Claims Management System

A Project Work submitted in partial fulfillment of the requirements for the degree of

Bachelor of Technology

in

Computer Science and Engineering

Submitted By

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DECLARATION

Project Title: CLAIMS MANAGEMENT SYSTEM

Degree for which the project work is submitted: Bachelor in Technology in Computer

Science and Engineering

I declare that the presented project represents largely my own ideas and work in my own

words. Where others ideas or words have been included, I have adequately cited and listed

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Shriyans Nidhish (1513101553)

Date:

CERTIFICATE

It is certified that the work contained in this project entitled "Claims Management System" submitted by, Shriyans Nidhish (768818), for the degree of Bachelor in Technology in Computer Science and Engineering is absolutely based on his/her own work carried out under my supervision and this project work has not been submitted elsewhere for any degree.

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Abstract

Claims Management System is developed to provide an online platform for the staff workers to manage the claim activities. By changing the current manual claim method to computerised system, the effectiveness and efficiency of claim process have been improved, for instances this system can quicken the approval process as well as allow applicants to check the status of claim application, minimizes human errors in calculation and provides several type of claim report. By putting the system online, there is no more problems of time and distance. Several frameworks such as Spring and hibernate along with, Model-View-Controller (MVC) architecture is also used for developing this project. Data dictionary is produced for better understanding on system database. Several user interfaces are created to visualise the actual system environment. Last but not least, Hypertext Mark-up Language(HTML), Cascading Style Sheets(CSS), JavaScript, Java Server Page(JSP), Spring, Hibernate and Oracle are used during system development. As a conclusion, Claims Management system can replace the existing manual claim management as well as bring benefits to Organization in which it is used.

Introduction

2.1 Overall Description

Claims Management System project is implemented in java platform using oracle as backend application. Main aim of this project is to develop an online application for insurance company to atomize work procedure, The Claims Management System will be a platform independent solution developed that will have all the features and functionalities which shall let the insurance company allow its customer to submit a claim requests, view the real-time status of the submitted claims and also submit additional documents as required. The solution will also address the admins needs to view the submitted claims, view the member eligibility as per the policy plan and approve the claims.

In existing system manual procedure is followed where records are used to maintain data which is a time taking process and require more man power and calculating claim amounts...etc. are done manually.

In present system there is no need of human interference in calculating any details. Total work is done using management system which will save time and less paper work and even human resource.

This application is implemented in two modules, Admin and Customer.

Admin Module: This module is the main module in which admin, super user, will look after the claims that are to be processed. He is the person responsible for the final processing of all the claims and segregating fake or pseudo claim requests.

Customer Module: Using this module customer can register and login after which he/she can raise a claim request which will be further processed by the admin. If the admin approves then customer will be notified and requested amount will be sanctioned.

2.2 Purpose

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. This system helps in online processing of claims by the admin after it's verification so that no pseudo claim requests are granted approval. Hence, this system also helps in overcoming the old procedure that was followed where manual calculations were done which used to consume lots of time and resources. 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.

Proposed Model

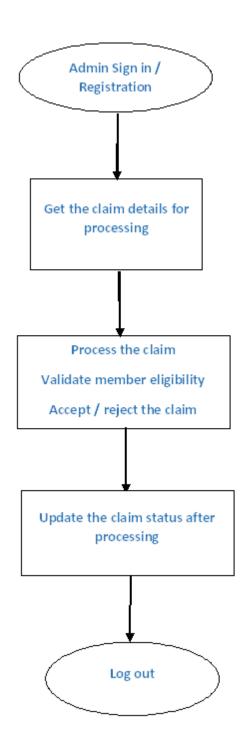
3.1 Process Architecture

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

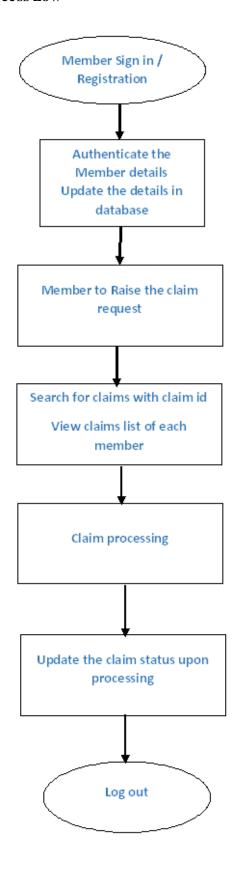
- Create Member Registration page & Authentication.
- Create Admin Registration page & Authentication.
- Get and manage Member details.
- Get the Claim details and save them.
- Process the claims.
- Update the claim status
- List the claims request for each member.
- Display the details of the claims.
- Disconnect on log off.

3.2 System Flow

3.2.1 Admin Process flow



3.2.1 Member Process flow



3.3 Business Requirements

S.No.	Business	Short Description	Description in detail	Interacting
	Requirement ID			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	Claim request	Ability of the system to procure the	
			Claim details	
7	Req_7	Claim process	Ability of the system to	
			process the claim based on member	
			eligibility	
8	Req_8	Display claim details at	Ability of the system to display the	
		member	claim details at	
		level	member level	
9	Req_9	Member / Admin logoff	Ability of the system to enable Member	
			/ Admin to	
			logoff	

Req. #	Rationale	Business	Req.	Priority	Originator		Impacted
	Categorization		Type *	**	***	BR Traced to Business Requirement / Use case ID	Stakeholders
Req_	Initial	Screen should	UI		NA	Req_1	
1.1	selection	display the option for Admin login / Registration and Member login / Registration		Critical			
Req_	Member	When the	UI		NA	Req_2	
2.1	Registration	Member clicks on the registration link, it should re-direct to registration form.		Critical			
Req_	Member	Member needs	UI		NA	Req_2	Please refer
2.2	Registration	to fill some of the basic attributes/fields as mentioned below in requirement: First Name, Last Name, Age, Gender, Contact Number, Member Id, Password		Critical			to Table 1.0 under References
Req_	Member	Clicking	F		NA	Req_2	
2.3	Registration	'Submit' should validate the					

	I	datatype		I	l		
		constraints for					
		each					
		field		Critical			
Req_	Member	Member failing	Е		NA	Req_2	
		to				<u></u>	
2.4	Registration	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		Medium	.	D 0	
Req_	Member	Post-successful	F		NA	Req_2	
2.5	Registration	field level					
		validation, save					
		the					
		information in the					
		database		Critical			
Req_	Member	Upon saving the	F	Cincai	NA	Req_2	
	Registration	information in			11/1	rcq_2	
2.0	Registration	the					
		database,					
		display					
		the message					
		'Your					
		details are					
		submitted					
		successfully'.		Medium			
Req_	Member	Admin should	F		NA	Req_2	
		be					
2.7	Registration	able to view the					

New Members		
for		
registration	Critical	

Re	Rationale	Busines	Req	Priorit	Originat		Im pacted
q.	Categorizati	S		у	or	BR Traced to	Stakeholde
#	on	Requirem	Тур	**	***	Business Requirement	rs
		ent	e			/ Use case ID	
			*				
Req	Member	If rejected, the	F		NA	Req	
_	Registratio	Member should				_2	
2.9	n	not be allowed to					
		login with the					
		registered		Critical			
		credentials					
Req	Member	Member should get	Е		NA	Req	
_	Registratio	SMS on Approval				_2	
2.10	n	/ Rejection		Medium			
Req	Credential	A registered	F		NA	Req	
_	Authenticatio	Member – is				_3	
3.1	n	able click					
		'Login' link,					
		after keying in					
		'Member ID' &					
		'Password' field					
		and get his					
		credentials					
		authenticated					
		with the existing		Critical			
		database entry.					
Req	Admin	When the Admin	U		NA	Req	
_	Registratio	clicks on the	I			_4	
4.1	n	registration link,					
		it should re-					
		direct to		Critical			
		registration form.					
Req	Admin	Admin needs to	U		NA	Req	Please refer
_	Registratio	fill some of the	I			_4	to Table 2.0
4.2	n	basic					under
		attributes/fields as					References
		mentioned below					
		in requirement:					
		First Name, Last					

		Name, Age, Gender, Contact					
		Number, Vendor		Critical			
		Id,					
		Password					
Req	Admin	Clicking 'Submit'	F		NA	Req	
_	Registratio	should validate the				_4	
4.3	n	datatype					
		constraints for					
		each		Critical			
		field					
Req	Admin	Admin failing to	Е		NA	Req	
_	Registratio	provide				_4	
4.4	n	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		Medium			
		red					
Req	Admin	Post-successful	F		NA	Req	
_	Registratio	field level				_4	
4.5	n	validation, save					
		the information in					
		the database		Critical			

Re	Rationale	Busines	Req	Priorit	Originat		Im pacted
q.	Categorizati	s		у	or	BR Traced to	Stakeholde
#	on	Requireme	Тур	**	***	Business Requirement	rs
		nt	е			/ Use case ID	
			*				
Req	Admin	Upon saving the	Е		NA	Req	
_	Registratio	information in the				_4	
4.6	n	database, display					
		the message					
		'Your details are					
		submitted					
		successfully'.		Medium			
Req	Credential	A registered user	F		NA	Req	
_	Authenticatio	– is able click				_5	
5.1	n	'Login' link, after					
		keying in 'Admin					
		ID'&					
		'Password' field					
		and get his					
		credentials					
		authenticated					
		with the existing		Critical			
		database entry.					
Req	Claim request	On clicking "Raise	U		NA	Req	
_6.1		claim request", it	I			_6	
		should redirect to					
		the Claim request					
		Page		Critical			
Req	Claim request	Member should be	F		NA	Req	Please refer to
_6.2		able to update the				_6	Table 3.0
		mandatory fields of					under
		the claim		Critical			References
Req	Claim request	Clicking	F		NA	Req	
_6.3		'Sub				_6	
		mit' should					

		validate the		I	I		
		datatype		Critical			
		constraints for					
		each					
		field					
Dax	Claim request		F		NA	Doo	
Req	Ciaim request	Member failing to	Г		INA	Req	
_6.4		provide				_6	
		information on the					
		mandatory fields be					
		provided with an					
		alert message –					
		'Please update					
		t					
		he highlighted					
		mandatory					
		field(s).' Also,					
		highlight the		Critical			
		missed out field in					
		red					
Req	Claim request	Post-successful	F		NA	Req	
_6.5		field				_6	
		le					
		vel					
		validation, save the					
		information in the		Critical			
		database					
Req	Claim request	Upon saving the	F		NA	Req	
_6.5		information in the				_6	
		database, display					
		the message 'Your					
		details					
		a					
		re		Critical			
		submitted		Cilibui			
		successfully					
		,					
Req	Claim Process	When Admin	U		NA	Req	
	Claim Flocess				INA		
_7.1		clicks "Claims to	I			_7	
		be					
		processed",					
		it should list all the					

claims avai	lable for	Critical		
Processing				

Req	Rationale	Business	Req	Priorit	Originato		Im pact
. #	Categorizatio	Requireme		у	r	BR Traced to	ed
	n	nt	Тур	**	***	Business Requirement /	Stakehol
			е			Use case ID	ders
			*				
Req_	Claim Process	When Admin clicks	F		NA	Req_	
7.2		the Claim ID, the				7	
		claim details should					
		be displayed.		Critical			
Req	Claim Process	Admin	F		NA	Req_	
_7.3		shoul				7	
		d validate the					
		Claim, check					
		member eligibility					
		by					
		checking		Critical			
		t					
		he Member details					
		and					
		plan					
Req	Claim Process	Upon processing,	F		NA	Req_	
_7.4		update the claim				7	
		status as Accepted					
		/ Denied.					
		If accepted, Claim					
		amount should be					
		updated		Critical			

Req	Claim Process	Clicking	F		NA	Req_	
_7.5		'Subm				7	
_7.5		it' should validate					
		the datatype					
		constraints for each		Critical			
		field					
Req	Claim Process	Admin failing to	F		NA	Req_	
_7.6	Claim 1 1000ss	provide information				7	
_7.0		on the mandatory					
		fields be provided					
		with an alert					
		message – 'Please					
		update					
		t					
		he highlighted					
		mandatory field(s).'					
		Also, highlight the					
		missed out field in		Critical			
		red					
D.	Claim B	Post-successful	F		NA	Req_	
Req	Claim Process	field	•		1111	7	
_7.7		lev				,	
		el					
		validation, save the		Critical			
		information in the					
		database					
	CI · D	Upon saving the	F		NA	Req_	
Req	Claim Process	information in the	1		11/1	7	
_7.8						,	
		database, display the message 'Your					
		details					
		a		Critical			
		re		Citicai			
		submitted					
		successfully'					
		XXII A.J. ' 1' 1	T 7		NT A	Po r	
Req	Claim Process	When Admin clicks	U I		NA	Req_ 7	
_7.9		"Processed	1			′	
		Claims", it should					
		list all		Critical			
		the		Citicai			

		Processed Claims					
Req	Claim Process	On clicking the	F	[NA	Req_	
_7.1	'	Claim ID, it should	1	1	1	7	
0	'	display the details of	1	1	1		
,	1	the claims	, 1	1	1 '		
	<u> </u>	1	<u>, </u>	Critical	<u> </u>		
Req_	Claim Process	When Admin clicks	F		NA	Req_	
7.11	1	"Member Details",	, 1	1	1 '	7	İ
, ,	1	it should ask for the	, 1	1	1 '		İ
,	1	Member ID	1	Critical	1		

Re	Rationale	Busines	Req	Priorit	Originat		Impacted
q.	Categorizati	s		у	or	BR Traced to	Stakeholde
#	on	Requireme	Тур	**	***	Business Requirement	rs
		nt	е			/ Use case ID	
			*				
Req_	Claim Process	On entering	U		NA	Req	
		the	I			_7	
7.12		Member ID, Admin					
		should be able to					
		view the Member					
		details.		Critical			
Req	Claim Process	Admin on clicking	U		NA	Req	Please refer to
_		"Plan codes" it	I			_7	Table 4.0 under
7.12		should redirect to					References
		the page where					
		Admin can add/					
		update plan code					
		details		Critical			
Req	Display	When	F		NA	Req	
_8.1	claim details	Member				_8	
	at member	clicks on					
	level	"Claim					
	10 101	Requests",					
		it should display					
		all					
		the claim IDs raised					
		by the member		Critical			
Req	Display	When Member	F		NA	Req	
_8.2	claim details	clicks on Claim ID,				_8	
	at member	it should Display					
	level	the claim details					
		with status		Critical			
Req	User Log off	Option to log off	U		NA	Req	
_9.1		from the system.	I	Critical		_9	

(Member Table)

Field	Field Type	Data Type	Mandatory	Possible
Name				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	Text(10)	Numeric	Yes	
Number				
Alt Contact	Text(10)	Numeric	No	
Number				
Email ID	Text(50)	Alphanumeric	Yes	
Password	Text(15)	Alphanumeric	Yes	
Plan Code	Text(10)	Alphanumeric	Yes	
Coverage	Text(10)	Alphanumeric	Yes	
Start Date				
Coverage	Text(10)	Alphanumeric	Yes	
End Date				
Address	Text(100)	Alphanumeric	Yes	
Line 1				

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

(Admin Table)

Field	Field Type	Data Type	Mandatory	Possible
Name				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	Text(10)	Numeric	Yes	
Number				
Alt Contact	Text(10)	Numeric	No	
Number				
Email ID	Text(50)	Alphanumeric	Yes	

(Claim Table)

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

(Plan code Table)

Field	Field Type	Data Type	Mandatory	Possible
Name				Values
Plan Code	Text(10)	Alphanumeric	Yes	
Plan	Text(50)	Alphabetic	Yes	
Description				
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	

3.4 Business Case

3.4.1 Technologies Recommended

Front End	Java (HTML5, CSS3, JavaScript, Angular)
Middleware	Java (Spring, Spring MVC, Hibernate MVC, WEB API2)
Backend	Oracle/SQL Server

3.4.2 Hardware and Software Requirements

Technology	Hardware	Software
Java	Desktop PC	1. Node.js 10.15.1
	with 8GB	2. Angular 5.0
	RAM	3. Visual Studio Code 1.30
		4. Eclipse IDE for Java EE Developers
		(Oxygen)
		5. Maven 3.6.0
		6. Tomcat 9
		7. MySQLCommunity Server 8.0
		8. MySQLWorkbench 8.0.14
		9. Putty
		10. WinSCP 5.9.4
		11. Oracle 11g express version

Implementation

```
Java EE - CMSLogin/src/com/cognizant/control/AdminController.java - Eclipse
 File Edit Source Refactor Navigate Search Project Run Window Help
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                     CMSLogin

□ Deployment Descriptor: CMSLogin
□ AP JAX-WS Web Services
□ Java Resources
                                                                                                                                                                                                                         40 @Controller
41 public class AdminController {
                              com.cognizant.exception
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com.cognizant.service
                                                                                                                                                                                                                                                            @Qualifier("MemberValidator")
private Validator membervalidator;
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@Qualifier("ClaimValidator")
private Validator claimvalidator;
                                                    # com.cognizant.validation
                                             @Autowired private ClaimService claimService;
                                                                                                                                                                                                                                                              @ Autowired \\ private & MemberRegistrationRequestService & memberRegistrationRequestService; \\
                                                                                                                                                                                                                                                             > b build
                     @ModelAttribute("adminModel")
public AdminModel createAdminModelObject() {
   AdminModel adminModel = new AdminModel();
   return adminModel;
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                                  @RequestMapping(value = "adminlogin.htm", method = RequestMethod.GET)
public String loadloginForm() {
    return "adminlogin";
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Fig: 4.1 – Project Hierarchy

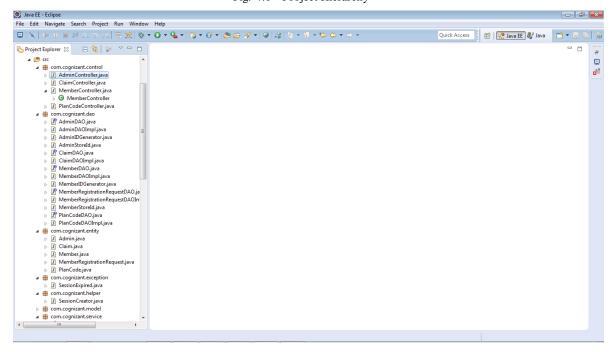


Fig: 4.2 - Classes in packages

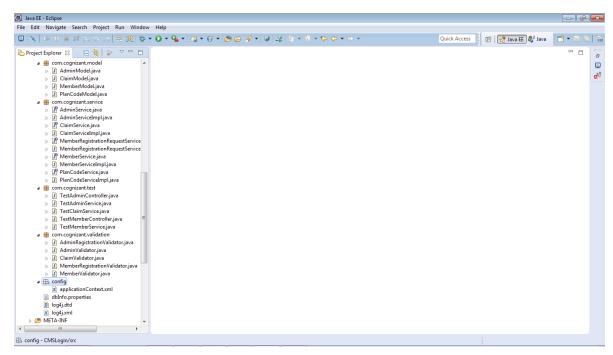


Fig: 4.3 – Classes in packages

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Fig: 4.4 – JSP Pages

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descrivet-name>FrontController</servlet-name>

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☑ TestClaimService.java

☐ TestMemberController.java

    MemberRegistrationValidator.java
    MemberValidator.java

d ⊕ config

    applicationContext.xml

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Fig: 4.5 - web.xml

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d="hibernate3AnnotatedSessionFactory"
class="org.springframework.orm.hibernate3.annotation.AnnotationSessionFactoryBean">
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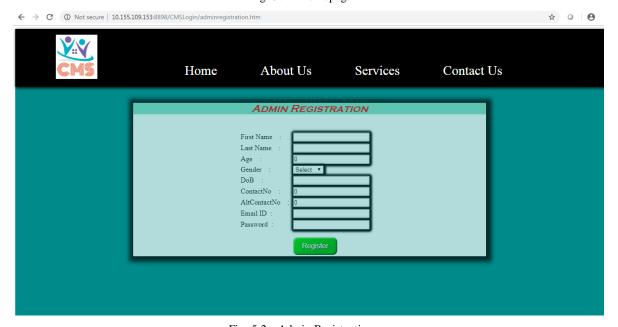
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Fig: 4.6 – Front Controller-servlet.xml

Results and Discussions



Fig: 5.1 – Homepage



 $Fig: \ 5.2-Admin \ Registration$



Fig: 5.3 – Admin Login

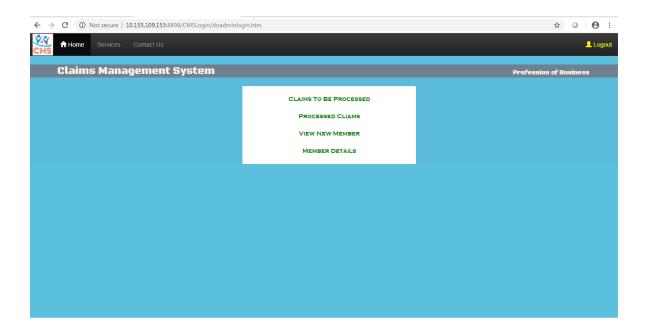


Fig: 5.4 – Admin Dashboard

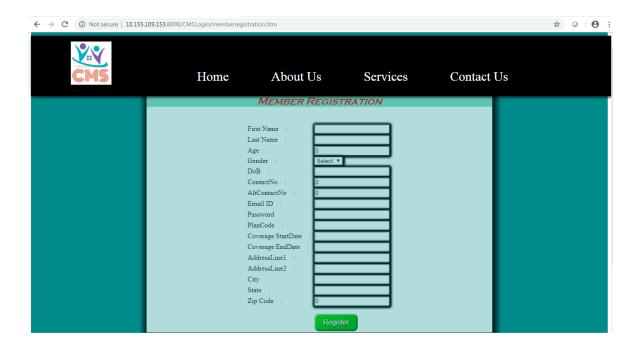


Fig: 5.5 – Member Registration

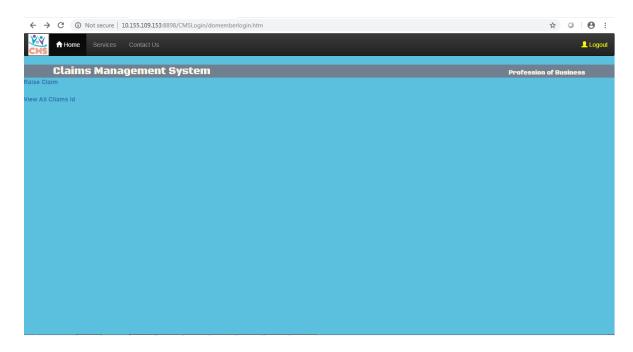


Fig: 5.6 – Member Dashboard

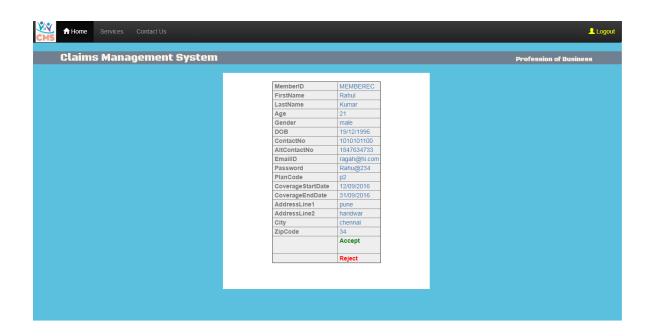


Fig: 5.7 – Member Request Approval

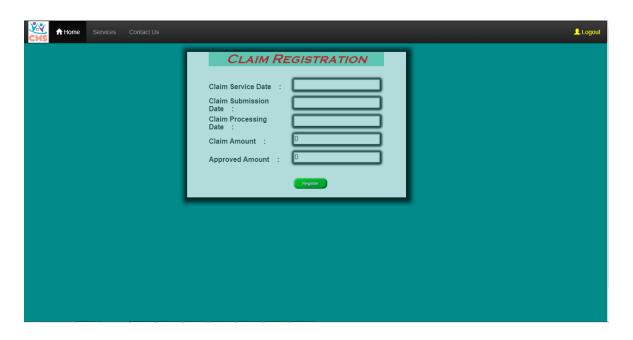


Fig: 5.8-Claim Registration

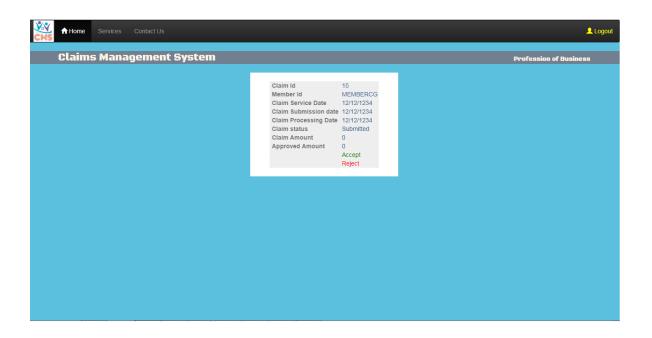


Fig: 5.9-Claim Approval

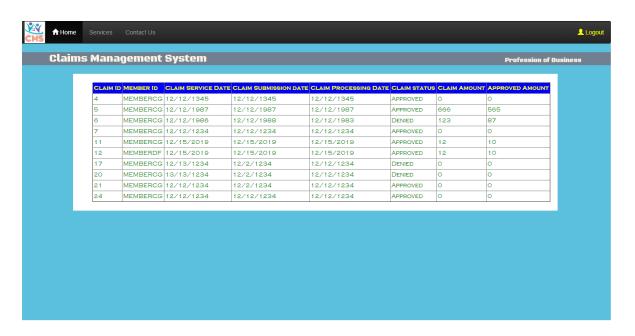


Fig: 5.10- Claim Details

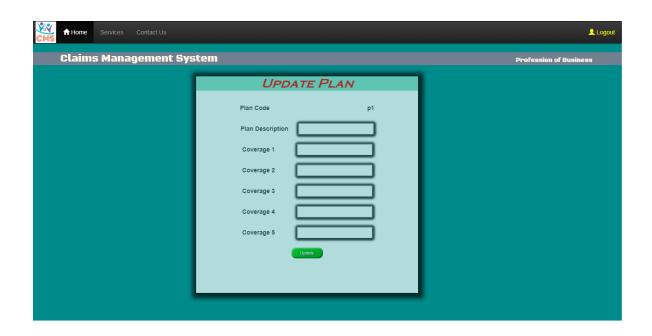


Fig: 5.11–Plan Code Update

Conclusions and Future Works

6.1 Conclusions

This project of Managing Claims is successful in determining between pseudo and legal claims and hence is successful in implementing what was asked in the requirement specification. Claims submitted by the member are approved by the admin who is solely responsible for processing of claims as he only decides which claim request is pseudo/legal. Further member is notified if the claim is approved and the claim amount is credited into his account. Thus in this manner asked requirements are successfully implemented.

6.2 Future Works

- ▶ Development of mobile application for managing claims.
- ▶ Focussing more on ways of efficient processing of claims.
- ► Adding more security features.
- ► Making it more user friendly.

References

- [1]. Javatpoint (https://www.javatpoint.com/
- [2]. w3schools (https://www.w3schools.com/)
- [3]. tutorialspoint (https://www.tutorialspoint.com/)
- [4]. geeksforgeeks (https://www.geeksforgeeks.org/)
- [5]. stackoverflow (https://stackoverflow.com/)