



# Claims Management System

## Business Requirements Document

### V1.0

	Prepared By / Last Updated By	Reviewed By	Approved By
Name	Cognizant Academy		
Role			
Signature			
Date			

## Table of Contents

<b>1.0</b>	<b>Introduction</b>	<b>3</b>
1.1	Purpose of this document	3
1.2	Project Overview	3
1.2.1	Objectives	3
1.3	Intended Audience	4
<b>2.0</b>	<b>Process Architecture</b>	<b>4</b>
<b>3.0</b>	<b>High Level Business Requirements</b>	<b>7</b>
<b>4.0</b>	<b>Detailed Business Requirements</b>	<b>7</b>
4.1	Functional Requirements	7
<b>5.0</b>	<b>References</b>	<b>12</b>
5.1	Table 1.0	12
5.2	Table 2.0	Error! Bookmark not defined.
5.3	Table 3.0	13
<b>6.0</b>	<b>Change Log</b>	<b>13</b>

# 1.0 Introduction

## 1.1 Purpose of this document

This document is aimed at:

- Providing the necessary inputs to the detailed requirements gathering phase and further on for the SDLC processes.
- This document also serves to establish the traceability between the Business Objectives and the requirements identified in the proposed solution and how they satisfy the stated objectives.
- Provide expectation traceability in terms of the requirements and the user expectation
- Serves as a formal template for documenting the Business Requirements which also includes statutory and regulatory requirements.

The purpose of this document is to systematically capture requirements for the project and the system to be developed. Functional requirements are captured in this document. It also serves as the input for the project scoping.

## 1.2 Project Overview

### 1.2.1 Objectives

Below are the objectives that shall be fulfilled post the execution of this project:

Claims Management System (CMS) application. CMS is basically a system that helps members to do member registration for claims, profile update, Claim Request, Search Claims and View Status, Claim Process. These are the few important modules in the system.

- Member registration & credential authentication.
- Member profile update.
- Member claim request.
- Search Claim and View Status
- Claim processing.



## 1.3 Intended Audience

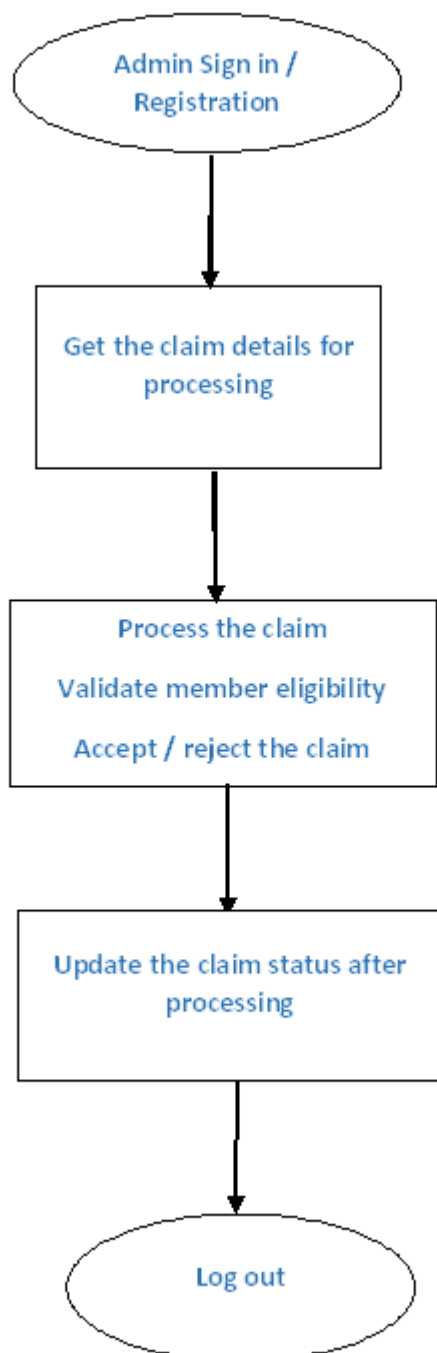
- All member of the project.
- Delivery Assurance Group.

## 2.0 Process Architecture

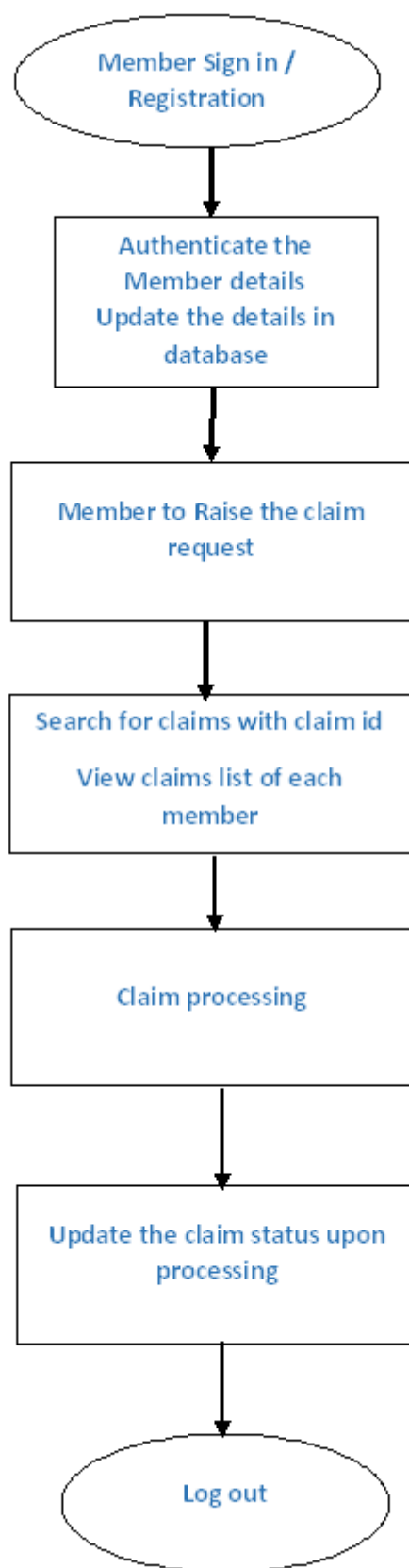
Below is the overall functional flow of the project including the components of interaction

- Create Member Registration page & Authentication.
- Create Admin Registration page & Authentication.
- Get and manage Member details.
- Get the Claim details and save them.
- Process the claims.
- Update the claim status
- List the claims request for each member.
- Display the details of the claims.
- Disconnect on log off.

Admin Process flow



## Member Process flow



## 3.0 High Level Business Requirements

Note - Primary focus is to complete developing the critical requirements (highlighted in Yellow) and then to proceed with the remaining requirements.

S.No.	Business Requirement ID	Short Description	Description in detail	Interacting Business Processes
1	Req_1	Initial Selection	Ability of the system to allow to user to choose Admin/User Login/Registration	
2	Req_2	Member Registration	Ability of the system to procure the fundamental details of the Member	
3	Req_3	Member Authentication	Ability of the system to authenticate the Member credentials of the registered Member	
4	Req_4	Admin Registration	Ability of the system to procure the fundamental details of the Admin	
5	Req_5	Admin Authentication	Ability of the system to authenticate the credentials of the registered Admin	
6	Req_6	Claim request	Ability of the system to procure the Claim details	
7	Req_7	Claim process	Ability of the system to process the claim based on member eligibility	
8	Req_8	Display claim details at member level	Ability of the system to display the claim details at member level	
9	Req_9	Member / Admin logoff	Ability of the system to enable Member / Admin to logoff	

## 4.0 Detailed Business Requirements

### 4.1 Functional Requirements

The Requirements in this document are prioritized as follows:

Value	Rating	Description
1	Critical	This requirement is critical to the success of the project. The project will not be possible without this requirement.
2	High	This requirement is high priority, but the project can be implemented at a bare minimum without this requirement.
3	Medium	This requirement is somewhat important, as it provides some value but the project can proceed without it.
4	Low	This is a low priority requirement, or a "nice to have" feature, if time and cost allow it.

5	Future	This requirement is out of scope for this project, and has been included here for a possible future release.
---	--------	--

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req_1.1	Initial selection	Screen should display the option for Admin login / Registration and Member login / Registration	UI	Critical	NA	Req_1	
Req_2.1	Member Registration	When the Member clicks on the registration link, it should re-direct to registration form.	UI	Critical	NA	Req_2	
Req_2.2	Member Registration	Member needs to fill some of the basic attributes/fields as mentioned below in requirement: First Name, Last Name, Age, Gender, Contact Number, Member Id, Password	UI	Critical	NA	Req_2	Please refer to Table 1.0 under References
Req_2.3	Member Registration	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_2	
Req_2.4	Member Registration	Member failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	E	Medium	NA	Req_2	
Req_2.5	Member Registration	Post-successful field level validation, save the information in the database	F	Critical	NA	Req_2	
Req_2.6	Member Registration	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	E	Medium	NA	Req_2	
Req_2.7	Member Registration	Admin should be able to view the New Members for registration	F	Critical	NA	Req_2	



Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req_2.8	Member Registration	Admin should approve / reject the Member Request.	F	Critical	NA	Req_2	
Req_2.9	Member Registration	If rejected, the Member should not be allowed to login with the registered credentials	F	Critical	NA	Req_2	
Req_2.10	Member Registration	Member should get SMS on Approval / Rejection	E	Medium	NA	Req_2	
Req_3.1	Credential Authentication	A registered Member – is able click 'Login' link, after keying in 'Member ID' & 'Password' field and get his credentials authenticated with the existing database entry.	F	Critical	NA	Req_3	
Req_4.1	Admin Registration	When the Admin clicks on the registration link, it should re-direct to registration form.	UI	Critical	NA	Req_4	
Req_4.2	Admin Registration	Admin needs to fill some of the basic attributes/fields as mentioned below in requirement: First Name, Last Name, Age, Gender, Contact Number, Vendor Id, Password	UI	Critical	NA	Req_4	Please refer to Table 2.0 under References
Req_4.3	Admin Registration	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_4	
Req_4.4	Admin Registration	Admin failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	E	Medium	NA	Req_4	
Req_4.5	Admin Registration	Post-successful field level validation, save the information in the database	F	Critical	NA	Req_4	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req_4.6	Admin Registration	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	E	Medium	NA	Req_4	
Req_5.1	Credential Authentication	A registered user – is able click 'Login' link, after keying in 'Admin ID' & 'Password' field and get his credentials authenticated with the existing database entry.	F	Critical	NA	Req_5	
Req_6.1	Claim request	On clicking "Raise claim request", it should redirect to the Claim request Page	UI	Critical	NA	Req_6	
Req_6.2	Claim request	Member should be able to update the mandatory fields of the claim	F	Critical	NA	Req_6	Please refer to Table 3.0 under References
Req_6.3	Claim request	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_6	
Req_6.4	Claim request	Member failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	F	Critical	NA	Req_6	
Req_6.5	Claim request	Post-successful field level validation, save the information in the database	F	Critical	NA	Req_6	
Req_6.5	Claim request	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	F	Critical	NA	Req_6	
Req_7.1	Claim Process	When Admin clicks "Claims to be processed", it should list all the claims available for Processing	UI	Critical	NA	Req_7	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req_7.2	Claim Process	When Admin clicks the Claim ID, the claim details should be displayed.	F	Critical	NA	Req_7	
Req_7.3	Claim Process	Admin should validate the Claim, check member eligibility by checking the Member details and plan	F	Critical	NA	Req_7	
Req_7.4	Claim Process	Upon processing, update the claim status as Accepted / Denied. If accepted, Claim amount should be updated	F	Critical	NA	Req_7	
Req_7.5	Claim Process	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_7	
Req_7.6	Claim Process	Admin failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	F	Critical	NA	Req_7	
Req_7.7	Claim Process	Post-successful field level validation, save the information in the database	F	Critical	NA	Req_7	
Req_7.8	Claim Process	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	F	Critical	NA	Req_7	
Req_7.9	Claim Process	When Admin clicks "Processed Claims", it should list all the Processed Claims	UI	Critical	NA	Req_7	
Req_7.10	Claim Process	On clicking the Claim ID, it should display the details of the claims	F	Critical	NA	Req_7	
Req_7.11	Claim Process	When Admin clicks "Member Details", it should ask for the Member ID	F	Critical	NA	Req_7	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req_7.12	Claim Process	On entering the Member ID, Admin should be able to view the Member details.	UI	Critical	NA	Req_7	
Req_7.12	Claim Process	Admin on clicking "Plan codes" it should redirect to the page where Admin can add/update plan code details	UI	Critical	NA	Req_7	Please refer to Table 4.0 under References
Req_8.1	Display claim details at member level	When Member clicks on "Claim Requests", it should display all the claim IDs raised by the member	F	Critical	NA	Req_8	
Req_8.2	Display claim details at member level	When Member clicks on Claim ID, it should Display the claim details with status	F	Critical	NA	Req_8	
Req_9.1	User Log off	Option to log off from the system.	UI	Critical	NA	Req_9	

## 5.0 References

### 5.1 Table 1.0(Member)

Field Name	Field Type	Data Type	Mandatory	Possible Values
Member ID	Text(10)	Alphabetic	Yes	System Generated
First Name	Text(50)	Alphabetic	Yes	
Last Name	Text(50)	Alphabetic	Yes	
Age	Numeric(2)	Numeric	Yes	
Gender	Drop Down	NA		Male, Female
DoB	Text(10)	Alphanumeric	Yes	
Contact Number	Text(10)	Numeric	Yes	
Alt Contact Number	Text(10)	Numeric	No	
Email ID	Text(50)	Alphanumeric	Yes	
Password	Text(15)	Alphanumeric	Yes	
Plan Code	Text(10)	Alphanumeric	Yes	
Coverage Start Date	Text(10)	Alphanumeric	Yes	
Coverage End Date	Text(10)	Alphanumeric	Yes	
Address Line 1	Text(100)	Alphanumeric	Yes	

Address Line 1	Text(100)	Alphabetic	Yes	
City	Text(50)	Alphabetic	Yes	
State	Text(50)	Alphabetic	Yes	
Zip Code	Text(10)	Numeric	Yes	

## 5.2 Table 2.0(Admin)

Field Name	Field Type	Data Type	Mandatory	Possible Values
Admin ID	Text(10)	Alphabetic	Yes	System Generated
First Name	Text(50)	Alphabetic	Yes	
Last Name	Text(50)	Alphabetic	Yes	
Age	Numeric(2)	Numeric	Yes	
Gender	Drop Down	NA		Male, Female
DoB	Text(10)	Alphanumeric	Yes	
Contact Number	Text(10)	Numeric	Yes	
Alt Contact Number	Text(10)	Numeric	No	
Email ID	Text(50)	Alphanumeric	Yes	

## 5.3 Table 3.0(Claim)

Field Name	Field Type	Data Type	Mandatory	Possible Values
Claim ID	Auto-generated(5)	Numeric	Yes	Non-editable system generated
Member ID	Text(10)	Alphabetic	Yes	System Generated
Claim Service Date	Text(10)	Alphanumeric	Yes	
Claim Submission Date	Text(10)	Alphanumeric	Yes	
Claim Processing Date	Text(10)	Alphanumeric	Yes	
Claim status	Text (10) Drop down	Alphabetic	Yes	Submitted Approved Denied
Claim Amount	Numeric (10)	Numeric	Yes	Default 0
Approved Amount	Numeric (10)	Numeric	Yes	Default 0

## 5.4 Table 4.0(Plan code)

Field Name	Field Type	Data Type	Mandatory	Possible Values
------------	------------	-----------	-----------	-----------------

Plan Code	Text(10)	Alphanumeric	Yes	
Plan Description	Text(50)	Alphabetic	Yes	
Coverage1	Text(50)	Alphabetic	Yes	
Coverage2	Text(50)	Alphabetic	Yes	
Coverage3	Text(50)	Alphabetic	Yes	
Coverage4	Text(50)	Alphabetic	Yes	
Coverage5	Text(50)	Alphabetic	Yes	

## 6.0 Change Log

Version Number	Changes Made			
V1.0.0	Initial baseline created on 6/02/2019 by Manonmani Guruswamy			
Vx.y.z	<Please refer the configuration control tool / change item status form if the details of changes are maintained separately. If not, the template given below needs to be followed>			
	Section No.	Changed By	Effective Date	Changes Effectuated