**Standard Operating Procedure Document**

**For**

**Health Insurance**

**(New Business, Renewal, Endorsement)**

**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 Health insurance 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 health insurance module.

# 2. Definitions and Acronyms

|  |  |
| --- | --- |
| **Acronyms** | **Description** |
| HCP | Health Claim Portal |
| MCP |  |
| PPM | Policy Processing Module |
| RNW (OUR) | OUR Renewal |
| RNW (OTR) | Other Renewal |

# 3. Application Overview

This module help users to issue health insurance policy for new business (HCP/MCP users) and through PPM link for old products. It also helps users to renew (OUR RNW, OTR RNW) and endorsement (NIL ENDORSEMENT, EXTRA ENDORSEMENT, REFUND ENDORSEMENT) of policy for their customers.

## 3.1 Application Identification

|  |  |
| --- | --- |
| **Application Name** | HCP/MCP/PPM |
| **Acronym** |  |
| **URL** | https://general.bajajallianz.com/BagicNxt/plogin.jsp |

## 3.2 Application Ownership

|  |  |
| --- | --- |
| **Application Owner** |  |
| **Business Owner** |  |
| **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 issuance, renewal and endorsement of health insurance 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 (CAM).
* 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.

Follow below debugging steps for Health Insurance Policy:

**Step 1:**

* Check call attachment
* Discuss with user with VNC and check User process way and take screenshot of user issue.

**Step 2:**

* Check all core/main table forpolicy status - (POLICY\_REF , CONTRACT\_ID , VERSION\_NO, ACTION\_CODE , TOP\_INDICATOR )
* ocp\_policy\_bases ocp\_policy\_versions ocp\_policy\_contracts
* bjaz\_policy\_bases\_extn

**Step 3:**

* Check all basic table for policy work follow status – ( POLICY\_REF, CONTRACT\_ID , VERSION\_NO ,ACTION\_CODE , TOP\_INDICATOR HCP\_SEQNO, OBJECT\_ID ,MEM\_SEQNO , MEM\_STATUS,PART\_ID )
  + - BA\_HCP\_DT\_MEM
    - bjaz\_hm\_member\_dtls
    - BA\_HCP\_DT\_MEM\_COV
    - BA\_HCP\_DT\_MEM\_COV\_ADDON
    - BA\_HCP\_DT\_POL\_COV
    - ba\_hcp\_dt\_premium

------------------------ All table data is correct after then we will debug---------------------------------------

**Step 3:**

* As check Document and User VNC Same process on CAM environment.
* Reset password as per Issue (User process id)
* Track this Web page this time user and we are facing issue / error.

**Step 4:** Take error Web page URL:

http://10.4.4.26:8009/BagicNxt/polProcessing/getApproverInfoHCP.do?&p\_scrutiny\_no=138734666&p\_user\_profile=ISSUANCE&p\_user\_ip\_address=

**Step 5:** Search in Editor + = (polProcessing/getApproverInfoHCP)

* Take Action file = (---------- Find in Files ----------

"\\10.4.4.26\AppMnt\BagicNxt\WEB-INF\ppHCP\_actions.xml"(491, 16) :< action path="/polProcessing/getApproverInfoHCP”)

* Take Procedure for backend

**PROCEDURE**

<set-property property="procName" value="CUSTOMER.BA\_HCP\_POLICY\_UTILS.LOAD\_WIP\_DATA"/>

* Take JSP for frontend

**JSP**

<forward name="next" path="/polProcessing/hcp/hcp\_approver\_info.jsp" />

<forward name="error" path="/polProcessing/common\_index.jsp" />

**Step 6:** Create log table

**Step 7:** Insert log values in correct Pl SQL block, as per front and Object to backend Values which one calling in work process.

**Step 8:** Process as like user on cam environment

**Step 9:** After frontend process check Log table values

**Step 10:** Cross check Log values and Frontend insert values with table Values.

## 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/Tables To Be Used

Below queries/tables needs to be performed for these activities:

**BASE TABLES**

EDIT ocp\_policy\_bases

WHERE policy\_ref = 'OG-18-3220-8432-00000003'

EDIT ocp\_policy\_versions

WHERE contract\_id =88660501

EDIT bjaz\_policy\_bases\_extn

WHERE contract\_id =88660501

EDIT bjaz\_versions\_extn

WHERE contract\_id =88660501

EDIT ocp\_interested\_parties

WHERE contract\_id =88660501

EDIT ocp\_policy\_contracts

WHERE contract\_id=88910552

EDIT CP\_PARTNERS

WHERE PART\_ID = 102776176

EDIT BJAZ\_CP\_ADDRESS\_LINK

WHERE PART\_ID = 102776176 --9208895

--WHERE ADD\_ID = 9313351

EDIT CP\_ADDRESSES

WHERE ADD\_ID IN (143786359, 143786358)

EDIT azbj\_address\_extn

WHERE ADD\_ID IN (143786359, 143786358)

EDIT bjaz\_rnw\_policy\_bases

WHERE policy\_ref=

EDIT bjaz\_branch\_master WHERE BRANCH\_CODE=2473

EDIT bjaz\_product\_master

**SCRUTINY TABLES**

SELECT \* from bjaz\_scrutiny\_dtls WHERE scrutiny\_no=

SELECT \* from bjaz\_scrutiny\_ip\_dtls WHERE scrutiny\_no=

SELECT \* from bjaz\_scrutiny\_dtls\_hist WHERE scrutiny\_no=

**VALIDATIONS TABLE**

EDIT BA\_GEN\_RULE\_CONFIG

WHERE RULE\_ID = 'V1001'

**PACKAGE COMPILATION**

SELECT 'ALTER PACKAGE ' || OBJECT\_NAME || ' COMPILE BODY;'

FROM user\_objects

WHERE OBJECT\_TYPE = 'PACKAGE BODY' AND status = 'INVALID'

**LOGS TABLE**

SELECT MAX (LOG\_ID) FROM BA\_ERROR\_LOG

SELECT \* FROM BA\_ERROR\_LOG

WHERE LOG\_ID>125119010

AND ERROR\_MESSAGE LIKE 'SURESH%'

**Member Tables**

EDIT ba\_hcp\_dt\_mem

WHERE contract\_id =88660501

And top\_indicator= 'Y'

**Contract Ids**

EDIT ba\_hcp\_dt\_mem\_cov

WHERE contract\_id =88660501

And top\_indicator= 'Y'

EDIT ba\_hcp\_dt\_mem\_cov\_addon

WHERE contract\_id =88660501

And top\_indicator= 'Y'

**New Product (8428, 8429, 8430, 8432, 8433)**

EDIT ba\_hcp\_dt\_pol\_cov

WHERE contract\_id =88660501

And top\_indicator= 'Y'

EDIT ba\_hcp\_dt\_pol\_cov\_addon

WHERE contract\_id =88660501

And top\_indicator= 'Y'

**ALL HCP PRODUCTS (Premium)**

EDIT ba\_hcp\_dt\_premium

WHERE contract\_id =88660501

And top\_indicator= 'Y'

**ALL HCP PRODUCTS (Policy cover)**

EDIT BA\_HCP\_STAGE\_DATA

WHERE hcp\_id in

(SELECT hcp\_seqno from ba\_hcp\_dt\_pol\_cov

WHERE contract\_id =88660501

And top\_indicator= 'Y'

)

EDIT ba\_hcp\_stage\_data WHERE hcp\_id = 694052

**HCP REFERRAL TAB**

EDIT BA\_REFERRAL\_DETAILS WHERE SCRUTINY\_NO=103817025

EDIT BA\_REFERRAL\_DETAILS\_HIST WHERE SCRUTINY\_NO=103817025

EDIT BA\_REFERRAL\_STATUS WHERE SCRUTINY\_NO=103817025

EDIT BA\_REFERRAL\_STATUS\_hist WHERE SCRUTINY\_NO=103817025

**E-REQUEST TABLES**

EDIT BJAZ\_CTRL\_USER\_ACCESS WHERE ISSUE\_NO='48626082'

EDIT BJAZ\_CTRL\_PROD\_CONTROL WHERE PRODUCT\_CODE=8421

## 5.7 Known Error Logs

* Premium mismatch
* Unable to issue policy
* Number of members not reflecting
* PDF printing / downloading issue
* Policy holder name not reflecting
* CLHP/GPGP Loader issue
* Endorsement issue
* Renewal issue
* Policy cancellation issue

## 5.8 Completion Criteria

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

# 6. Escalation Matrix

|  |  |  |  |
| --- | --- | --- | --- |
| **Health – 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.