**Known Error Database**

**For**

**Health Insurance – Unable to issue policy**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 20-Jan-2020 |  |
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**Approval History**

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| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
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# Introduction

## Purpose

The purpose of this document is to record known errors and serve as a knowledge base used for more efficient incident and problem resolution.

## Issue

Unable to issue policy

## Resolution

Follow below steps for resolve issues related to ‘Unable to issue policy’:

**Step 1:** We need to fetch contract id from ***ocp\_policy\_bases*** table through policy reference number

**Step 2:** We need to check,

* Member count in Member table
* Premium in Premium table
* Premium cover in Member cover & Policy cover tables
* Status action code & top indicator in bjaz\_card\_dtls

***Note:*** Refer below queries to execute above checks:

***EDIT ocp\_policy\_bases WHERE POLICY\_REF='OG-20-1203-8432-00000500'; -- CONTRACT\_ID=***

***EDIT ocp\_policy\_versions WHERE CONTRACT\_ID= '108647458';***

***EDIT bjaz\_policy\_bases\_extn WHERE CONTRACT\_ID='108647458';***

***EDIT BA\_HCP\_DT\_MEM WHERE CONTRACT\_ID= '108647458';***

***EDIT bjaz\_card\_dtls WHERE POLICY\_REF='OG-20-1203-8432-00000500';***

***EDIT bjaz\_hm\_member\_dtls WHERE POLICY\_REF='OG-20-1203-8432-00000500';***

***EDIT BA\_HCP\_DT\_MEM\_COV WHERE CONTRACT\_ID='108647458';***

***EDIT BA\_HCP\_DT\_POL\_COV WHERE CONTRACT\_ID= '108647458';***

***EDIT ba\_hcp\_dt\_premium WHERE CONTRACT\_ID= '108647458';***

**Step 3:** Create below script and send it to your approval authority, once approved send it to DBA for execution:

***UPDATE bjaz\_card\_dtls SET STATUS='D' WHERE POLICY\_REF='OG-20-1203-8432-00000500' AND***

***PARTNER\_ID IN ('32292618','133278081','133278082','133278084');***

***UPDATE bjaz\_hm\_member\_dtls SET ACTION\_CODE=‘D’ WHERE POLICY\_REF='OG-20-1203-8432-00000500' AND***

***PARTNER\_ID IN ('32292618','133278081','133278082','133278084');***

***UPDATE ba\_hcp\_dt\_premium set MEMBER\_COMBO ='2A+2C', TOTAL\_MEMBER\_NOS = '4' where***

***CONTRACT\_ID in (select CONTRACT\_ID from ocp\_policy\_bases where POLICY\_REF='OG-20-1203-8432-00000500') and VERSION\_NO = 1 and TOP\_INDICATOR='Y';***

***Insert into CUSTOMER.BA\_HCP\_DT\_MEM***

***(action\_code, version\_no, object\_id, top\_indicator, previous\_version, reversing\_version, contract\_id, hcp\_seqno, mem\_seqno, mem\_add\_flag, mem\_status, user\_id, entry\_date, part\_id, member\_name, prem\_base\_cover, col1, col2, col3, col4, col5, col6, col7, col8, col9, col10, col11, col12, col13, col14, col15, col16, col17, col18, col19, col20, col21, col22, col23, col24, col25, col26, col27, col28, col29, col30, col31, col32, col33, col34, col35, col36, col37, col38, col39, col40, col41, col42, col43, col44, col45, col46, col47, col48, col49, col50, col51, col52, col53, col54, col55, col56, col57, col58, col59, col60, col61, col62, col63, col64, col65, col66, col67, col68, col69, col70, col71, col72, col73, col74, col75, col76, col77, col78, col79, col80, col81, col82, col83, col84, col85, col86, col87, col88, col89, col90, col91, col92, col93, col94, col95, col96, col97, col98, col99, col100)***

***Values***

***('D', 2, 2407704, 'Y',***

***1, NULL, 108647458, 3811638, 4,***

***'Y', 'D', 'pooja.pandey@bajajallianz.co.in', TO\_DATE ('31/12/2019 12:34:51', 'MM/DD/YYYY HH24:MI:SS'), 133278083,***

***'RUCHIKA', NULL, 23, 162, 55,***

***0, NULL, NULL, 20.96, NULL,***

***0, NULL, NULL, NULL, NULL,***

***NULL, NULL, NULL, NULL, NULL,***

***NULL, NULL, TO\_DATE ('10/17/1995 00:00:00', 'MM/DD/YYYY HH24:MI:SS'), NULL, NULL,***

***NULL, NULL, NULL, NULL, NULL,***

***NULL, NULL, NULL, NULL, NULL,***

***NULL, NULL, NULL, NULL, NULL,***

***NULL, NULL, 'DAUGHTER', NULL, 'F',***

***NULL, 'JATINDER KUMAR ', 'FATHER', '0', '0',***

***'0', '0', '0', '0', '0',***

***'Null', 'null', 'null', 'null', 'null',***

***NULL, NULL, NULL, 'null', 'null',***

***NULL, NULL, NULL, NULL, NULL,***

***NULL, NULL, NULL, NULL, NULL,***

***NULL, NULL, NULL, NULL, NULL,***

***NULL, NULL, NULL, NULL, NULL,***

***NULL, NULL, NULL, NULL, NULL,***

***NULL, NULL, 'NA', NULL, NULL,***

***NULL, NULL, NULL, NULL, NULL,***

***NULL, NULL);***

# Document Review Mechanism

As and when a change takes place, process will be updated accordingly. Periodically process will be reviewed.