

## **Project topic**

Insurance Claim Management

## **Project Members**

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## **Introduction**

Customers and administrators can communicate with one another using the insurance claim management system. where customers can request new claims and examine the specifics of their existing claims. An administrator can log in, review customer requests, and accept or deny them.

**Problem Statement:** There exist some organizations in the insurance industry that have up-to-date insurance claim portals for customers and staff. However, there are some emerging, small-scale insurance startups that do not have perfectly developed claim management systems. They have too many functions, and features that are not needed, and thus it takes extra time to navigate through the website and might lead to many mistakes. Thus, we have attempted to develop a claim management system that would be easy and straightforward for the customers as well as staff members.

## **Scope**

The first page of the interface asks whether you are a customer or an admin, then based on your selection you will get a customer login page or an admin login page.

When you make a customer login: you will get two options:

1. Approved/Denied Requests: This will show the customer his previously approved or denied requests
2. Details of the customer: this will show all the customer details along with their insurance amount remaining and the number of claims made by the customer.
3. You can apply for a new claim: this page will be used by the customer for making a new claim, it will include the amount he wants to claim and also the reason why he wants to make a claim.

When you make a administer login:

1. Claim Requests made by customers: The request made by customers will get assigned to an employee. These requests are visible under the section of the employee that is assigned to the customer.
  - Once the claim request is selected then this employee can see monitor the request details and based on this he can make a decision to approve or deny the claim made by the customer.
2. Customers under the employee: It will show all the customers and their details to which the particular employee was assigned.
3. Approved Requests: All the requests of the customers were approved by the employee.