Use Case Specification: Tracking insurance benefits and insurance claims

# Use Case 1

## Brief Description

This use case describes how the KYHBPA can use the website and CMS to track all insurance benefit claims that have been submitted online.

# Flow of Events

## Basic Flow

1. The KYHBPA member can login to the website.
2. The member can see what claims have been submitted by users of the website.
3. In response, the KYHBPA can process the claims.

## 2.2 Alternative Flows

* The website user can elect to submit insurance benefit claims offline.

# Special Requirements

* Website must be secure enough to process the insurance benefit claims.
* The plug-in required to track the claims must exist and be in good working order.

# Pre-conditions

* User must navigate website to find the insurance benefit claims form.
* The user must supply accurate information for KYHBPA to process it.

# Post-conditions

* Insurance benefit claims submitted online can be tracked by KYHBPA through their website.