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(57) Abstract :

[027] We proposed an idea for methods of detecting spurious results. We then discuss several aspects of Machine Learning (ML) models, including their methodologies. Using a self-aggregated dataset of claims and denials, we train machine learning models in the background to identify anomalous chats and automate the creation of chatbots. We then put these models into action by fine-tuning parameters like smoothing, drop out factor, and batch size, and the ensuing improvements in accuracy and other assessment metrics like F1-score, recall, precision, and Area under the ROC curve (AUC) score were encouraging. Next, we use these findings to suggest a hybrid approach to detecting fake instances, one that makes use of an automatically produced Chatbot system based on natural language processing (NLP). Finally, we highlight potential research directions and outstanding issues to help expand research in this area.

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