

# Claims Management System

**Tech Stack:** .NET (ASP.NET Core) & React

## Project Description

The Claims Management System is a secure, web-based platform designed to streamline the end-to-end insurance claim lifecycle for employees, agents, managers, and administrators. The system enables users to submit and track insurance claims with supporting documents, while providing real-time status updates and a structured approval workflow. Role-based authentication ensures that each user accesses only the features relevant to their responsibilities, improving operational efficiency and transparency across the organization.

## Project Features

- **User Authentication & Role Management:** Secure login using JWT tokens with role-based access control for Employee, Agent, Manager, and Admin users.
- **Claims Management:** Create and manage various types of claims such as Medical, Travel, and Equipment. Claims can be saved as drafts or submitted directly, with support for document uploads.
- **Approval Workflow:** Structured claim lifecycle including Draft, Submitted, Under Review, Approved/Rejected, and Paid stages. Agents review claims, managers approve or reject them, and admins handle payments.
- **Role-Based Dashboards:** Interactive dashboards displaying role-specific statistics, recent claims, and quick action buttons.
- **Document Management:** Upload and manage supporting documents for each claim, with document count tracking.
- **Status Tracking:** Visual workflow timeline with real-time, color-coded status indicators for better clarity.
- **Payment Processing:** Admin-only interface to mark approved claims as paid and track pending payments.
- **Notifications:** System-generated notifications for claim status changes and approval reminders.
- **Optional Feature – Smart Receipt Processing:** Intelligent processing of uploaded receipts to automatically extract and validate expense details.

**Project Deadline:** 24th December