FULL CASE INVESTIGATION

Priimal AssureCore

AI-scored, investigator-ready case management for employee benefits integrity.

BENEFITS ADMINISTRATION | HR & PAYROLL

THE CHALLENGE

Employee benefits pools lose money in a fairly predictable set of ways: ghost employees still drawing benefits, deceased claimants whose records were never closed out, dependants who no longer qualify, and outright double dipping across plans. Benefits administrators usually have the underlying records already. What is missing is a consistent way to triage large employee populations into a manageable list of cases worth checking.

Assure Core is the part of Vantage that does that. You send employee and dependant data in, the platform scores it, and your benefits integrity team gets a working case queue rather than a raw HR export.

KEY CAPABILITIES

1 AI Risk Scoring for Benefits Integrity

Every record you upload or send through the API passes through Vantage's scoring pipeline. Records that show a pattern worth investigating are assessed by AI and, once they cross your configured threshold, set to 60 by default and adjustable per tenant, created as a case in your queue. Each case comes back with a risk score from 0 to 100, a risk band of critical, high, medium or low, a confidence level, one or more flags, and a plain English explanation of why it was flagged. An investigator can trigger a re-score on any case at any point and see the score history right on the case page. Scores are decision support for your investigators, not an automated decision: a case is reviewed by your team before any action is taken on it.

Ghost Employee | Deceased Claimant | Double Dipping | Dependent Fraud | Eligibility Gap | Benefit Fraud

2 Full Case Investigation Workflow

A sortable, filterable case queue sits at the centre of Assure Core. Every case can be assigned, re-assigned, moved through statuses such as open, under review and resolved, and set to a priority level. Investigators keep a threaded notes panel on each case, and any note can be marked internal only or left visible in the field work orders, with the author's name and timestamp attached automatically. Every meaningful action on a case, from a status change to a re-score, is logged to a full audit trail that sits alongside the case and travels with it into any export.

3 Assignment Alerts and a Personal Case Inbox

When a case is assigned to someone, an email goes out automatically, carrying your organisation's name alongside Vantage module branding, with the case reference, risk score, value at risk and a direct link. Each investigator also

gets a personal "My Cases" inbox showing only their open and under review cases, sorted by priority and then by risk score, so the highest value work is always at the top.

4 Branded PDF Case Export

Any case can be exported as a PDF in one click, carrying your organisation's name alongside Vantage module branding. The export carries the risk score, identity and confidence details, the value at risk, a full AI explainability breakdown, the evidence table where one exists, the recovery log, every investigator note, and the complete audit trail.

5 Recovery Tracking

Once a recovery is confirmed, it gets logged against the case with the gross value recovered, giving you a clear, auditable record of what has actually been recovered.

6 Field Investigation Dispatch

An administrator can manually trigger a field investigation dispatch directly from any case, sent as a signed, one-time request to whichever field or HR investigation system is already in use, connected through a webhook configured in settings. The dispatch, its destination and the response status are all recorded in the case's activity log.

7 Natural Language Query

Instead of building a report or waiting on an analyst, anyone on the team can ask Assure Core a plain English question about the case data and get an answer straight back.

8 REST API Access

Assure Core includes REST API access as standard, using a bearer token unique to the tenant. Single or batch records, up to 100 per call, can be scored directly from an existing HR or payroll system. A public sandbox with pre-scored demo records and live documentation is available for evaluation.

WHAT YOU RECEIVE

- **Case queue:** an AI-scored, prioritised list of employee and dependant records worth investigating.
- **Explainability:** a plain English reason and flag breakdown behind every score, not just a number.
- **Full workflow:** assignment, threaded notes, status tracking and a complete audit trail on every case.
- **Branded exports:** case reports ready to hand to HR, legal or audit without further work.
- **Recovery tracking:** a clear, auditable record of confirmed recoveries.
- **Field dispatch:** the ability to push any case straight to an investigation team's own system.
- **NL query and API:** plain English answers for the team, plus programmatic access for other systems.

WHO IT IS FOR

Benefits administration teams | HR and payroll integrity functions | Self-insured employer plan managers | Public sector benefits agencies

2 SUBSCRIPTION TYPES

Every capability described above is available either way. What changes is how you pay for it.

CORE VOLUME

Pay a predictable package. Know your cost before you start.

Billing: one of thirteen fixed monthly packages, billed in advance.

Additional usage: billed per unit at your package's own rate, disclosed up front, so the package that matches your expected volume is always the best value.

Obligations: none beyond the standard subscription terms. No documentation, no agreement to sign.

CORE VALUE

Pay a share of what you recover. Recover nothing, pay nothing.

Billing: a share of the recovered value you document, billed after the fact, never more than 1.5 times what the matching Core Volume package would have cost you. You can move to Core Volume at any time.

Requires: a signed Value Agreement and documentation of every closed case.

Best for: teams who'd rather see results before committing to a subscription.

Both are Assure Core: same scoring, same workflow, same everything above. The only difference is how the bill is worked out.

DEPLOYMENT AND INTEGRATION

Assure Core is a cloud-hosted SaaS platform with role-based access, so there is nothing for your team to host or maintain. Data comes in either through the upload manager or the API, sourced from your existing HR, payroll or benefits administration systems. Once your application is approved, a new tenant can be provisioned in minutes, with sandbox demo data available immediately so your team can start evaluating the platform before a single real record is uploaded.

Core Volume and Core Value above are two ways to pay for Assure Core, the same product either way. Assure Score is a different, lighter product: API-only scoring without the case investigation workflow described above, available separately for teams that just want to plug Vantage's risk engine into an existing system.