Business Requirements Document: Claims Management System

Users

* Applicant
* Register
* Allow only if the client exists in our database
* Log In
* Update Infor
* Make a claim (Fill a form and upload supporting documents)
* Agent/Adjuster
* Log In
* Review claims
* Approve/ Rejects / escalate
* Manager
* Log In
* Review claims
* Approve/ Reject If needed
* Admin
* Create Users
* Manage users

Claim Management System

1. Introduction

The Claims Management System is designed to streamline the process of managing insurance claims for our organization. This system will allow users to submit claims, track claim status, and communicate with insurance agents efficiently, Log In, .

2. Objectives

Provide a user-friendly interface for submitting and managing insurance claims.

Automate claim processing workflows to improve efficiency and reduce manual effort.

Enable users to track the status of their claims in real-time.

Facilitate communication between users and insurance agents regarding claim-related inquiries and updates.

3. Scope

The Claims Management System will cover the following functionalities:

User registration and authentication

Claim submission and tracking

Communication features for users and insurance agents

Reporting and analytics for claim processing

4. Functional Requirements

4.1 User Management

Users should be able to register for an account with their personal information.

Users should be able to log in securely using their credentials.

Users should be able to update their profile information.

4.2 Claim Submission

Users should be able to submit new insurance claims by providing relevant details such as claim type, incident date, description, and supporting documents.

Users should receive confirmation upon successful submission of a claim.

4.3 Claim Tracking

Users should be able to view the status of their submitted claims in real-time.

Users should receive notifications and updates regarding any changes in claim status.

4.4 Communication

Users should be able to send messages and inquiries to insurance agents regarding their claims.

Insurance agents should be able to respond to user inquiries and provide updates on claim processing.

4.5 Reporting and Analytics

The system should generate reports on claim processing metrics such as claim volume, processing time, and resolution rate.

The system should provide analytics dashboards for monitoring claim trends and patterns.

5. Non-Functional Requirements

The system should be secure, with user data encrypted and protected from unauthorized access.

The system should be scalable to accommodate a growing number of users and claims.

The system should be responsive and accessible across different devices and screen sizes.

6. Wireframes

6.1 Claim Submission Form

6.2 Claim Tracking Dashboard

6.3 Communication Interface

7. Assumptions and Constraints

The system will be developed using the MEAN stack (MongoDB, Express.js, Angular, Node.js).

Integration with existing backend systems and databases may be required.

Compliance with regulatory requirements and data privacy laws must be ensured.

8. Risks

Potential risks include technical challenges during development, user adoption issues, and data security vulnerabilities.

Mitigation strategies will be implemented to address these risks proactively.