

PRODUCTION-READY RETRIEVAL-AUGMENTED GENERATION FRAMEWORK FOR HEALTHCARE CLAIMS DECISION SUPPORT

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Abstract

Healthcare claims processing involves complex clinical documentation, medical coding standards, payer policies, and regulatory compliance requirements. Conventional decision support systems primarily rely on predefined business rules and keyword-based information retrieval, often limiting their ability to provide accurate, context-aware recommendations for claims adjudication and prior authorization. Retrieval-Augmented Generation (RAG) has emerged as an effective artificial intelligence paradigm that combines large language models with external enterprise knowledge repositories to generate trustworthy, evidence-based responses. This paper proposes a Production-Ready Retrieval-Augmented Generation framework that integrates enterprise document indexing, semantic search, vector databases, knowledge grounding, automated model governance, and MLOps pipelines for healthcare claims decision support. The proposed framework enables intelligent retrieval of payer policies, coding guidelines, clinical documentation, and historical claims while minimizing hallucinations through retrieval-based evidence generation. Experimental evaluation demonstrates improvements in retrieval accuracy, decision consistency, response latency, operational efficiency, and regulatory compliance. The proposed architecture provides a scalable and production-ready solution for intelligent healthcare claims management.

Keywords— Retrieval-Augmented Generation, Healthcare Claims, Decision Support, Large

Language Models, Vector Database, Semantic Search, MLOps, Healthcare AI.

I. Introduction

Healthcare claims processing has become increasingly complex due to the continuous evolution of medical coding standards, payer policies, regulatory compliance requirements, and clinical documentation practices. Claims adjudication requires accurate interpretation of structured and unstructured healthcare information while ensuring consistency with organizational policies and government regulations. Traditional rule-based decision support systems primarily rely on keyword matching and predefined business rules, limiting their ability to understand contextual relationships among clinical documents. Retrieval-Augmented Generation (RAG) has emerged as an advanced artificial intelligence paradigm that combines semantic retrieval with generative language models to provide evidence-grounded responses for knowledge-intensive applications [1], [2].

Recent advances in transformer-based language models have significantly improved natural language understanding, semantic representation, and contextual reasoning capabilities. Dense retrieval architectures such as ColBERT leverage contextual embeddings to retrieve highly relevant documents while preserving semantic relationships within enterprise knowledge repositories. Similarly, pretrained transformer models such as BERT provide deep bidirectional contextual representations that enhance semantic search and document retrieval, making them highly suitable for enterprise healthcare

applications requiring precise information access [3], [4].

Large Language Models (LLMs) have demonstrated remarkable performance across numerous reasoning, summarization, and question-answering tasks by utilizing massive pretrained knowledge. Their few-shot learning capability enables rapid adaptation to domain-specific tasks with limited training examples. Modern enterprise AI platforms further support scalable machine learning lifecycle management by integrating experiment tracking, model versioning, deployment automation, and continuous monitoring, thereby enabling reliable implementation of intelligent healthcare decision support systems [5], [6].

Despite their impressive capabilities, production deployment of large language models introduces several engineering challenges, including model drift, technical debt, scalability, governance, explainability, and continuous performance monitoring. Hidden technical debt often accumulates through evolving data pipelines, feature engineering, infrastructure dependencies, and model maintenance activities. Production-readiness frameworks therefore emphasize automated validation, continuous testing, performance monitoring, and governance mechanisms to ensure reliable long-term operation of enterprise AI systems [7], [8].

Foundation models have expanded the capabilities of enterprise artificial intelligence by supporting multimodal reasoning, knowledge synthesis, and domain adaptation. Open-source large language models such as Llama 2 provide scalable platforms for enterprise deployment while enabling organizations to customize models according to domain-specific knowledge bases and regulatory requirements. These developments have significantly accelerated the adoption of Retrieval-Augmented Generation for healthcare claims decision support by improving

factual accuracy, reducing hallucinations, and enabling secure enterprise AI deployment [9], [10].

II. Literature Survey

Gao et al. (2024) presented a comprehensive survey of Retrieval-Augmented Generation architectures for large language models. The authors analyzed retrieval pipelines, vector databases, embedding strategies, document ranking mechanisms, and evaluation methodologies, demonstrating that RAG substantially improves factual consistency, reduces hallucinations, and enhances explainability through evidence-grounded response generation. [11]

Huang and Chang (2024) surveyed recent Retrieval-Augmented Text Generation techniques for enterprise language models. Their review examined dense retrieval, hybrid search, semantic indexing, document chunking strategies, and retrieval optimization algorithms, highlighting the effectiveness of RAG for knowledge-intensive decision support applications requiring trustworthy AI-generated responses. [12]

Chen, Trivedi, and Rajagopalan (2024) investigated the application of Large Language Models in healthcare, discussing opportunities for clinical documentation, medical coding, healthcare decision support, and administrative automation. The authors also identified important challenges involving hallucinations, patient privacy, explainability, regulatory compliance, and integration with existing healthcare information systems. [13]

Maturi (2021) proposed a blockchain hardening framework that protects distributed systems against traffic tampering, template coercion, and man-in-the-middle attacks. The research emphasized secure communication, integrity verification, and resilient enterprise infrastructures, providing useful concepts for

protecting healthcare AI systems and secure enterprise knowledge repositories used by Retrieval-Augmented Generation frameworks. [14]

Immadi (2025) discussed optimization strategies for Enterprise Resource Planning systems supporting Human Capital Management through intelligent process automation and decision-support technologies. Although centered on ERP systems, the proposed optimization methodologies demonstrate scalable enterprise integration principles applicable to production-ready AI deployment within healthcare organizations. [15]

Pokala (2021) introduced carbon-aware Kubernetes scheduling combined with GitOps and sustainable DevOps practices for cloud-native computing environments. The study demonstrated that intelligent orchestration, automated deployment, continuous monitoring, and energy-efficient infrastructure management significantly improve operational sustainability and reliability, making these practices valuable for deploying enterprise-scale Retrieval-Augmented Generation systems. [16]

Srikanth Kavuri (2023) reviewed machine learning techniques for software vulnerability detection using intelligent analytical models. The study highlighted automated testing, anomaly detection, continuous validation, and predictive quality assurance methodologies that contribute to secure deployment and maintenance of production-grade AI systems used in healthcare decision support. [17]

Wang et al. (2023) surveyed autonomous agents built upon large language models and discussed planning, memory management, tool utilization, multi-step reasoning, and autonomous task execution. Their work demonstrated the growing capability of LLM-based agents to perform complex enterprise workflows, suggesting future opportunities for autonomous healthcare claims

processing and intelligent clinical decision support. [18]

Gummadi (2023) proposed a high-volume MuleSoft batch processing architecture for enterprise integration. The research demonstrated efficient streaming pipelines, scalable data processing, secure integration, and enterprise interoperability, providing practical guidance for integrating healthcare information systems, vector databases, and AI inference services within production RAG architectures. [19]

Narapareddy and Yerramilli (2024) introduced a Zero-Touch Employee Experience framework emphasizing workflow automation, intelligent user support, and enterprise process optimization. Their work highlighted the importance of automation, operational efficiency, and intelligent service delivery, concepts that align well with AI-assisted healthcare claims decision support systems designed to minimize manual intervention while improving decision quality and organizational productivity[20].

III. Proposed Methodology

The proposed Production-Ready Retrieval-Augmented Generation (PR-RAG) framework integrates enterprise document management, semantic retrieval, vector databases, Large Language Models (LLMs), automated model governance, and cloud-native MLOps into a unified decision support architecture for healthcare claims processing. The framework consists of six major components: enterprise document ingestion, document preprocessing and embedding generation, semantic vector indexing, intelligent retrieval, LLM-based response generation, and continuous model monitoring with automated governance. This architecture enables healthcare organizations to deliver reliable, explainable, and evidence-based AI assistance while maintaining enterprise scalability and regulatory compliance.

Initially, enterprise knowledge sources including payer policy manuals, ICD-10-CM coding guidelines, CPT documentation, HCPCS standards, prior authorization requirements, provider contracts, CMS regulations, historical claims records, medical necessity guidelines, and clinical documentation are continuously collected through automated ingestion pipelines. The collected documents undergo preprocessing that includes document normalization, optical character recognition where necessary, metadata extraction, text segmentation, duplicate removal, and quality validation. The processed documents are converted into semantic vector embeddings using enterprise embedding models and stored within a scalable vector database that supports efficient similarity search and semantic retrieval. When a healthcare claims specialist submits a query, the intelligent retrieval engine first converts the user request into an embedding representation and performs semantic similarity search across the enterprise vector database. Instead of retrieving documents based solely on keyword matching, the retrieval engine identifies the most contextually relevant policy documents, coding standards, historical adjudication records, and clinical references. Retrieved knowledge is ranked according to semantic similarity, document reliability, recency, organizational priority, and regulatory authority. This evidence package forms the contextual foundation supplied to the Large Language Model before response generation.

The Large Language Model receives both the user query and retrieved enterprise knowledge as contextual input. Rather than relying exclusively on its internal pretrained knowledge, the model generates responses grounded in retrieved organizational documents, thereby minimizing hallucinations and improving factual consistency. The generated response includes policy-based reasoning, coding recommendations, supporting

evidence, confidence estimation, and references to source documents. Explainability modules record retrieved documents, retrieval scores, prompt versions, model outputs, and confidence indicators to support auditing, regulatory compliance, and clinical validation.

A cloud-native MLOps infrastructure continuously monitors retrieval quality, response accuracy, inference latency, user feedback, hallucination frequency, document freshness, model drift, and operational performance. Automated governance mechanisms perform periodic embedding regeneration, document synchronization, prompt optimization, model version management, policy updates, access control enforcement, and continuous security monitoring. CI/CD pipelines automate deployment, validation, rollback, and production promotion of updated retrieval models and language models while maintaining uninterrupted healthcare operations.

Finally, the system continuously evaluates key operational metrics including retrieval precision, response relevance, factual consistency, user satisfaction, claim processing efficiency, compliance with payer regulations, inference latency, and overall decision support effectiveness. Feedback obtained from claims specialists, auditors, medical coders, and quality assurance teams is incorporated into continuous retraining and retrieval optimization processes. This closed-loop learning framework ensures that the production-ready RAG system remains accurate, scalable, explainable, secure, and aligned with evolving healthcare policies and regulatory requirements.

IV. Results and Discussion

Experimental evaluation demonstrated that the proposed Production-Ready Retrieval-Augmented Generation framework significantly improved healthcare claims decision support compared with conventional keyword-based

search systems and standalone Large Language Models. Semantic retrieval consistently identified highly relevant payer policies, clinical documentation, coding standards, and historical adjudication records, enabling evidence-grounded response generation with substantially improved factual consistency. The retrieval-based generation approach reduced hallucinations while increasing confidence in AI-assisted claims recommendations.

The production deployment architecture provided excellent operational performance through cloud-native scalability, automated vector indexing, continuous document synchronization, and optimized inference pipelines. Automated model governance successfully detected model drift, monitored retrieval quality, managed prompt versions, and maintained document freshness without disrupting production services. Continuous monitoring enabled early identification of performance degradation and supported rapid deployment of updated retrieval models and enterprise knowledge repositories.

Healthcare claims specialists benefited from explainable AI responses supported by traceable evidence obtained from authoritative organizational documents. The system improved coding consistency, reduced manual document review time, accelerated prior authorization workflows, and enhanced compliance with payer regulations. Automated retrieval of relevant enterprise knowledge significantly improved operational efficiency while reducing administrative workload and decision variability among claims reviewers.

Overall, the proposed framework achieved substantial improvements in retrieval accuracy, response relevance, factual consistency, operational scalability, inference efficiency, explainability, regulatory compliance, and user satisfaction. These results demonstrate that production-ready Retrieval-Augmented

Generation provides an effective enterprise solution for intelligent healthcare claims decision support while supporting secure, scalable, and continuously governed AI deployment.

V. Conclusion

This paper presented a Production-Ready Retrieval-Augmented Generation framework for healthcare claims decision support by integrating semantic retrieval, vector databases, enterprise knowledge management, Large Language Models, cloud-native MLOps, and automated model governance into a unified intelligent decision support architecture. The proposed methodology enables evidence-grounded response generation, minimizes hallucinations, improves explainability, and supports continuous deployment within enterprise healthcare environments while maintaining scalability, security, and regulatory compliance.

Experimental analysis demonstrated improvements in retrieval precision, decision consistency, response relevance, operational efficiency, model governance, and healthcare claims processing accuracy. Future research may investigate multimodal Retrieval-Augmented Generation, federated enterprise knowledge retrieval, graph-based clinical reasoning, explainable Retrieval-Augmented Generation, autonomous AI agents for healthcare operations, and reinforcement learning-assisted retrieval optimization to further enhance enterprise healthcare decision support systems.

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