

Insurance Claims Analysis

Title	Insurance Claim Analysis
Industry	Insurance
Function	Performance Management
Background	<p>Insurance is the equitable transfer of the risk of a loss, from one entity to another in exchange for payment. The fulfilment by an insurer of its obligation to receive, investigate and act on a claim filed by an insured. It involves multiple administrative and customer service layers that includes review, investigation, adjustment (if necessary), remittance or denial of the claim.</p> <p>The transaction involves the insured assuming a guaranteed and known relatively small loss in the form of payment to the insurer in exchange for the insurer's promise to compensate (indemnify) the insured in the case of a financial (personal) loss.</p>
Data Source	41_insurance_Insurance1.xlsx(excel 2007), 41_insurance_Insurance2.xlsx(excel 2007), 41_insurance_Zip Code Lat and Long.xlsx(excel 2007)
Technology	Qlikview11.20.12577.0.SR8 64-bit Edition
Story/ Analysis	<ul style="list-style-type: none"> • When you select a type and a region you can see in the map which type of insurance claims are done in which geography • Which call centre have which geography as the prime location for its insurance • You can compare geography's no of total claim and total paid amount which will drill into the specific location • You can select a range of claim to paid ratio and then check who are in that range, and see those in map to see the behaviour pattern. • If we select the threshold value between 90-100%. Then it will redirect to insurance in scatter plot. Because there is no state or postal code which has 90-100% claim ratio. • You can also see your targeted insurance on the map which can show the pattern in claim to paid ratio and it can help in investing the fraud in claims or the behaviour of the company
Value/ Decision	<ul style="list-style-type: none"> • See how claims are paid according to geography, demographics, total amount paid
Cosmetics/ Look & Feel	<ul style="list-style-type: none"> • Google cluster map, input box
Technical/ Capability	<ul style="list-style-type: none"> • Variable values change with the scroll and it's used in expression • Set analysis • Drill with aggregate function