**Claim Life Cycle:**

Report 🡪 Open 🡪 Close 🡪 Reopen

* **Report**: The insured individual reports the incident, initiating the claim.
* **Open:** Once reported, the claim enters the open state for further evaluation.
* **Evaluation:** In this phase, adjusters or claim professionals assess the situation. They review the damage to the vehicle or injury, verify the insured’s policy, and confirm that the right vehicle or person is covered under the policy.
* **Expert Assignment:** The adjusters or claim professionals assign specialized experts to estimate the cost of the damage or injury.
* **Estimation Submission:** The assigned experts evaluate the damage or injury and submit their cost estimates to the adjusters or claim professionals.
* **Validation and Approval:** The adjusters validate the provided estimates, verify the policy details, and ensure everything is in order. If everything checks out, they approve the claim.
* **Rejection (If Issues):** If the policy is inactive, contains mistakes, or if any details provided are invalid, the claim is rejected.
* **Claim Payout:** If the claim is approved and no issues are found, the insured receives the payout.
* **Closed:** After the claim is paid, the claim moves into the closed state, signifying the completion of the process.
* **Reopen**: A claim can be reopened after it has been closed, usually due to additional information, further damage, or unresolved issues.

**Check Life Cycle:**

Check Created 🡪 Issued 🡪 Cleared



Stale



Void



Reissue



* **Creation**: The check is initially created for the claim.
* **Awaiting Submission**: The check enters a state where it is waiting for submission for further processing.
* **Request State**: Once submitted, the check moves into the request state, ready for approval.
* **Submission to Finance System**: The request is sent to the Finance System for verification.
* **Validation in Finance System**: The Finance System reviews the check to verify its validity and checks if the information is correct.
* **Issuance**: If the check is valid, it gets issued.
* **Void State (If Invalid)**: If there are errors or mismatches in the check, it is moved into the **void** state, meaning the check is invalid and cannot be processed.
* **Reissue**: Once the issues are resolved, the check can be reissued into the Finance System for processing.

**Claim Transfer:**

**Claim transfer** refers to the process of moving a claim from one department, individual, or system to another within an organization, typically in insurance or healthcare sectors. This transfer can occur for various reasons during the claim's life cycle.