Lesson 7 Claim Setup Rules

When a claim is created in the New Claim Wizard, or is entered through the portal, or is imported from an external FNOL application, it enters the automated claim setup process. This process consists of several Gosu rule sets, which perform several actions. However, their primary purpose is to segment and assign the claim, and to create an initial workplan of activities for it.

7.1 Exploration

Exercise

Exercise 1: Investigation

1. **In the base configuration of ClaimCenter, under what conditions is a Property exposure's segment set to prop_mid?**

2. **In the base configuration of ClaimCenter, what segment is a property exposure assigned to if the conditions for the Property Low, Property Medium, and Property High rules are all false?**

7.2 Set note for unverified policies

Under certain circumstances, Succeed Insurance adjusters and service representatives may enter a claim into ClaimCenter with an unverified policy. When this occurs, Succeed wants a note added to the claim reminding the adjuster to verify the policy before any payments are made.

Prerequisites

This lesson assumes that you have successfully completed Lesson 2, Writing Gosu Rules.

For this exercise, you will use ClaimCenter, Guidewire Studio, and a supported web browser.

Studio should be running when you start the exercise.

ClaimCenter Server should be running in debug mode when you start the exercise.

The default URL for ClaimCenter is **http://localhost:8080/cc/ClaimCenter.do**.

Exercise

Exercise 2: Set note for unverified policies

1. **Which rule set can be used to accomplish this?**

2. **Add entries to display.properties for the subject and body of such a note.**

3. **Code a rule that creates the note.**

   The easiest way to accomplish this is to create the note and then attach it to the claim using the setClaim() method of the Note entity.

Test procedure

1. **Reload changed classes.**

2. **Switch to ClaimCenter and log in as aapplegate/gw.**

3. **Create a new General Liability claim using an unverified policy.**

4. **Navigate to the new claim.**

5. **Verify that the Unverified Policy note has been added to the claim.**

7.3 Segmentation for property claim fraud detection

Succeed Insurance has experienced a rise in fraudulent property claims where a loss occurred. For example, a new policy was issued, and a loss was reported shortly after the policy came into effect. Succeed wants to use claim segmentation to help identify claims which are possibly fraudulent.

Exercise

Tip

Modifying a typelist constitutes a change to the data model. When you do this, the project must be rebuilt(**Build Build Project** or **Ctrl+F9**) for the new typecodes to be available for code.

Exercise 3: Segmentation for property claim fraud detection

1. **Modify the Claim Segment typelist by adding a typecode named “Early Term Loss”, which will be visible in the UI.**
2. **Modify the claim segmentation rules so that if a property claim has a loss date which is within 30 days of the policy's effective date, the claim is segmented as an “Early Term Loss”.**

    a) This rule must take precedence over all other property segmentation rules. Give the rule a name that is descriptive of its purpose and conforms to best practices for naming rule sets.

    b) The segmentation rule will need a date library function.

    c) If your segmentation rule segments the claim, then your code should exit the rule set.

Test procedure

1. **Stop the ClaimCenter server and restart it in debug mode.**
2. **Log on as Ronald Barnes (rbarnes/gw).**
3. **Using policy number 23-502011, create a property claim.**

    a) Set the Loss Date to less than ten days after the Policy Effective Date.

    b) Complete the claim, using defaults where possible and making up data where necessary.

    c) Assign the claim to Ronald Barnes.
4. **Verify that the claim is segmented as “Early term loss”.**