E – Claim Processing System

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Abstract - *Our main idea is to create a website that can be used to make the claims online through our website. E-Claim processing system is a complete end to end solution to cover all the aspects of online claim and Reimbursement system. In this site, the Client can log in to the site, Register the claim and can submit it through online. The client will be able to check the status of its registered claim and can give its feedback based on the quality of service provided by the organization. This Claim will be resolved by the Administration section of the organization through its service providers and then can update the status of the registered claim. After this, the Administrator can close the query of the client.*

1. INTRODUCTION

Different researchers have addressed the management of the satisfaction of the customers by their claims. They have researched and developed several techniques for addressing customer's claim. In Previous time, all the claims made by the peoples was generally done by the social networking sites contacting personally with the Administrator of the organization for reporting their claims. Sometimes, this leads to do some manual mistakes by the Administrator as so much of claims were being registered at a same time. This way was very time consuming and was also unorganized. There was a great requirement of building a system or a method in which the customer can raise claims anywhere, anytime and at any locations. Also, it can help the organization to make the system computerized in which they can maintain their customer's claim and can run their work successfully. Some programmers made the sites for it, but it was difficult to co-ordinate properly between both the sides. Also, the feature provided by them was also not able to satisfy the complete requirement for both the sides. This project completes the requirement of both the sides. E-Claim processing system is a complete end to end solution to cover all the aspects of online claim and Reimbursement system. In this site, the Client can log in to the site and can Register the claim and can submit to them through online. The client will be able to check the status of its registered claim and can give its feedback based on the quality of service provided by the organization. This

Claim will be resolved by the Administrator section of the organization through its service providers and then can update the status of the registered claim. After this, the Administrator can close the query of the client. The Administrator can view all list of all the claims. Administrator can **"Edit"**, **"Search"** and **"Delete"** the claim as per its requirements. Before applying the operation among these, the user will get all the information of the client**.**

2. LITERATURE SURVEY

Previously all the claims made by the peoples was generally done by the social networking sites contacting personally with the Administrator of the organization. The client sends the information of the claims to the Administrator. This was the one -way process at a time and also the details send by the clients was also unorganized. Sometimes, this leads to do some manual mistakes by the Administrator as so much of complaints are being registered at a same time. Also, the another problem is that if Administrator system does not work, the whole system will be stopped working. problem w Some programmers made the sites for it, but it was difficult to co-ordinate properly between both the sides. Also, the feature provided by them was also not able to fulfill the complete requirement for both the sides.

3. METHODOLOGY

The working of the project is done by the mutual co-ordination of these two sections. The Client section is controlled by the Customer of that Organization. Each client of the organization is provided with its own individual login details. The client can login to the organization's website and logs his Claim online to the organization. In the Administration section, the Administrator can view the list of all the Claims which are logged by the different Clients. The Administrator verifies the validation of the claim and other details of the client stored in the database. After the validation of the claim, Administrator will assign the service provider to each of the registered Claim based on the respective skill according to the type of claim. After providing the service

to the client, the Administrator can online change the status of the claim registered by the client. In the Client section, the client can track the Status of its registered Claim that whether it is resolved or not. After this, the client can give his feedback to the Organization as per the service provided by the them and administrator completes the query.

3.1 System Architecture:
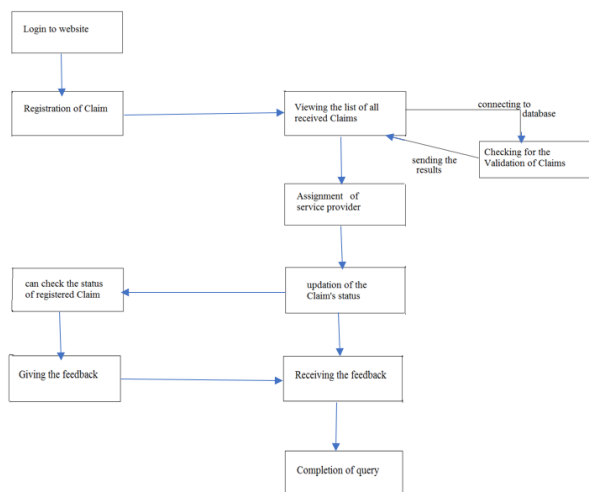
3.3 Use Cases:
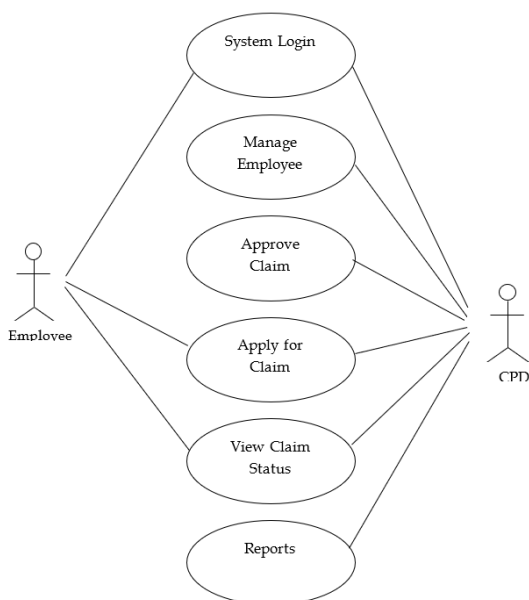
4. RESULT

The website is ready to use for making the online claims. The client can login to the website with its username and password. After this, the client can register its claim into the website by filling all the necessary details in it. For further information, client can refer the "Contact us" page and "About us" page. On the other hand, the Administrator can view the list of all the registered claims. The Administrator can "Approve" or "Reject" the claim. The Administrator can also "Search", Edit and "Delete" the claim as per its requirement.

5. CONCLUSION

The main conclusion is that it provides the complete website solution to the client. It saves the resources of both i.e. the client and the Administrator. The Client can Register its claim online on the website of the organization when Successfully logged in. This Saves the time, money and energy of the client. Client can register its claim from its own place by just one touch. Here at the Administrator side, the Administrator can view the list all the claims at a time. The Administrator can assign its service providers to solve the claim of the client. This discards all the manual work from the administrator side. It also prevents from the data being lost. It makes the administrator work easier by assigning its service providers electronically sitting from the same place. It makes the client work easier as client can see the status of its registered claim and can give its feedback from its home only.

ACKNOWLEDGEMENT

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