

Web Based Claim Processing System

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Abstract—The aim of the project is to develop a document management system that is able to deliver access to anyone authorized anytime, anyplace on any device. The system developed makes use of rich internet technology to replace desktop application with rich internet application. The system shares the advantage of both web application and desktop application, and removes the most disadvantages of both. Web Based Claims Processing System (WCPS) will permit to enter new claim, track the claim status and maintaining master information. The main users of the project are Employee of all departments and Employee of CPD – Claim Processing Department. Web Based Claims Processing System (WCPS) is complete end to end solution to cover all aspects of online claim, approval and reimbursement system. This system provides complete web based solution, including employee registration, enter new claim, approve/ reject claim. Complete web based administration. Employee can view their claim status online and all claims can be treated as Pending, Approved and Rejected. Project Scope: Web Based Claims Processing System Project consists of two functional elements: enhanced Employee modules for Login, Apply for new claim, view status of already applied claim. CPD module for approve/reject claim, view pending status, Add/Edit employee details.

Keywords: GPS, Android, GPRS, GSM, SMS, Transit Tracking

1. INTRODUCTION

Web Based Claims Processing System (WCPS) is complete end to end solution to cover all aspects of online claim and reimbursement system. The Web Based Claims Processing System (WCPS) will permit to enter new claim, track the claim status and maintaining master information. The main users of the project are Employee of all departments and Employee of CPD – Claim Processing Department [1].

The basic objective of developing this project is:

- i. Provides complete web site solution, including employee registration, enter new claim, approve/ reject claim. Complete web based administration.
- ii. The Web Based Claims Processing System can automatically display pending claim count in the main page of employee of Claims Processing Department (CPD).
- iii. Employee can view their claim status online and all claims can be treated as Pending, Approved and Rejected.

- iv. Employee of CPD can add, edit employee details, all employees are identified by the employee no. Employee no will be unique throughout the system.
- v. System must store audit trail of all DML transaction, like it stores employee no, time stamp in the database for add, edit, delete operation.
- vi. System should capture the login time for all the employees.
- vii. Complete web based system no installation required to run the application in client system.
- viii. Employee must able to view his/her previous claim details.

2. ARCHITECTURE

Use Case: Web Based Claims Processing System (WCPS) will address the following use cases. The complete usage scenarios will be completed during the information-gathering process. Use cases will be created and prioritized [2]. Selected use cases will be expanded into usage scenarios and features that are derived from both use cases and the usage scenarios, as represented in the following diagram:

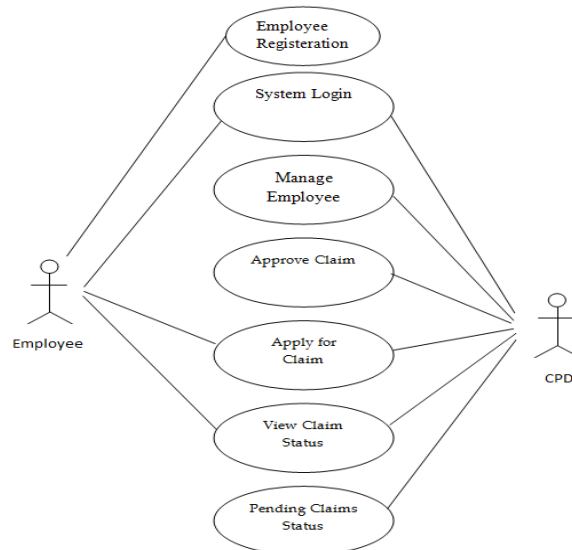


Fig. 1: Use Case Diagram of WCPS

Web Based Claims Processing System (WCPS) Usage Scenario – This usage scenario, or scenario for short, describes a real-world example of how one or more people or organizations interact with Web Based Claims Processing System (WCPS) [3]. It describes the steps, events, and/or actions which occur during the interaction. This Usage scenarios indicating exactly how someone works with the user interface, or reasonably high level describing the critical business actions but not the indicating how they're performed.

Specification of actors: The following actors are defined so far in the analysis phase of the Web Based Claims Processing System (WCPS) development process [4].

a) Employee

Employee	
Element	Details
Description	An employee is a user of the Web Based Claims Processing System (WCPS) system.
Examples	An Employee applies for new claim and views the status of his/her own claim.

b) CPD - Claims Processing Department

CPD - Claims Processing Department	
Element	Details
Description	The CPD is the person who can approve / reject claim applied by the employee.
Examples	CPD updates the claim status and his/her remark for a claim.

3. DEVELOPMENT

A. System Development

Systems development is the process of defining, designing, testing, and implementing a new software application or program. It could include the internal development of customized systems, the creation of database systems, or the acquisition of third party developed software [5]. Written standards and procedures must guide all information systems processing functions. The organization's management must define and implement standards and adopt an appropriate system development life cycle methodology governing the process of developing, acquiring, implementing, and maintaining computerized information systems and related technology. Computer systems are complex and often (especially with the recent rise of service-oriented architecture) link multiple traditional systems potentially supplied by different software vendors [6]. To manage this level of complexity, a number of SDLC models or methodologies have been created, such as "waterfall"; "spiral"; "Agile software development"; "rapid prototyping"; "incremental"; and "synchronize and stabilize".

B. Program Development

Programme Development specialises in supporting & helping organisations like yours increase their ability to deliver more effectively by better use of people, systems and methods. All of our people are dedicated to transferring their hard-earned skills & expertise to your team through evaluation, development and on-going support when necessary.

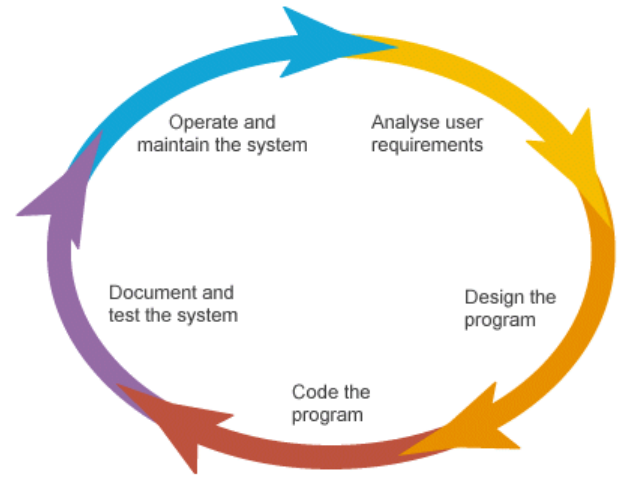


Fig. 2: Development Process

During the developing phase, the project team creates the solution [7]. This process includes creating the code that implements the solution and documenting the code. In addition to developing code, the team also develops the infrastructure for the solution. The deliverables of the developing phase include:

- a) Source code and executable files.
- b) Installation scripts and configuration settings for deployment
- c) Finalized functional specification
- d) Performance support elements
- e) Test specifications and test cases

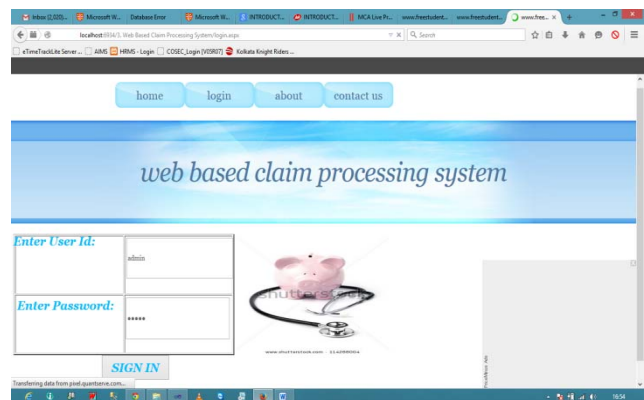


Fig. 3: Login Interface

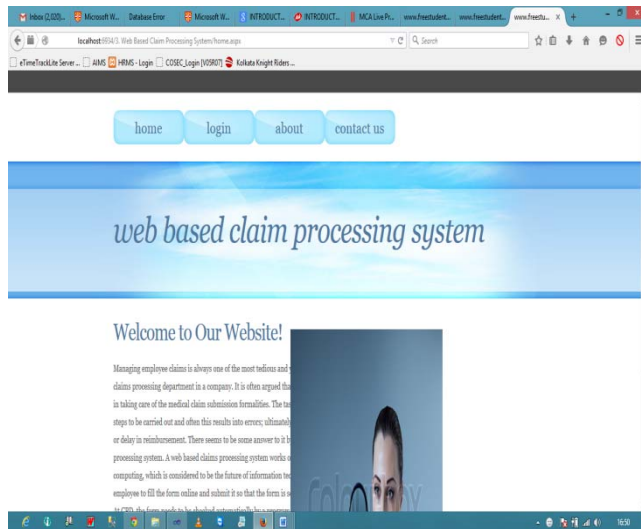


Fig. 4: Home Page

4. CONCLUSION

The future scope of this project, Intranet mail system is very wide. There are many additional features, which are planned to be incorporated during the future enhancements of this project. Although all the main objectives according to SRS document have been achieved but still there is for enhancement.

- a) This software can be easily upgraded in the future. And also include many more features for existing system.
- b) It is connected to the network for easy retrieval of data and many more location or many districts or cities in different states.

- c) All the information can be easily accessed by the employee like their details, mails, departments. It can be modified and the other details can be easily provided to customer.
- d) If anyone wants to combine all the departments of organization through internet then he can easily do this with the help of this technology called .net
- e) Providing the SMS alerts facility to users to remove the dependency on email account (web).
- f) As the project is flexible, so in future document attached can be added in the project.

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