Claims Management System

Business Requirements Document

V1.0

	Prepared By / Last Updated By	Reviewed By	Approved By
Name	Cognizant Academy		
Role			
Signature			
Date			

Release Id : QTAD-BREQ / 1.4.0 / 13-Jul-2016

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1.0 Introduction

1.1 Purpose of this document

This document is aimed at:

- Providing the necessary inputs to the detailed requirements gathering phase and further on for the SDLC processes.

- This document also serves to establish the traceability between the Business Objectives and the requirements identified in the proposed solution and how they satisfy the stated objectives.

- Provide expectation traceability in terms of the requirements and the user expectation

- Serves as a formal template for documenting the Business Requirements, which also includes statutory and regulatory requirements.

The purpose of this document is to systematically capture requirements for the project and the system to be developed. Functional requirements are captured in this document. It also serves as the input for the project scoping.

1.2 Project Overview

1.2.1 Objectives

Below are the objectives that shall be fulfilled post the execution of this project:

Claims Management System (CMS) application. CMS is basically a system that helps members to do member registration for claims, profile update, Claim Request, Search Claims and View Status, Claim Process. These are the few important modules in the system.

- Member registration & credential authentication.

- Member profile update.

- Member claim request.

- Search Claim and View Status

- Claim processing.

1.3 Intended Audience

- All member of the project.

- Delivery Assurance Group.

2.0 Process Architecture

Below is the overall functional flow of the project including the components of interaction

- Create Member Registration page & Authentication.

- Create Admin Registration page & Authentication.

- Get and manage Member details.

- Get the Claim details and save them.

- Process the claims.

- Update the claim status

- List the claims request for each member.

- Display the details of the claims.

- Disconnect on log off.

Admin Process flow

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```
                         ╭───────────────────────╮
                        (    Admin Sign in /       )
                        (     Registration         )
                         ╰───────────────────────╯
                                    │
                                    ▼
                        ┌───────────────────────┐
                        │  Get the claim details for │
                        │        processing          │
                        └───────────────────────┘
                                    │
                                    ▼
                        ┌───────────────────────┐
                        │   Process the claim        │
                        │                            │
                        │  Validate member eligibility│
                        │                            │
                        │  Accept / reject the claim │
                        └───────────────────────┘
                                    │
                                    ▼
                        ┌───────────────────────┐
                        │  Update the claim status after│
                        │          processing          │
                        └───────────────────────┘
                                    │
                                    ▼
                         ╭───────────────────────╮
                        (         Log out          )
                         ╰───────────────────────╯
```
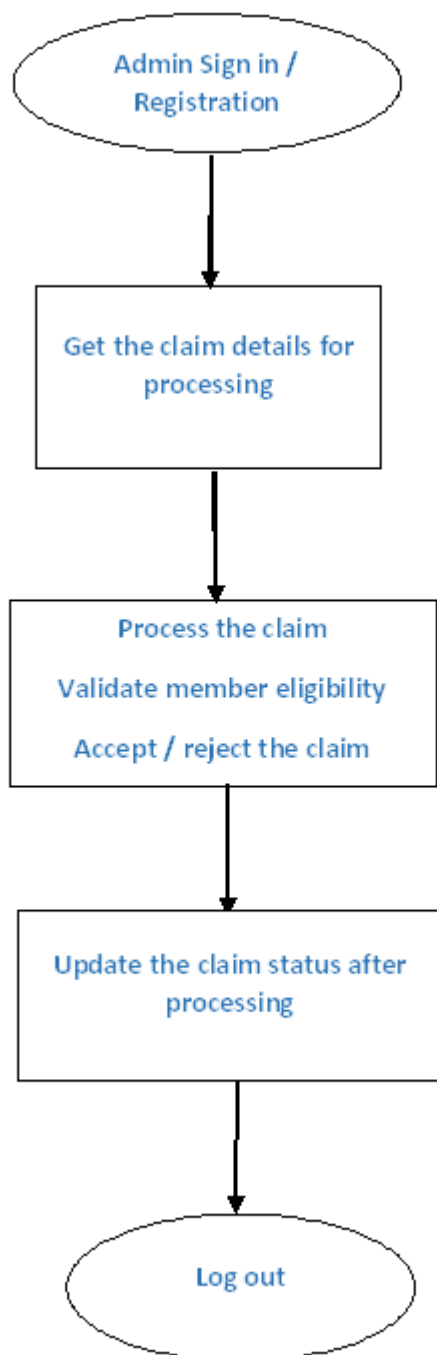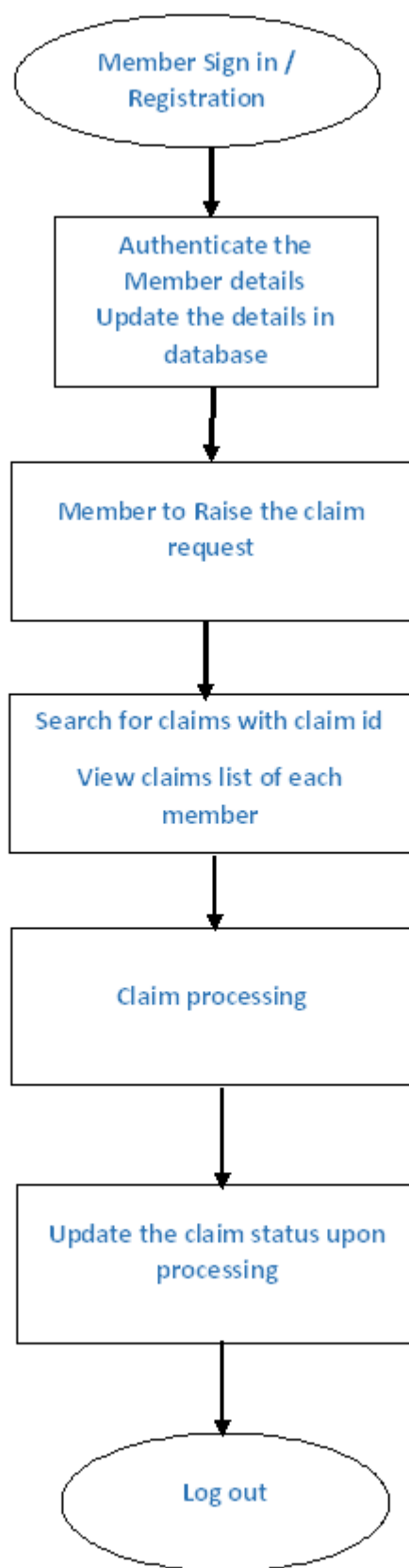
Member Process flow

3.0 High Level Business Requirements

Note - Primary focus is to complete developing the critical requirements (highlighted in Yellow) and then to proceed with the remaining requirements.

S.No.	Business Requirement ID	Short Description	Description in detail	Interacting Business Processes
1	Req_1	Initial Selection	Ability of the system to allow to user to choose Admin/User Login/Registration	
2	Req_2	Member Registration	Ability of the system to procure the fundamental details of the Member	
3	Req_3	Member Authentication	Ability of the system to authenticate the Member credentials of the registered Member	
4	Req_4	Admin Registration	Ability of the system to procure the fundamental details of the Admin	
5	Req_5	Admin Authentication	Ability of the system to authenticate the credentials of the registered Admin	
6	Req_6	Agent Registration	Ability of the system to procure the fundamental details of the Agent	
7	Req_7	Agent Authentication	Ability of the system to authenticate the credentials of the registered Agent	
8	Req_8	View registration request	Admin should be able to view the registration request awaiting approval	
9	Req_9	Member / Agent Registration approval	Ability of the admin to approve Member / Agent registration.	
10	Req_10	Admin registration approval	Ability of the Super user to approve Admin registration	
11	Req_11	Claim request	Ability of the system to allow Member / Agent to raise Claim request	
12	Req_12	Claim process	Ability of the system to allow admin to process the claim based on member eligibility	
13	Req_13	Tracking claims progress	Ability of the system to allow member /agent to track the status	
14	Req_14	Resubmit the claim	Ability of the system to allow member to resubmit the rejected claim after correction	
15	Req_15	Display claim details at member level	Ability of the system to display the claim details at member level	

16	Req_16	Customer Documents	Ability of the Member to upload copies of their ID, driving license and policy documents, bills etc.	
17	Req_17	SMS / Email facility	Send mail / SMS to members on the claim status whenever changed.	
18	Req_18	Extended search capabilities	The ability of the system to allow member / agent to search virtually any data within the claim, including claimant, address, policy number, phone number, check number, etc. This function makes searching easier.	
19	Req_19	Admin reporting	Ability of the system to pull report for approved claim, rejected claim, agent commission, member details	
20	Req_20	Help	Page to assist the Customers to report technical issues	
21	Req_21	Other validations	Ability of the system to allow add on validations like Forget Member ID, Forget Password	
22	Req_22	Reviews	Ability of the system to allow the Customer to provide feedback / reviews for the Service	
23	Req_23	Review Questionnaire	Ability of the system to allow admin to create review questionnaire for the Service	
24	Req_24	Trigger Review	Once the claim is approved, on the next log trigger message to the Customer for Review.	
25	Req_25	Customer / Admin logoff	Ability of the system to enable Customer / Admin to logoff	

4.0 Detailed Business Requirements

4.1 Functional Requirements

The Requirements in this document are prioritized as follows:

Value	Rating	Description
1	Critical	This requirement is critical to the success of the project. The project will not be possible without this requirement.

2	High	This requirement is high priority, but the project can be implemented at a bare minimum without this requirement.
3	Medium	This requirement is somewhat important, as it provides some value but the project can proceed without it.
4	Low	This is a low priority requirement, or a "nice to have" feature, if time and cost allow it.
5	Future	This requirement is out of scope for this project, and has been included here for a possible future release.

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req_ 1.1	Initial selection	Screen should display the option for Admin login / Registration and Member login / Registration	UI	Critical	NA	Req_1	
Req_ 2.1	Member Registration	When the Member clicks on the registration link, it should re-direct to registration form.	UI	Critical	NA	Req_2	
Req_ 2.2	Member Registration	Member needs to fill some of the basic attributes/fields as mentioned below in requirement: First Name, Last Name, Age, Gender, Contact Number, Member Id, Password	UI	Critical	NA	Req_2	Please refer to Table 1.0 under References
Req_ 2.3	Member Registration	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_2	
Req_ 2.4	Member Registration	Member failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	E	Medium	NA	Req_2	
Req_ 2.5	Member Registration	Post-successful field level validation, save the information in the database	F	Critical	NA	Req_2	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req_2.6	Member Registration	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	E	Medium	NA	Req_2	
Req_2.7	Member Registration	Admin should be able to view the New Members for registration	F	Critical	NA	Req_2	
Req_2.8	Member Registration	Admin should approve / reject the Member Request.	F	Critical	NA	Req_2	
Req_2.9	Member Registration	If rejected, the Member should not be allowed to login with the registered credentials	F	Critical	NA	Req_2	
Req_2.10	Member Registration	Member should get SMS on Approval / Rejection	E	Medium	NA	Req_2	
Req_3.1	Credential Authentication	A registered Member – is able click 'Login' link, after keying in 'Member ID' & 'Password' field and get his credentials authenticated with the existing database entry.	F	Critical	NA	Req_3	
Req_4.1	Admin Registration	When the Admin clicks on the registration link, it should re-direct to registration form.	UI	Critical	NA	Req_4	
Req_4.2	Admin Registration	Admin needs to fill some of the basic attributes/fields as mentioned below in requirement: First Name, Last Name, Age, Gender, Contact Number, Admin Id, Password	UI	Critical	NA	Req_4	Please refer to Table 2.0 under References
Req_4.3	Admin Registration	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_4	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req_ 4.4	Admin Registration	Admin failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	E	Medium	NA	Req_4	
Req_ 4.5	Admin Registration	Post-successful field level validation, save the information in the database	F	Critical	NA	Req_4	
Req_ 4.6	Admin Registration	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	E	Medium	NA	Req_4	
Req_ 5.1	Credential Authentication	A registered user – is able click 'Login' link, after keying in 'Admin ID' & 'Password' field and get his credentials authenticated with the existing database entry.	F	Critical	NA	Req_5	
Req_ 6.1	Agent Registration	When the Agent clicks on the registration link, it should re-direct to registration form.	UI	Critical	NA	Req_6	
Req_ 6.2	Agent Registration	Agent needs to fill some of the basic attributes/fields as mentioned below in requirement: First Name, Last Name, Age, Gender, Contact Number, Agent Id, Password	UI	Critical	NA	Req_6	
Req_ 6.3	Agent Registration	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_6	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req_ 6.4	Agent Registration	Agent failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	E	Medium	NA	Req_6	
Req_ 6.5	Agent Registration	Post-successful field level validation, save the information in the database	F	Critical	NA	Req_6	
Req_ 6.6	Agent Registration	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	E	Medium	NA	Req_6	
Req_ 7.1	Credential Authentication	A registered user – is able click 'Login' link, after keying in 'Agent ID' & 'Password' field and get his credentials authenticated with the existing database entry.	F	Critical	NA	Req_7	
Req_ 8.1	View registration request	Admin should be able to view the registration request awaiting approval	F	Critical	NA	Req_8	
Req_ 9.1	Approve / Deny Manager / Member registration	Admin should be able to approve or deny the registration request.	F	Critical	NA	Req_9	
Req_ 9.2	Approve / Deny Manager / Member registration	Upon approval, Manager / Member should be able to log in successfully.	F	Critical	NA	Req_9	
Req_ 9.3	Approve / Deny Manager / Member registration	Upon denial, message should be display when they try to log in.	F	Critical	NA	Req_9	
Req_ 10.1	Admin registration approval	Super user should be able to approve Admin registration	F	Critical	NA	Req_10	
Req_ 11.1	Claim request	On clicking "Raise claim request", it should redirect to the Claim request Page	UI	Critical	NA	Req_11	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req_ 11.2	Claim request	Member should be able to update the mandatory fields of the claim	F	Critical	NA	Req_11	Please refer to Table 3.0 under References
Req_ 11.3	Claim request	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_11	
Req_ 11.4	Claim request	Member failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	F	Critical	NA	Req_11	
Req_ 11.5	Claim request	Post-successful field level validation, save the information in the database	F	Critical	NA	Req_11	
Req_ 11.5	Claim request	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	F	Critical	NA	Req_11	
Req_ 12.1	Claim Process	When Admin clicks "Claims to be processed", it should list all the claims available for Processing	UI	Critical	NA	Req_12	
Req_ 12.2	Claim Process	When Admin clicks the Claim ID, the claim details should be displayed.	F	Critical	NA	Req_12	
Req _12. 3	Claim Process	Admin should validate the Claim, check member eligibility by checking the Member details and plan	F	Critical	NA	Req_12	
Req _12. 4	Claim Process	Upon processing, update the claim status as Accepted / Denied. If accepted, Claim amount should be updated	F	Critical	NA	Req_12	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req _12. 5	Claim Process	Clicking 'Submit' should validate the datatype constraints for each field	F	Critical	NA	Req_12	
Req _12. 6	Claim Process	Admin failing to provide information on the mandatory fields be provided with an alert message – 'Please update the highlighted mandatory field(s).' Also, highlight the missed out field in red	F	Critical	NA	Req_12	
Req _12. 7	Claim Process	Post-successful field level validation, save the information in the database	F	Critical	NA	Req_12	
Req _12. 8	Claim Process	Upon saving the information in the database, display the message 'Your details are submitted successfully'.	F	Critical	NA	Req_12	
Req _12. 9	Claim Process	When Admin clicks "Processed Claims", it should list all the Processed Claims	UI	Critical	NA	Req_12	
Req _12. 10	Claim Process	On clicking the Claim ID, it should display the details of the claims	F	Critical	NA	Req_12	
Req_ 12.11	Claim Process	When Admin clicks "Member Details", it should ask for the Member ID	F	Critical	NA	Req_12	
Req_ 12.12	Claim Process	On entering the Member ID, Admin should be able to view the Member details.	UI	Critical	NA	Req_12	
Req_ 12.12	Claim Process	Admin on clicking "Plan codes" it should redirect to the page where Admin can add/ update plan code details	UI	Critical	NA	Req_12	Please refer to Table 4.0 under References
Req _13. 1	Tracking claims progress	Member / agent on clicking Track Claim progress should list all the active claims submitted by him	UI	Critical	NA	Req_13	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req _13. 2	Tracking claims progress	On clicking the Claim ID, it should display the Claim progress	UI	Critical	NA	Req_13	
Req _14. 1	Resubmit the claim	Member should be able to edit the claim if the status is rejected.	UI	Critical	NA	Req_14	
Req _14. 2	Resubmit the claim	After correcting the claim he should have option for resubmitting	UI	Critical	NA	Req_14	
Req_ 15.1	Display claim details at member level	When Member clicks on "Claim Requests", it should display all the claim IDs raised by the member	F	Critical	NA	Req_15	
Req_ 15.2	Display claim details at member level	When Member clicks on Claim ID, it should Display the claim details with status	F	Critical	NA	Req_15	
Req _16. 1	Customer Documents	Member should be able to to upload copies of their ID, driving license and policy documents, bills etc. in PDF format.	F	Critical	NA	Req_16	
Req _17. 1	SMS / Email facility	System should be able to Send mail / SMS to members on the claim status whenever changed.	F	Critical	NA	Req_17	
Req _18. 1	Extended search capabilities	Member / agent should be able to search for a member based on the claim id, including claimant, address, policy number, phone number	F	Critical	NA	Req_18	
Req_ 19.1	Admin reporting	Admin on clicking Reports should redirect to the reporting page.	F	Medium	NA	Req_19	
Req_ 19.2	Admin reporting	It should display drop down approved claim, rejected claim, member details	F	Medium	NA	Req_19	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req_ 19.3	Admin reporting	On selecting approved / rejected claim, it should ask for the period. On entering the period, it should pull all the claims within that time.	F	Medium	NA	Req_19	
Req_ 19.4	Admin reporting	On clicking Member details, it should drop down all the plans available. Once the plan is entered, members under that particular plan should be displayed.	F	Medium	NA	Req_19	
Req_ 20.1	Help	Portal to display a form that allows user to report the technical issues through Email: Issue Description Send Button	F	Low	NA	Req_20	
Req_ 20.2	Help	Portal to display the Contact number to report issues	F	Low	NA	Req_20	
Req_ 21.1	Other validations	During registration, System should pop up three secret questions for Password recovery.	UI	Medium	NA	Req_21	
Req_ 21.2	Other validations	When the user clicks Forgot User ID, system should ask for the secret questions. On answering the questions correctly, the User ID should be displayed.	UI	Medium	NA	Req_21	
Req_ 21.3	Other validations	When the user clicks Forgot Password, system should ask for the User ID and secret questions. On answering the questions correctly, the password reset page should be displayed.	UI	Medium	NA	Req_21	
Req_ 21.4	Other validations	On entering the details in the password reset page, password should be validated	F	Medium	NA	Req_21	

Req. #	Rationale Categorization	Business Requirement	Req. Type *	Priority **	Originator ***	BR Traced to Business Requirement / Use case ID	Impacted Stakeholders
Req_ 21.5	Other validations	On clicking Submit, the details should be saved to the Database	F	Medium	NA	Req_21	
Req_ 22.1	Reviews	User should be able to provide feedback / reviews for service	F	Medium	NA	Req_22	
Req_ 23.1	Review Questionnaire	Admin should be able to create review questionnaire for the Service	F	Medium	NA	Req_23	
Req_ 24.1	Trigger Review	When the user logs in after the Claim process is completed (Accepted / rejected), system should trigger message to the User for Review.	F	Medium	NA	Req_24	
Req_ 25.1	Log off	Option to log off from the system.	UI	Critical	NA	Req_25	

5.0 References

Note: Table details can be altered as required. Additional tables can be added if needed

5.1   Table 1.0

Member

Field Name	Field Type	Data Type	Mandatory	Possible Values
Member ID	Text(10)	Alphabetic	Yes	System Generated
First Name	Text(50)	Alphabetic	Yes	
Last Name	Text(50)	Alphabetic	Yes	
Age	Numeric(2)	Numeric	Yes	
Gender	Drop Down	NA		Male, Female
DoB	Text(10)	Alphanumeric	Yes	
Contact Number	Text(10)	Numeric	Yes	
Alt Contact Number	Text(10)	Numeric	No	
Email ID	Text(50)	Alphanumeric	Yes	
Password	Text(15)	Alphanumeric	Yes	
Plan Code	Text(10)	Alphanumeric	Yes	
Coverage Start Date	Text(10)	Alphanumeric	Yes	
Coverage End Date	Text(10)	Alphanumeric	Yes	
Address	Text(100)	Alphanumeric	Yes	

Line 1				
Address Line 1	Text(100)	Alphabetic	Yes	
City	Text(50)	Alphabetic	Yes	
State	Text(50)	Alphabetic	Yes	
Zip Code	Text(10)	Numeric	Yes	

5.2   Table 2.0

Admin

Field Name	Field Type	Data Type	Mandatory	Possible Values
Admin ID	Text(10)	Alphabetic	Yes	System Generated
First Name	Text(50)	Alphabetic	Yes	
Last Name	Text(50)	Alphabetic	Yes	
Age	Numeric(2)	Numeric	Yes	
Gender	Drop Down	NA		Male, Female
DoB	Text(10)	Alphanumeric	Yes	
Contact Number	Text(10)	Numeric	Yes	
Alt Contact Number	Text(10)	Numeric	No	
Email ID	Text(50)	Alphanumeric	Yes	

5.3   Table 3.0

Claim

Field Name	Field Type	Data Type	Mandatory	Possible Values
Claim ID	Auto-generated(5)	Numeric	Yes	Non-editable system generated
Member ID	Text(10)	Alphabetic	Yes	System Generated
Claim Service Date	Text(10)	Alphanumeric	Yes	
Claim Submission Date	Text(10)	Alphanumeric	Yes	
Claim Processing Date	Text(10)	Alphanumeric	Yes	
Claim status	Text (10) Drop down	Alphabetic	Yes	Submitted Approved Denied
Claim Amount	Numeric (10)	Numeric	Yes	Default 0
Approved Amount	Numeric (10)	Numeric	Yes	Default 0

5.4   Table 4.0

Plan code

Field Name	Field Type	Data Type	Mandatory	Possible Values
Plan Code	Text(10)	Alphanumeric	Yes	
Plan Description	Text(50)	Alphabetic	Yes	
Coverage1	Text(50)	Alphabetic	Yes	
Coverage2	Text(50)	Alphabetic	Yes	
Coverage3	Text(50)	Alphabetic	Yes	
Coverage4	Text(50)	Alphabetic	Yes	
Coverage5	Text(50)	Alphabetic	Yes	

5.5 Table 5.0

Feedback

Field Name	Field Type	Data Type	Mandatory	Possible Values
Assessment id	number	numeric	Yes	
Question 1	Text(200)	Alphabetic	Yes	
Question 2	Text(200)	Alphabetic	Yes	
Question 3	Text(200)	Alphabetic	Yes	
Question 4	Text(200)	Alphabetic	Yes	
Question 5	Text(200)	Alphabetic	Yes	
Question 6	Text(200)	Alphabetic	Yes	
Question 7	Text(200)	Alphabetic	Yes	
Question 8	Text(200)	Alphabetic	Yes	
Question 9	Text(200)	Alphabetic	Yes	
Question 10	Text(200)	Alphabetic	Yes	

5.6 Table 6.0

User Feedback

Field Name	Field Type	Data Type	Mandatory	Possible Values
User ID	Text(10)	Alphanumeric	Yes	
Assessment id	number	numeric	Yes	
Rating Que 1	Text(200)	Alphabetic	Yes	
Rating Que 2	Text(200)	Alphabetic	Yes	
Rating Que 3	Text(200)	Alphabetic	Yes	
Rating Que 4	Text(200)	Alphabetic	Yes	
Rating Que 5	Text(200)	Alphabetic	Yes	
Rating Que 6	Text(200)	Alphabetic	Yes	
Rating Que 7	Text(200)	Alphabetic	Yes	
Rating Que 8	Text(200)	Alphabetic	Yes	
Rating Que 9	Text(200)	Alphabetic	Yes	
Rating Que 10	Text(200)	Alphabetic	Yes	
Assessment date	Date	Date	Yes	

6.0 Terms and Conditions

GenC shall be solely responsible for all its acts and omissions under this program. GenC will comply at all times with all applicable laws. GenC shall not use Cognizant's name, logo and trademark in any promotional materials or other communications with third parties without the prior written consent of Cognizant. Any materials used by GenC in relation to program will not infringe the copyrights, trademarks, patents, trade secrets or other intellectual property rights, privacy or similar rights of any person or entity. GenC agrees not to post, draw, make, display any content that is threatening, libelous, obscene, defamatory, abusive, pornographic, or advocates/encourages any conduct that could constitute a criminal offence or give rise to any civil liability. Cognizant its associates' personal details including but not limited to name, address, contact number shall not be shared or forwarded to any third party, without prior written consent of Cognizant, its associates. All intellectual property provided by Cognizant as part of program shall be owned exclusively by Cognizant. Intern shall indemnify, defend and indemnify Cognizant its associates, officers, directors from and against any claims, demands, loss, damage, liability, causes of action, judgments, or costs and expenses of every nature (including attorney's fees and expenses) incurred by Cognizant based on any claim that any breach of terms and conditions of this program.

7.0 Change Log

Version Number	Changes Made			
V1.0.0	Initial baseline created on 6/02/2019 by Manonmani Guruswamy			
Vx.y.z	<Please refer the configuration control tool / change item status form if the details of changes are maintained separately. If not, the template given below needs to be followed>			
	Section No.	**Changed By**	**Effective Date**	**Changes Effected**