The Race to a New System

Use case: Processing Claims

Version 1.0

Revision History

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| **Date** | **Version** | **Description** | **Author** |
| 7-Mar-17 | 1.0 | Use case for processing claims | Adam Passanisi |
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Table of Contents

1. Use-Case Name 2

1.1 Brief Description 2

2. Flow of Events 2

2.1 Basic Flow 2

2.2 Alternative Flows 2

2.2.1 < First Alternative Flow > 2

2.2.2 < Second Alternative Flow > 2

3. Special Requirements 2

3.1 < First Special Requirement > 2

4. Pre-conditions 2

4.1 < Pre-condition One > 2

5. Post-conditions 2

5.1 < Post-condition One > 2

6. Extension Points 2

6.1 <Name of Extension Point> 2

Use Case Specification: <Use-Case Name>

# Use-Case Name

## Brief Description

Whenever a member needs to apply for benefits, processing their claims online will make the whole process much easier. This allows the member to submit their claim through the website that will go to the employees at the KHBPA who will decide whether the person who submitted the claim is eligible or not.

# Flow of Events

## Basic Flow

The process of submitting a claim begins when the user clicks on the ‘Submit a Claim’ tab. This will take them to form where they answer all of the questions regarding the incident. Next, they will click the ‘Submit Claim’ button and the claim will be sent.

## Alternative Flows

1. An answer box is left unanswered
   1. If an answer box is left unanswered then an error message will pop up telling the user which box needs to be answered.
2. Invalid information is entered into one of the answer boxes
   1. If all boxes have been filled out but improper information has been entered into one of the boxes, then an error message will display where the wrong information was submitted.

# Special Requirements

## Must have proof of the incident

# Pre-conditions

## The member must have a connection to the internet

# Post-conditions

## The member’s claim has been submitted for approval.

2. The member receives a message telling whether their claim has been approved or not.