BCSE324L – Foundations of Blockchain Technology AUTOMATED INSURANCE CLAIMS WITH SMART CONTRACTS

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November 2024

ABSTRACT

In recent years, the insurance industry has faced challenges such as inefficient claims processing, susceptibility to fraud, high operational costs, and lack of transparency. Automated insurance claims processing using smart contracts offers a promising solution by leveraging blockchain technology to streamline workflows, minimize human intervention, and improve data security. This document explores the application of smart contracts in the insurance domain, focusing on a specific use case: automated claim handling for [chosen claim type, Health Insurance].

Smart contracts, self-executing code stored on a blockchain, enable automatic validation, approval, and settlement of insurance claims without the need for intermediaries. Through the use of Solidity programming and Ethereum's blockchain, this report demonstrates how conditions specified in an insurance policy can be coded directly into a smart contract. Upon fulfillment of these conditions, such as proof of delay in the case of flight insurance or accident verification in auto claims, the smart contract executes the claim autonomously. This automation leads to reduced processing times, minimized human intervention, enhanced transparency, and improved customer satisfaction.

The report provides a detailed explanation of the application domain, highlights the benefits of adopting smart contracts for claim processing, and outlines the end-to-end implementation of the chosen use case. With Solidity code examples, deployment steps, and screenshots, it demonstrates how smart contracts can automatically verify claim conditions, authorize payouts, and reduce processing times, ultimately enhancing customer satisfaction and operational efficiency. This approach underscores the potential of blockchain-based automation to transform traditional insurance processes, offering insights into practical deployment in real-world insurance applications.

Keywords - Blockchain technology, Smart contracts, Automated claims processing, Insurance automation, Ethereum, Solidity, Decentralized insurance, Fraud prevention, Claims verification, Flight delay insurance, Auto insurance claims, Transparency in insurance, Decentralized applications (DApps), Self-executing contracts, Insurance industry transformation, Digital insurance policies, Customer satisfaction in insurance, Real-time claims settlement, Smart contract deployment, Blockchain-based automation.

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1. APPLICATION DOMAIN: HEALTH INSURANCE

1.1 Introduction to Health Insurance Domain

Health insurance plays a crucial role in providing individuals with financial protection against high medical costs. It is a key component of the broader insurance sector and is designed to cover medical expenses incurred due to illnesses, injuries, or preventive care. Health insurance companies typically operate as intermediaries, collecting premiums from policyholders and reimbursing medical providers based on the terms of a health insurance plan.

One of the primary functions of health insurance is claims processing, where insured individuals submit claims for medical services received. The efficiency of claims processing is paramount to both insurers and policyholders. However, current methods of claims submission and approval are often manual and involve multiple parties, including healthcare providers, insurers, and claims adjusters. These intermediaries introduce delays, increase the risk of errors, and add to operational costs.

The implementation of smart contracts within the health insurance domain promises to streamline these processes by automating decision-making, reducing manual intervention, and enhancing overall system transparency. Smart contracts, based on blockchain technology, offer a decentralized, secure platform to handle claims in an efficient and transparent manner. By automating processes such as claims verification and payment approval, these technologies can provide faster, more reliable, and less error-prone claims handling, benefiting both insurers and policyholders.

1.2 Current Challenges in Health Insurance Claims

Despite advancements in the health insurance industry, several challenges persist in the claims process:

- 1. **Fraud Detection**: One of the most significant concerns in the insurance sector is fraud. Fraudulent claims can lead to significant financial losses for insurance companies. Detecting fraud often requires extensive manual checks, which can be time-consuming and error-prone.
- 2. **Delays in Processing**: Health insurance claims are often subject to long delays due to the need for verification of medical records, billing details, and policy coverage. These delays can cause frustration for policyholders, particularly in urgent medical situations.
- 3. **Administrative Overheads**: Traditional claims processes require a large number of administrative resources to handle paperwork, verify claims, and ensure that all parties are in agreement. This creates overhead costs for insurance companies, which can be passed on to consumers in the form of higher premiums.
- 4. **Complexity of Terms and Conditions**: Health insurance policies are often complex, with numerous clauses and exclusions that can be difficult for both policyholders and providers to understand. Misinterpretation of these terms can lead to incorrect claim denials or approvals.
- 5. **Data Privacy and Security**: The healthcare industry handles sensitive personal information, making it a target for cyberattacks. Securing this data while ensuring compliance with privacy

regulations (such as HIPAA in the United States) is a significant challenge.

1.3 Benefits of Using Smart Contracts in Health Insurance

Smart contracts offer several advantages when applied to health insurance claims processing, addressing many of the challenges outlined above:

- Automation of Claims Verification: Smart contracts can automatically verify claims based on
 predefined rules. For example, once a claim is submitted, the contract can check whether the
 treatment is covered under the policy, whether the medical service provider is eligible for
 reimbursement, and whether the claim amount is accurate. This automation reduces the need for
 manual review and accelerates the claims process.
- 2. **Enhanced Transparency:** Blockchain's inherent transparency allows all participants in the claims process to view and verify the transactions in real-time. Once a claim is processed, the details (such as the reimbursement amount and claim approval status) are recorded on the blockchain, ensuring that no one party can alter the terms without the knowledge of others. This reduces disputes and builds trust among policyholders, healthcare providers, and insurers.
- 3. **Cost Reduction:** By eliminating the need for intermediaries such as claims adjusters and manual review processes, smart contracts can significantly reduce administrative costs. This results in faster claim resolution, reducing operational overheads for insurers and improving the overall customer experience.
- 4. **Real-time Claims Processing:** With smart contracts, health insurance claims can be processed almost instantly. Once the conditions of the contract are met, payment can be automatically triggered and executed. This removes the delays commonly seen with traditional claims processing.
- 5. **Error Reduction:** Human error is a major factor in the delays and inaccuracies in traditional claims processing. Smart contracts are programmed with predefined rules that eliminate the chance of mistakes that may occur in manual decision-making.
- 6. **Increased Security:** Blockchain's decentralized nature ensures that data is stored securely, with encryption methods that protect sensitive medical information. This enhances data privacy and reduces the risk of cyberattacks or unauthorized access to health-related data.
 - By integrating blockchain and smart contracts, the health insurance sector can experience significant improvements in claims management, from faster claim approvals to reduced fraud and operational costs.

2. USE CASE: AUTOMATED HEALTH INSURANCE CLAIMS PROCESSING

2.1 Introduction to the Use Case

Automated health insurance claims processing refers to the application of blockchain technology and smart contracts to handle the submission, validation, approval, and payment of health insurance claims without the need for extensive human intervention. In this use case, policyholders, healthcare providers, and insurance companies interact through a secure, transparent, and efficient system powered by smart contracts.

The claims process typically follows these steps:

- 1. **Claim Submission**: When a policyholder receives medical treatment, the healthcare provider submits a claim to the insurer via a secure digital platform. This claim contains information such as the type of treatment provided, costs, and the patient's insurance details.
- 2. **Eligibility Verification**: The smart contract automatically checks whether the patient's policy covers the treatment received and verifies the details against the policy's terms. If any information is missing or incorrect, the contract rejects the claim.
- 3. **Claim Approval/Denial**: If the claim meets the policy conditions, the smart contract approves it. If there are issues, such as the treatment not being covered or exceeding policy limits, the claim is automatically denied.
- 4. **Payment Processing**: Once a claim is approved, the smart contract triggers the release of the payment to the healthcare provider, or in some cases, to the insured individual, based on the policy terms.
- 5. **Claim Completion**: After payment is made, the transaction is recorded on the blockchain, ensuring transparency and immutability.

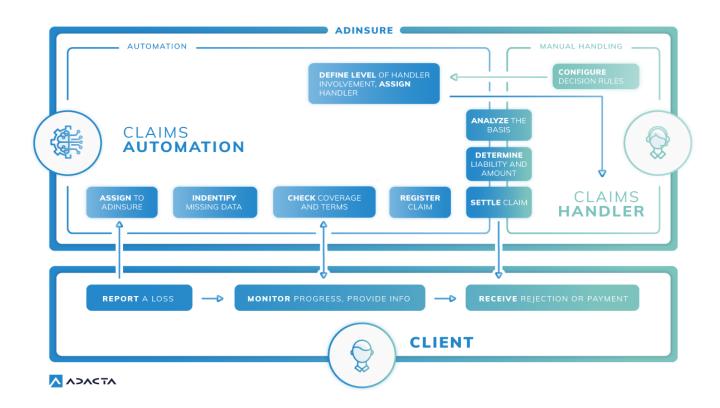
This automated process ensures quicker turnaround times, reduces administrative overhead, and minimizes human error.

2.2 Key Stakeholders and Workflow

The key stakeholders in the automated claims processing system include:

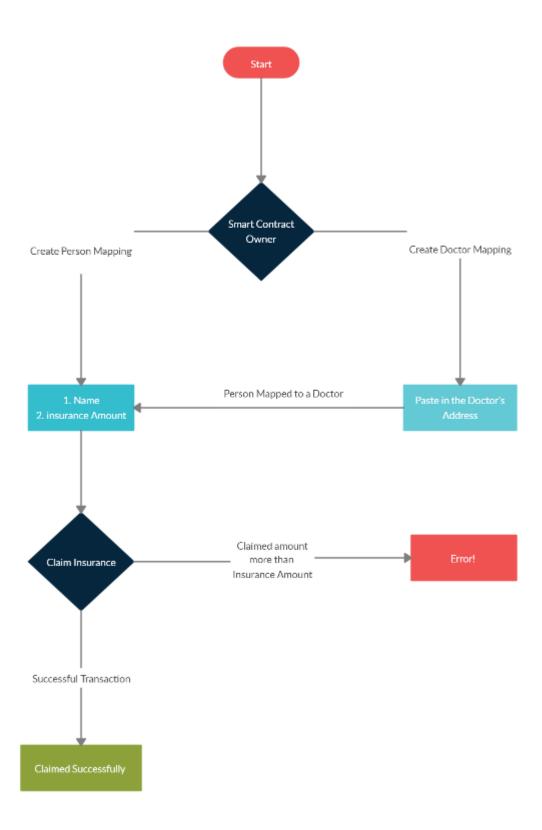
- 1. **Insurer**: The insurance company is responsible for validating claims and making payments according to the policy terms. Smart contracts allow the insurer to automatically approve or deny claims without the need for extensive manual intervention.
- 2. **Insured Individual**: The policyholder submits the claim for the medical treatment received. They benefit from quicker claim approval and payment processing, improving their experience with the insurer.
- 3. **Healthcare Providers**: These include hospitals, clinics, and doctors who provide the medical services and submit claims for reimbursement. Healthcare providers are assured of timely payments through the automation of the claims process.

4. **Regulators**: Regulators ensure that both insurers and healthcare providers comply with relevant laws and regulations, particularly in terms of data privacy (e.g., HIPAA in the U.S.). Blockchain and smart contracts can help maintain audit trails and ensure compliance.





Workflow:



- When a patient receives medical treatment, the healthcare provider submits a digital claim.
- The smart contract verifies the patient's eligibility and whether the treatment is covered.
- If the claim is valid, the contract approves it and triggers payment to the provider.
- If the claim is denied, the system provides a reason (e.g., exceeding coverage limits) and alerts the insured party.
- The transaction details are recorded on the blockchain, ensuring transparency for both the insurer and insured.

Smart contracts can trigger events automatically based on conditions, such as hospitalization dates, treatment completion, or claim submission, to ensure smooth and real-time processing.

2.3 Smart Contract Functionality Requirements

For the smart contract to function effectively in this use case, the following core functionalities are essential:

1. Eligibility Verification:

The smart contract must check if the patient's policy covers the treatment, considering factors like the type of treatment, treatment cost, and whether it falls under the patient's coverage. This can be done by querying external data sources, such as the insurer's database, which may require oracles to feed real-time data into the smart contract.

Pros: Automated eligibility checks reduce the need for manual intervention, speeding up the process. **Cons**: Reliance on external oracles can introduce risks if the data source is unreliable or compromised.

2. Claims Approval and Denial Conditions:

The smart contract will automatically approve or deny claims based on predefined criteria, such as the amount covered by the policy, exclusions, or treatment limitations. The contract will evaluate the claim against these conditions, ensuring a consistent and transparent decision-making process.

Pros: Increases transparency and reduces human error. Claims are processed faster, with no delays from manual review.

Cons: Overly rigid rules might reject claims that could be valid under special circumstances, requiring some flexibility in contract design.

3. Payment Release:

Once the claim is approved, the smart contract can release payment to the healthcare provider or reimburse the patient, as per the policy agreement. Payment can be made automatically using cryptocurrencies or fiat through a blockchain-powered payment system.

Pros: Instant payments reduce wait times for both healthcare providers and patients.

Cons: Regulatory concerns about the use of cryptocurrency for payments, and potential integration complexities with existing banking systems.

4. Data Sources and Integration:

The smart contract must integrate with various data sources for eligibility verification, claims validation, and medical records (e.g., electronic health records or EHR systems). This ensures the contract makes accurate decisions based on the most up-to-date and accurate information.

Pros: Real-time integration with healthcare systems ensures accurate claims processing and reduces errors.

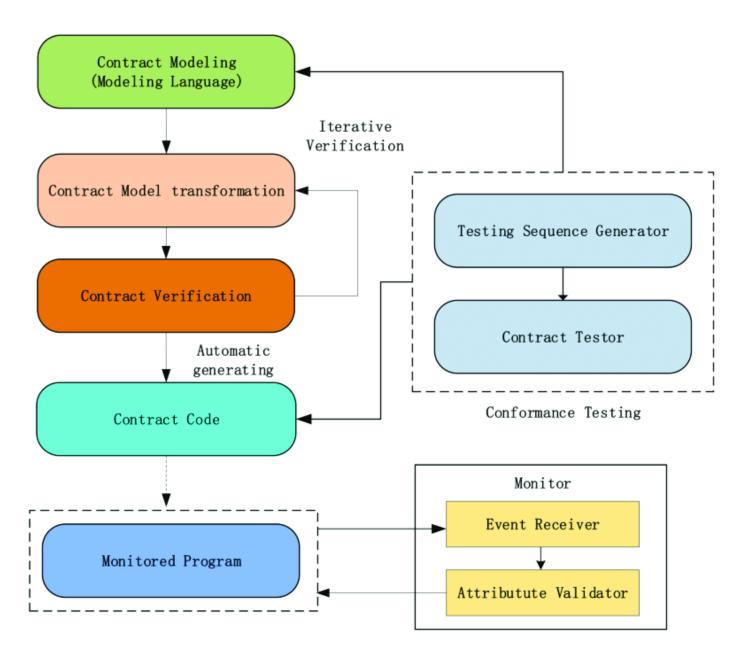
Cons: Data integration and interoperability with existing healthcare systems can be challenging and expensive.

5. Security Considerations:

Smart contracts must ensure that sensitive patient data is protected throughout the process. The use of encryption for sensitive information, alongside compliance with data privacy regulations like HIPAA, is essential. Blockchain provides transparency, but sensitive data should not be stored directly on the blockchain.

Pros: Blockchain's decentralized and encrypted nature enhances security and transparency. **Cons**: Protecting personal health data within a smart contract may require additional privacy layers, such as zero-knowledge proofs, which can complicate implementation.

By integrating these functionalities into the smart contract, health insurance claims processing becomes more efficient, transparent, and secure, with minimal human intervention.



3. IMPLEMENTATION STEPS FOR AUTOMATED HEALTH INSURANCE CLAIMS PROCESSING

3.1 Setting Up the Blockchain Environment

For this use case, we will use Ethereum, a popular blockchain platform known for its smart contract capabilities, and Solidity for writing the smart contract. Ethereum is ideal because it supports decentralized applications and allows for the development and deployment of smart contracts.

Instructions for Setting Up Ethereum Environment:

1. Install Node.js and npm

Ethereum development tools like Truffle and Ganache require Node.js and npm (Node Package Manager).

node -v

npm -v

2. Install Truffle Framework

Truffle is a popular framework for Ethereum development. It helps in compiling, deploying, and testing smart contracts.

npm install -g truffle

3. Install Ganache

Ganache is a local Ethereum blockchain that allows developers to test their contracts in a private environment.

4. Create a New Truffle Project

Once Truffle is installed, create a new project directory:

mkdir health-insurance

cd health-insurance

truffle init

5. Install Web3.js

Web3.js is a library used to interact with the Ethereum blockchain. Install it using npm:

npm install web3

6. Start Ganache

Launch Ganache and set up a local Ethereum blockchain instance.

7. Configure Truffle

Open the truffle-config.js file and configure it to connect to Ganache:

```
module.exports = {
  networks: {
    development: {
     host: "127.0.0.1",
     port: 7545,
     network_id: "*"
    }
},
  compilers: {
    solc: {
     version: "0.8.0" // Specify the Solidity version
    }
};
```

3.2 Creating the Smart Contract

Contract Code:

Here's the Solidity code that implements the health insurance claim process:

```
// SPDX-License-Identifier: MIT

pragma solidity ^0.8.0;

contract HealthInsurance{

  address public SmartContractOwner; // The owner of the smart contract

  struct person{
    bool authorised;
    string name;
```

```
uint insuranceAmount;
}
mapping(address => person) public personmapping; // Mapping of user addresses to their details
mapping(address => bool) public doctormapping; // Mapping doctor address to boolean for
 validation
constructor() {
  SmartContractOwner = msg.sender; // Assign the contract deployer as the owner
modifier onlySmartContractOwner(){
  require(SmartContractOwner == msg.sender, "Only the contract owner can call this
 function");
// Function to register a doctor address
function setDoctor(address _address) public onlySmartContractOwner{
  require(!doctormapping[_address], "Doctor is already registered");
  doctormapping[_address] = true;
// Function to register a person (policyholder)
function setPerson(string memory _name, uint _insuranceAmount) public
 onlySmartContractOwner returns (address){
  address uid = address(bytes20(sha256(abi.encodePacked(msg.sender, block.timestamp)))); //
 Unique ID for the user
  require(!personmapping[uid].authorised, "Person already registered");
  personmapping[uid].authorised = true;
  personmapping[uid].name = _name;
  personmapping[uid].insuranceAmount = _insuranceAmount;
  return uid; // Return the unique user ID
```

```
// Function to process an insurance claim
function claimInsurance(address _uid, uint _insuranceAmountUsed) public returns (string memory){
    require(!doctormapping[msg.sender], "Doctor cannot claim insurance");
    if(personmapping[_uid].insuranceAmount < _insuranceAmountUsed){
        revert("Insufficient insurance balance");
    }

// Debit the insurance amount from the user's account
    personmapping[_uid].insuranceAmount -= _insuranceAmountUsed;
    return "Amount debited from your insurance";
}
</pre>
```

Explanation of Code:

- **SmartContractOwner:** The contract deployer is designated as the owner of the smart contract.
- **person Struct:** This structure stores information for each user (policyholder), including whether they are authorized, their name, and their available insurance amount.
- **personmapping Mapping:** Maps each user's address to their personal information.
- **doctormapping Mapping:** Maps a doctor's address to a boolean to validate authorized doctors.
- **setDoctor():** Registers a doctor by adding their address to the doctormapping.
- **setPerson():** Registers a person (policyholder) by generating a unique address ID based on the sender's address and timestamp, then mapping the user's information to it.
- **claimInsurance():** Processes insurance claims by verifying if the policyholder has enough insurance balance. If valid, it debits the claimed amount from the policyholder's balance.

Smart Contract Functions:

- **1. setDoctor**(): Registers an authorized doctor.
- **2. setPerson():** Registers a new person (policyholder).
- **3. claimInsurance():** Processes an insurance claim by debiting the specified amount from the policyholder's balance.

3.3 Deploying and Testing the Smart Contract

Deploy the Contract:

1. Create a Migration Script: In the migrations folder, create a new deployment script 2_deploy_contracts.js:

```
const HealthInsurance = artifacts.require("HealthInsurance");
module.exports = function (deployer) {
  deployer.deploy(HealthInsurance);
};
```

2. **Deploy the Contract to Local Network:** Run the following command to deploy the contract:

```
truffle migrate --network development
```

Testing the Contract:

```
Write tests in the test/healthInsurance.js file to ensure functionality:

const HealthInsurance = artifacts.require("HealthInsurance");

contract("HealthInsurance", accounts => {

    it("should register a person and process a claim", async () => {

    let instance = await HealthInsurance.deployed();

    // Register a person

    const personAddress = await instance.setPerson("John Doe", 1000);

    // Register a doctor

    await instance.setDoctor(accounts[1]);

    // Attempt a valid claim

    const result = await instance.claimInsurance(personAddress, 500, { from: accounts[1] });

    assert.equal(result, "Amount debited from your insurance");
```

```
// Check remaining insurance amount
const person = await instance.personmapping(personAddress);
assert.equal(person.insuranceAmount, 500);
});
});
```

Run the test:

truffle test

3.4 Integrating with Front-End or Application Interface

Connecting Smart Contract with Web Interface:

To connect the smart contract to a front-end, we will use Web3.js. Here's how you can integrate the contract with a simple front-end interface.

1. Install Web3.js:

npm install web3

2. Web3.js Integration: Use Web3.js to interact with the deployed contract from a front-end application. Below is an example of how you can use Web3.js to interact with the contract in a front-end interface:

```
const Web3 = require('web3');
const web3 = new Web3(window.ethereum);
await window.ethereum.enable();

const contractAddress = "0xYourDeployedContractAddress"; // Replace with your contract address
const abi = [...] // ABI of the contract

const contract = new web3.eth.Contract(abi, contractAddress);

// Example of submitting a claim
await contract.methods.claimInsurance(personAddress, 500).send({ from: accounts[1] });
```

User Interaction Example:

- A user submits a claim via the front-end interface.
- After submission, the smart contract processes the claim, debiting the required amount from the policyholder's balance.

3.5 Simulating Claim Scenarios

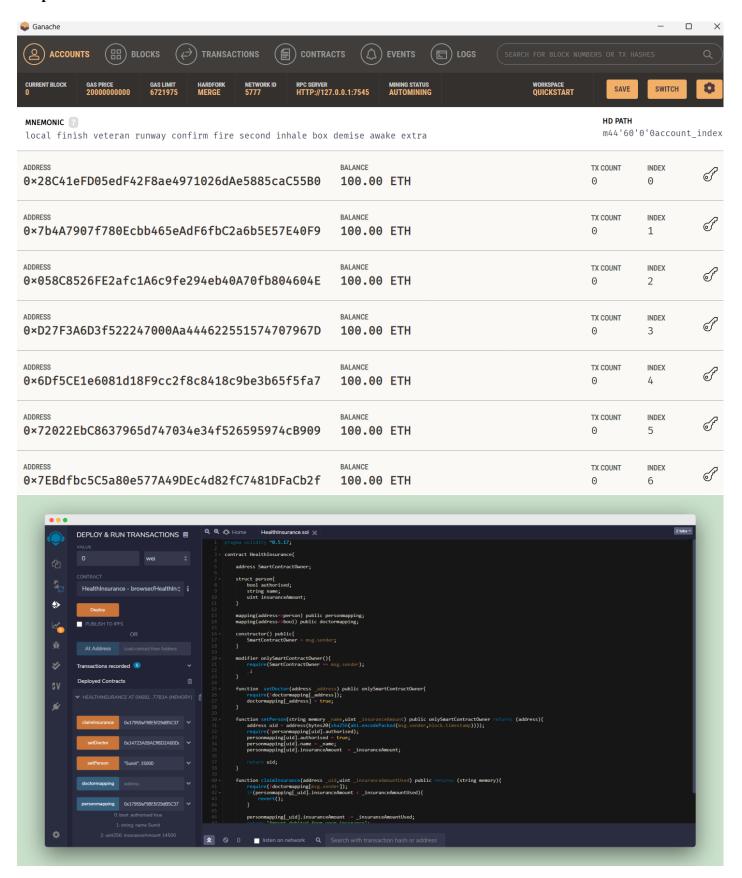
- 1. **Claim Approval:** If the insurance balance is sufficient, the claim is approved, and the amount is debited from the user's account.
- 2. Claim Rejection: If the claim amount exceeds the available insurance balance, the claim is rejected.
- 3. Payment Release: After successful claim processing, the remaining balance is updated.

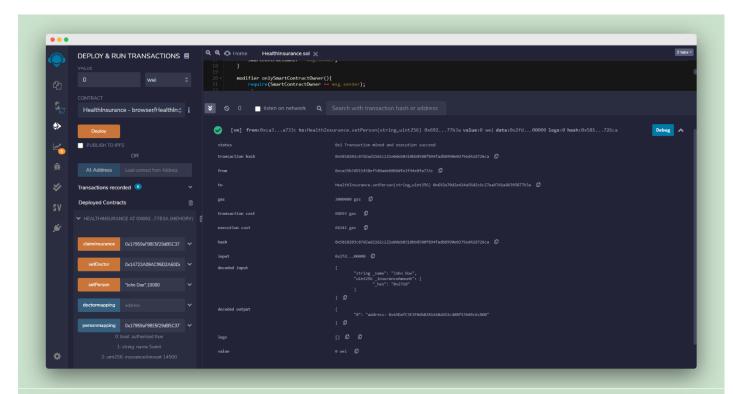
4. IMPLEMENTATION SCREENSHOTS

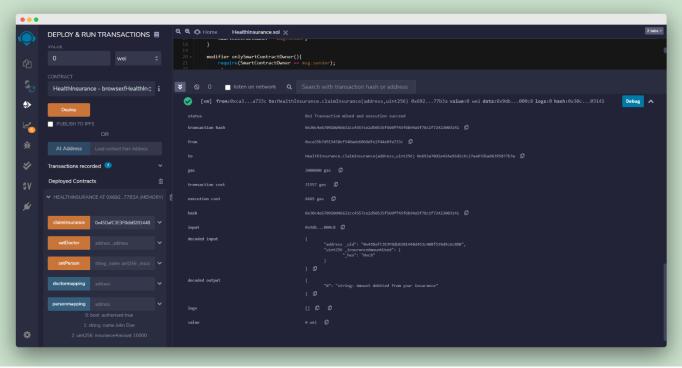
Health Insurance:

```
25 remix.ethereum.org/#lang=en&optimize=false&runs=200&evmVersion=null&version=soljson-v0.8.26+commit.8a97fa7a.js
                                                                                                        Q 🗞 ☆ 🗓 | 📑 🖨 Incognito (2)
     🙎 💽 🔍 🤤 S HealthInsurance.sol X
4
        mapping(address=)person) public personmapping; // Mapping of user addresses to their details mapping(address=)bool) public doctormapping; //Mapping doctor address to boolean for validation
ů
        modifier onlySmartContractOwner(){
require(SmartContractOwner == msg.sender);
         Did you know? You can use the Recorder to rec
                                                                                                                Q Search
                                                           🚅 📦 🥠 🥲 🏣 🌀 💕 📲 🧮
  require(!personmapping[uid].authorised);
        personmapping[uid].authorised = true;
        personmapping[uid].name = _name;
        personmapping[uid].insuranceAmount = _insuranceAmount;
     function claimInsurance(address _uid,uint _insuranceAmountUsed) public returns (string memory){
         require(!doctormapping[msg.sender]);
         if(personmapping[_uid].insuranceAmount < _insuranceAmountUsed){</pre>
        personmapping[_uid].insuranceAmount -= _insuranceAmountUsed;
```

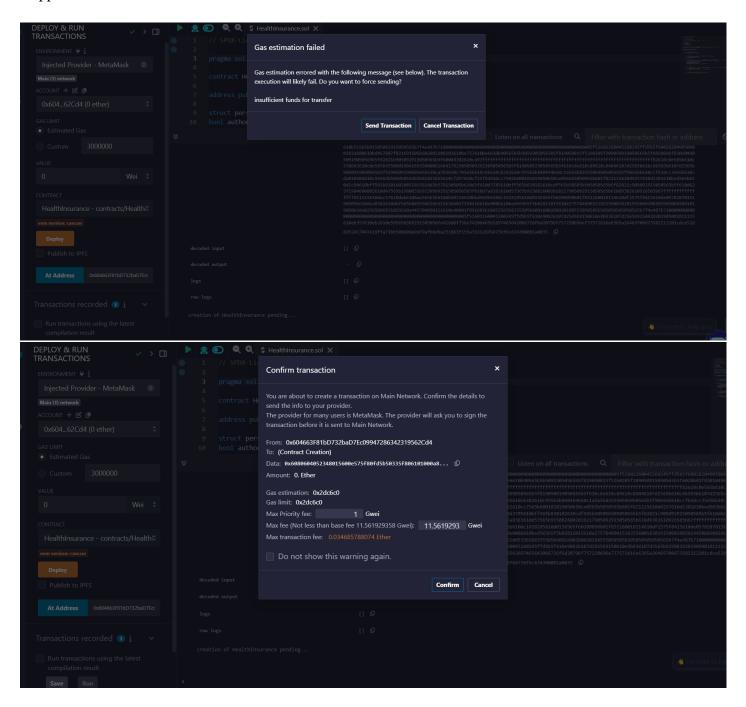
Output:

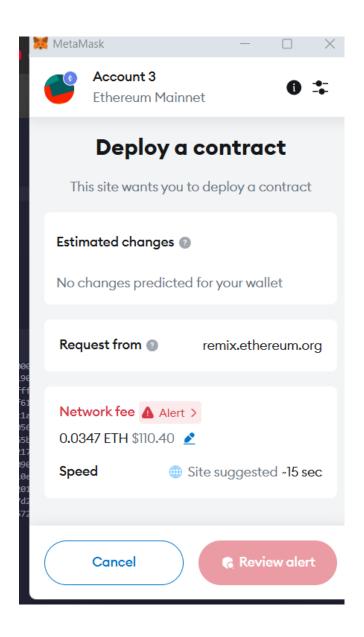




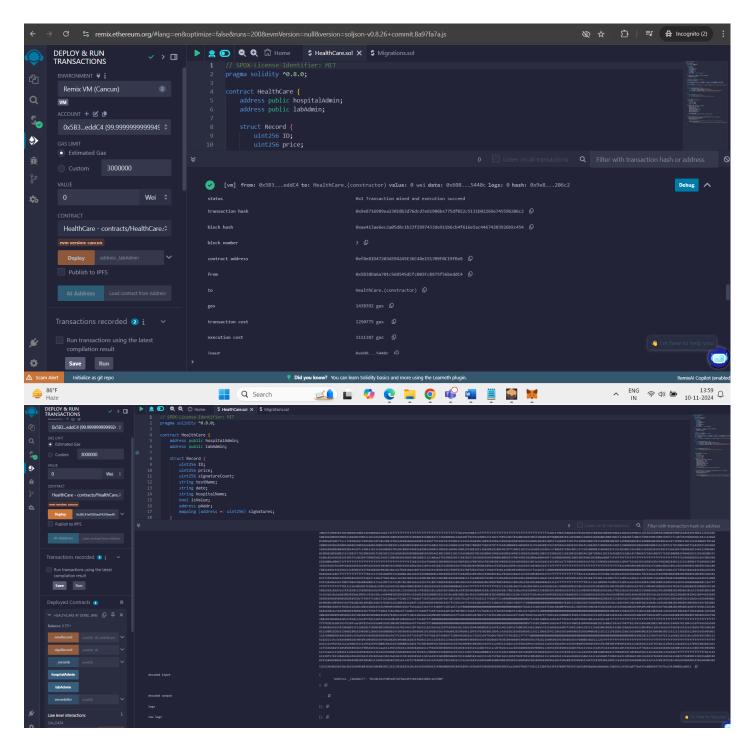


Happens when insufficient funds exist:

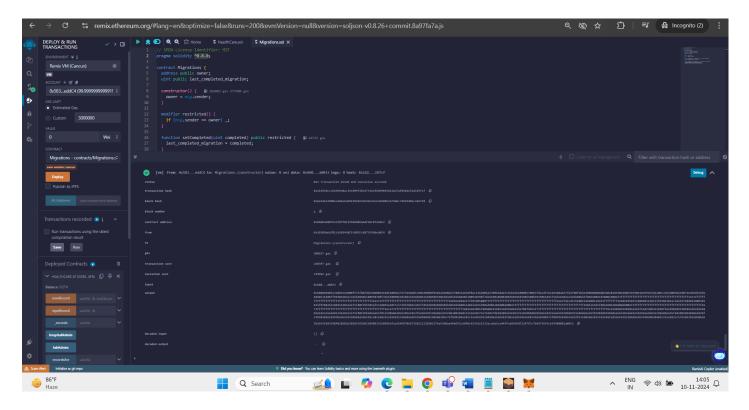




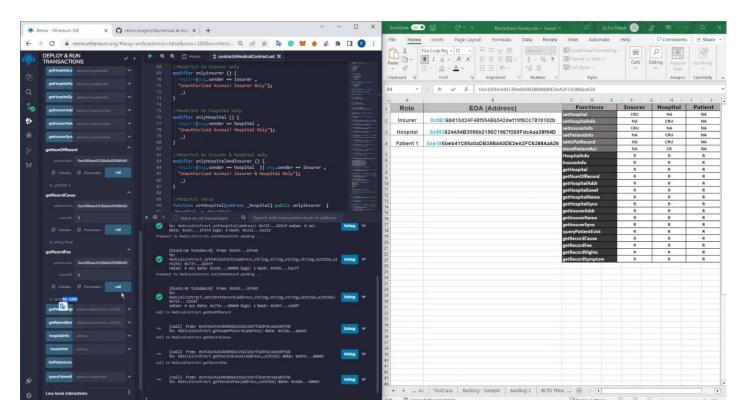
Health Insurance:



Migrations:



Deployment:



5. PROJECT REPOSITORY AND DEMO LINKS

5.1 Project Repository Link:

GitHub Repository: https://github.com/toranvathani/ProjectonAutomatedInsuranceClaims

5.2 Video Demo Link:

Video Demo: https://www.loom.com/share/ce9a01d273654879baadb1e5b8c48db0

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 - Available at: https://www.trufflesuite.com/docs
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