**Standard Operating Procedure Document**

**For**

**HCM**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 14-Jan-2020 |  |
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**Approval History**

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# 1. Introduction

## 1.1 Purpose

To provide architecture view of HCM application and step by step execution guidelines to L1 team of a system in case of disruption, so as to facilitate recovery within the stipulated timeframes to ensure business continuity with minimal impact on business operation.

## 1.2 Scope / Responsibilities

Architecture overview of the application and L1 team as to follow this document for HCM module.

# 2. Definitions and Acronyms

|  |  |
| --- | --- |
| **Acronyms** | **Description** |
| HCM | Health Claims Module |
|  |  |

# 3. Application Overview

All policy issuance data is stored in HCM application. In this application we have 3 types of claims.

* **Cashless:** In this type, claim is directly paid to the hospitals or corporates.
* **Reimbursement:** In this type, claim is paid to the insurer.
* **Orphan:** In this type, the claim is paid to the insurer or hospital, but it is registered as orphan when the policy no. or the ID card no. of the patient isn’t available and is updated later on and then the claim is converted from orphan to normal claim.

## 3.1 Application Identification

|  |  |
| --- | --- |
| **Application Name** | **HCM** |
| **Acronym** | Health Claims Module |
| **URL** | <http://hcm.bajajallianz.com/BagicHCM/security/qlogon.do> |

## 3.2 Application Ownership

|  |  |
| --- | --- |
| **Application Owner** | **Hemamalini R** |
| **Business Owner** | Surajit Das |
| **Operation Owner** |  |
| **IT Support** | Customer.support@bajajallianz.co.in |

# 4 Application Architecture

|  |  |
| --- | --- |
| **Operating System** | Windows |
| **Technology** | Java |
| **Database** | Oracle |
| **Environment** | UAT / Dev / Staging |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Server Name** | **Server Type** | **Site A IP** | **Site A Hostname** | **Site B IP** | **Site B Hostname** |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

## 4.1 Flow Diagram

# 5. Procedure

L1 team need to follow below guidelines for HCM application within specified timeframe.

## 5.1 Start Criteria

The branch user or else ITC team will raise tickets to support team. Once the ticket is assigned to support team member, he/she needs to understand the user issue and provide solutions accordingly.

## 5.2 Process Flow

The support team as to follow below process once the call tickets assigned to them:

* Read the call ticket description and if they have any enquiry call the user to get more details about the issue.
* Once they understand the issue, try to replicate the issue in test environment.
* Provide solution for the issue.
* Recheck and update user once the issue get resolved.

## 

## 5.3 Technical Flow

The support team as to follow below technical steps:

* L1 team needs to replicate the issue.
* If issue is not replicated then assign it to L2 team.
* If issue is replicated and is related to basic setting, then guide users accordingly.
* If issue is related to some changes in script, then make the necessary changes and assign the script to L2 team for approval.

## 5.4 Roles & Responsibilities

|  |  |
| --- | --- |
| **Roles** | **Responsibilities** |
| Level 1 | L1 Team Members |
| Level 2 | L2 Team Members, if ticket is reopen or have any issues |
| Level 3 |  |

## 5.5 Checklist

Daily task performed by L0, L1 and L2 team members.

## 5.6 Query To Be Used

Below queries needs to be performed for any activities:

NA

## 5.7 Known Error Logs

* TPA Policy Configuration
* Approved amount is greater than sum insured – for floater policy
* Policy data not reflect on HCM
* Claim not reflected in bucket

## 5.8 Completion Criteria

After completion of script execution you can close the call with appropriate comments.

# 6. Escalation Matrix

|  |  |  |  |
| --- | --- | --- | --- |
| **HCM – Escalation Matrix** | | | |
| **Escalation Level** | **Name** | **Email Address** | **Phone No.** |
| Level 1 |  |  |  |
| Level 2 |  |  |  |
| Level 3 |  |  |  |

# 7. Dependencies

NA

# 8. Document Review Mechanism

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