**Insurance Claim Management on Financial Application**

**Project Overview**

The Insurance Claim Management project aims to streamline the process of managing insurance claims within a financial application. The project involves creating an application that allows claim adjusters to enter, update, and process claims efficiently.

**Key Features**

1. **Claim Entry:** Claim adjusters can enter new claim details.
2. **Claim Update:** Claim adjusters can review and update existing claims.
3. **Reserve Processing:** Claim adjusters can enter and manage claim reserves.
4. **Payment Processing:** Claim adjusters can process claim payments.
5. **Approval Workflow:** Managers can approve or reject reserve and payment requests.
6. **Claim Closure:** Claim adjusters can close claims after processing.

**User Roles**

* **Claim Adjusters:** Responsible for entering, updating, and processing claims.
* **Managers:** Responsible for approving or rejecting reserve and payment requests.

**User Stories**

**1. Claim Update: Enter Claim Details**

**Objective:** Allow claim adjusters to enter claim details for a claimant.

**2. Claim Update: Update Claim Details**

**Objective:** Allow claim adjusters to review and update existing claims.

**3. Reserve Processing: Enter Claim Reserve**

**Objective:** Allow claim adjusters to add reserve amounts for existing claims.

**4. Reserve Processing: Approve/Reject Claim Reserve**

**Objective:** Allow managers to approve or reject reserve requests.

**5. Payment Processing: Process Claim Payment**

**Objective:** Allow claim adjusters to process payment amounts for existing claims.

**6. Payment Processing: Approve/Reject Claim Payment**

**Objective:** Allow managers to approve or reject payment requests.

**7. Claim Update: Close Claim**

**Objective:** Allow claim adjusters to review and close existing claims.

**Stages and Processes**

**Stages: 4**

1. **Submission:**
   * **Processes:**
     + **Dashboard Process:** To get adjuster preference.
     + **Claim Process:** To save draft claims and submit claims.
2. **Reserve Processing:**
   * **Process:** Reserve processing where adjuster adds reserve amount and manager approval is configured.
3. **Payment Processing:**
   * **Process:** Payment processing where adjuster enters a payment amount and manager approval is configured.
4. **Close Claim:**
   * **Process:** Close Claim where adjuster previews and closes claim.

**Alternate Stages: 2**

1. **Reserve Rejection:**
   * Used to send a rejection mail when reserve amount is rejected by manager.
2. **Payment Rejection:**
   * Used to send a rejection mail when payment amount is rejected by manager.

**Operators and Portals**

**Operators**

1. **Claim Adjuster:**
   * **Operator ID:** ClaimAdjuster
   * **Portal:** My Claim Adjuster Portal
2. **Claim Manager:**
   * **Operator ID:** ClaimManager
   * **Portal:** My Claim Manager Portal

**Portals**

1. **My Claim Adjuster Portal:**
   * Portal for Claim Adjusters to manage their tasks and claims.
2. **My Claim Manager Portal:**
   * Portal for Claim Managers to review and approve/reject claims and payments.