AS-IS Healthcare Claims Processing — Current State
Manual, rule-based workflow with high dependency on human review

```
Claim Submitted by Hospital / Policyholder
   │  Claim Logged in Claims Management System
   ▼
Claim Documents Received (PDF / Scanned)
   ▼
Manual Data Entry by Claims Executive
   ▼
Manual Document Verification
   ▼
Policy Rules Checked Manually
   ▼
Documents Complete and Valid ?
   │
   ├─ No ──► Request Additional attachments → back to intake ──► (back to Claim Documents Received)
   │
   └─ Yes ──► Manual Fraud Review (Random / Rule-based)
                   ▼
              Medical Coding Validation
                   ▼
              Supervisor Approval
                   ▼
              Claim Decision (Approved / Rejected)
                   ▼
              Payment Processed
                   ▼
              Customer Notified
```