privacy protocols.

**All Other AI Tools:**

Work-related use of publicly available AI tools must be limited to generic inputs or light tasks. When using AI tools which fall into this category, staff are responsible for ensuring no sensitive information or proprietary information is input.

July 2025 Page 1 of 4



**Data Security and Privacy Protocols**

**Data security and Privacy Protocols include the following:**

1. Accountability and Risk Mitigation
2. Sensitive Information
3. Public Records and Retention
4. Prohibited Uses
5. Incident Reporting and Monitoring

**1. Accountability and Risk Mitigation:**

All use of AI tools at FLC must be guided by sound judgment, responsible input, and human oversight. While AI can support efficiency and innovation, it also introduces risks related to data privacy, bias, accuracy, and reputational exposure. Staff is fully accountable for how AI is used in their work, both in what is submitted and what is produced.

**Responsible Input:** Staff must carefully consider what information they enter into AI tools. Before submitting a prompt or data input, ask:

- *If this input were disclosed in a public records request or reported in the media, could it reasonably cause reputational, financial, or operational harm to FLC?* If yes—or if there is uncertainty—revise or withhold the input.

When in doubt, staff must consult with their supervisor or department chief before proceeding. This standard applies to all uses of AI tools, including exploratory or experimental use.

**Human Oversight:** Staff are responsible for reviewing, editing, and applying professional judgment to all AI-generated work before using or distributing it. This includes:

- Ensuring the work reflects FLC values and standards
- Verifying factual accuracy
- Adjusting tone and appropriateness
- Making final decisions based on human expertise, not AI output

**2. Sensitive Information:**

Sensitive Information is intended to mean internal League documents and League data. (Not information related to specific city financials, contracts, requests for proposal (RFP's) or other documents/data that is publicly available). Use of AI with Sensitive Information is allowed only in tools that are Enterprise or Integrated or Authorized AI tools (not other AI tools) Examples of **Sensitive Information** include FLC's:

Audits, financials, budgets
Contracts
Draft or final RFP's
Internal strategy documents
Draft or final biographies
Internal memos that reference names/professional experience
Organizational internal documents or communications

If you have any doubt or concern about the sensitivity of a text prompt or data input, speak to your supervisor or chief.

July 2025 Page 2 of 4

## WHAT WE PULL FOR CLAIMS

### Environment

Use enterprise, integrated, or specifically authorized tools for protected work.

### Human oversight

Review, edit, verify, and apply professional judgment.

### Claims boundary

Coverage and adjudication content requires final staff approval.

### Records + release

Account for public-record, retention, disclosure, and external-review requirements.

FAILURE MODES

FLC
FLORIDA LEAGUE OF CITIES

# Polished nonsense is still nonsense.

If it changes coverage, liability, damages, authority, compliance, or strategy, verify it.

### Confident fabrication

Invented facts, dates, policy wording, cases, or medical conclusions.

### False precision

A neat value or ranking with no reliable basis.

### Data leakage

Sensitive, privileged, or strategic information placed in the wrong environment.

### Claimant blending

Facts, diagnoses, bills, or treatment attributed to the wrong person.

### Automation drift

A draft quietly becomes a decision because nobody checks the source.

### Bad reuse

An error copied consistently into every downstream product.

The safeguard is structure, source checking, professional judgment, and accountable approval.

THREE THINGS TO TAKE HOME

FLC FLORIDA LEAGUE OF CITIES

## 1

### Start with a real friction point

Fix extraction, re-drafting, inconsistency, or rework.

## 2

### Keep judgment with the professional

AI organizes and challenges. The claim handler decides and owns the file.

## 3

### Build reuse around verified work

One sound analysis can become many products, but only after review.

Where are claims professionals spending the most time organizing information instead of exercising judgment?

FLC
FLORIDA LEAGUE OF CITIES

# Prompt starter: complaint and coverage extraction

Use only approved tools and authorized materials.

> Review the attached pleading and create a structured pleading map. For each count, identify the defendant(s), material allegations, alleged injury or damage, and requested monetary or nonmonetary relief. Create a neutral factual and procedural chronology. Separate allegations from verified facts. Do not perform a coverage analysis yet. Identify contradictions, missing documents, ambiguous dates, and facts requiring clarification. Do not invent law, policy language, dates, amounts, or facts.

FLC
FLORIDA LEAGUE OF CITIES

# Prompt starter: bodily injury demand.

Organize the evidence before asking for evaluation assistance.

> Using the attached demand package, populate the supplied bodily injury evaluation template. Separate each claimant. Cite the source for each factual entry. Build treatment and billing chronologies; identify objective findings, claimed permanency, future care, liens, wage loss, prior conditions, and missing records. Present evidence supporting and weakening causation separately. Do not assign settlement value, determine accepted injury, or assume facts not in the materials. Mark unsupported fields as unknown and ask targeted follow-up questions.

APPENDIX

FLC
FLORIDA LEAGUE OF CITIES

# Human review checklist:

Before AI-assisted work enters the file or leaves the organization.

- [x] Names, claimants, dates, amounts, and chronology match the source
- [x] Policy language and endorsements come from the operative agreement
- [x] Allegations are not presented as proven facts
- [x] Medical and causation statements stay within the evidence
- [x] No missing count, claimant, damage category, deadline, or material issue
- [x] Coverage, liability, reserves, value, authority, and strategy reflect a human decision
- [x] Required records are saved and retained under applicable policy