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CLAIM REGISTRATION USING ROBOTIC PROCESS AUTOMATION

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Abstract —"Claim registration using Robotic process automation" is the automatic registration of claim using a software robot. The claim details are fetched from the database. The attachment will be in the excel format. and. The details in the excel is read and The details in the excel will be verified with the details of the particular person which is in the database (policy number, NCB, black list, renewed list and policy name).If the details is correct, then the further process is carried out. If it is not correct the registration cannot be done. Each insured person will be provided with the unique identification number that is Policy number .By using the policy number it fetches the detail of the insured person. If the details match then the details are scraped and with that details will be filled in the claim form automatically .After this process the Bot checks for the eligibility whether the insurer is capable for registering the claim. If he/she is eligible for claim registration then The client gets the notification message that registration become success. The main purpose of Robotic process automation (RPA) is to reduce the time and manual work

Keywords—*: RPA, Policy, Claim Registration, Insurance*

I.INTRODUCTION

ROBOTIC PROCESS AUTOMATION (RPA) is a software robot. A software robot that does the repetitive work which replaces the Human. The business process requires human intelligence to run more than one applications that are required to complete a task, instead, we now can rely completely on RPA to do a similar task with high efficiency, at a larger scale, error-free and at a lower cost than having a human employee. The main purpose of the project is to introduce more user friendly in the process of automation. It consume less time and to reduce man power. RPA is software-based; it can be used to perform multiple tasks. It includes the maintenance of records, queries, calculations, and transactions. Additionally, any application that are commonly used by a company can be operated by RPA. For example .NET, HTML, and Java are all technologies commonly supported by RPA.. Compatible systems that include the following they are, Mainframe Terminals, SAP, Oracle, and many more. Another most advantage is It does not require much programming skills. Logical thinking is mostly applicable

II.PROBLEM DEFINITION

At present Insurance claim registration system. The claim is sent to the particular insurance company in which the client have insured. The company has to verify each and every single claim process .The verification of the claim process is done manually. Though it consumes lot of time and it needs lot of man power. It also lead to have a chance of making error by entering the details as it done manually. It may consume lot of time in case of any interference when done manually.

III.BENEFITS OF RPA IN THE INSURANCE INDUSTRY

A. Faster Claim Processing

Claims processing requires to gather information of the policy holder from various documents and copy/move that information into various systems. It is a time consuming process, which delays the timely response that customers desire when they file a claim. RPA can move large amounts on claims data with single click.

B. Easy Policy Cancellation

The process of cancelling policies takes time consumption due to having to interact with email, a policy administration system, a Excel, and PDFs. RPA can toggle through all of these interface at the same time and eliminate the need to move data through all of them manually.

C. Big Savings

The important benefit of RPA is the reduction in operating costs. Repeated works that can be done by multiple human workers. But it performs in a single robot within few minutes. It replaces number of humans in a single robot.

IV. PROBLEM OBJECTIVE

The main objective of the project is to develop an efficient and to build better system, by using RPA. RPA does not require programming skills. People with process and subject matter expertise can be trained independently automate the process using RPA tools. Software robot is installed in user's computer, machine or device that tracks human action and replicates them to perform the complex, redundant and rule-based work which is performed on daily basis. The important role of robotic automation is to provide improved customer experience and operational excellence by increasing performance, efficiency and agility. Robotic automation helps business to improve overall productivity and less consuming time.

V. EXISTING AND PROPOSED SYSTEM

A. Existing System

In existing system, the employee has to check each and every detail of policy holder individually. Next the verified details have to be entered manually in the registration form. Finally the claim id for the registered insured is generated and the notification mail is sent to them by the employee.

Drawbacks

The following are some of drawback in existing system:

- Require much processing time.
- There is lack of security and accuracy of data.
- Large amount of manual work is needed.
- Possibility of errors during manual work and calculations.

B. Proposed system

The claim and validation process is done in automated fashion using Robotic Process Automation (RPA). Without human intervention, thereby reducing the errors prone to human work. It does not require much time to complete the task. The bot itself act as a robot and it replace the human.

Advantages

The major advantages for proposed system is as follows

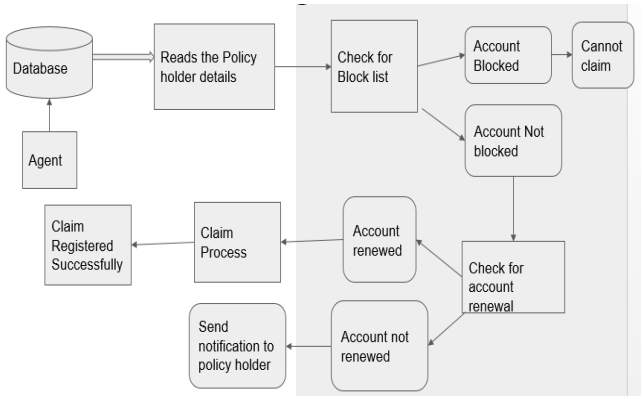
- Minimal man power consumption
- Minimal time consumption
- Computational errors and mistakes are minimized
- Consistency as the software bot could run continuously

C. Experiment

1) Overview Of the Project

Our Claim registration system automates the assessment and claims process which involves validating Policies, setting claim coverage rules, estimating the claim amount. Insurance System also maintains the database of the policy holder details and it is also updated when new policies are enrolled. The system automates the process of assessing the claim requests and validates them by checking the eligibility and approves the claim requests. Notify the client with the Approval Status of the claim through mail.

2) Architecture Diagram



3) Module Description

a) Fetch Information from database

The policy holder details are stored in the excel, for further operations the data are fetched from the core system. The database which includes the details such as

- Policy number
- Name of insurer
- Sum insured
- Mail
- No of NCB
- NCB amount
- Which type of policy applied

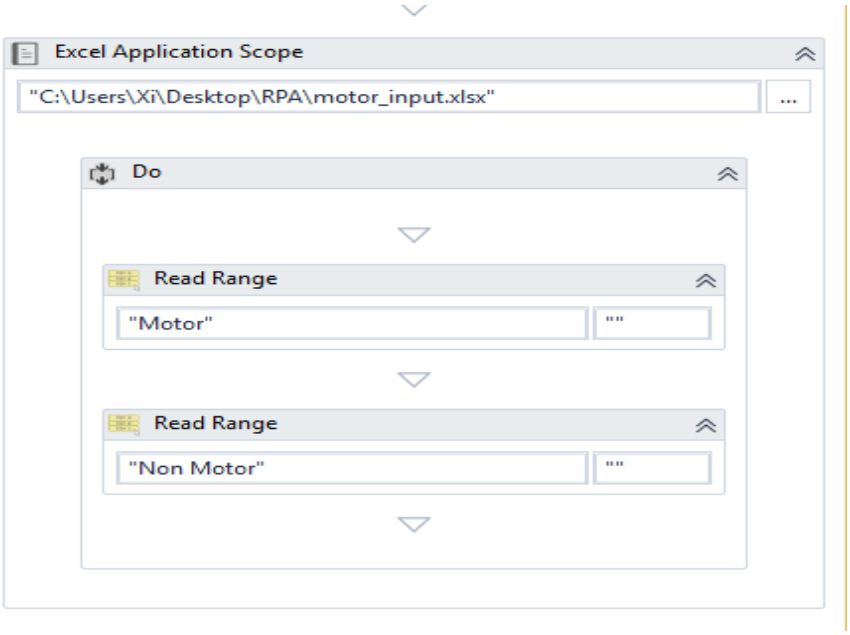
b) Validation process

Certain validation rules are applied to the excel data for validating the claim request. The requests that complete the constraints of assessment rules will be notified through mail. First it checks for the block list and checks whether the account is renewed properly.

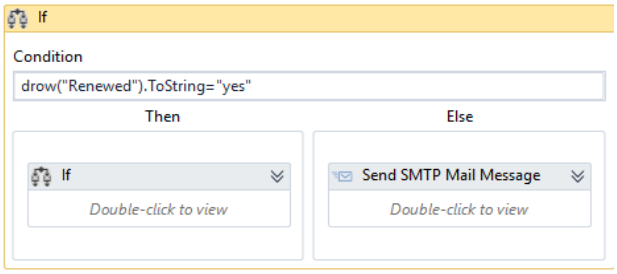
c) Notify Claim status through mail

After validation, claim status will be uploaded in the excel .The status is notified to the insured, he/she can withdraw or continue claiming through the mail.

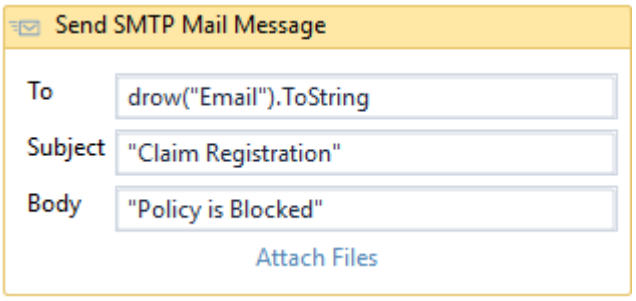
FETCHING INFORMATION FROM DATABASE

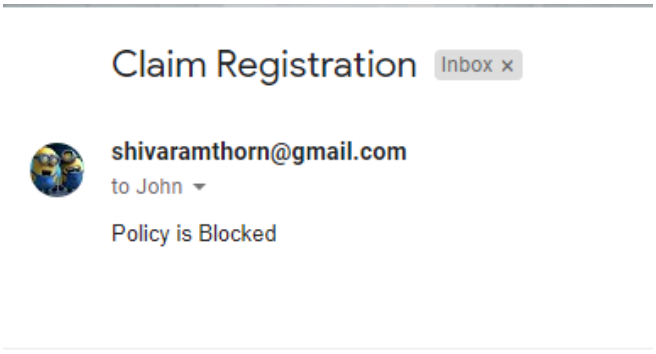


Validation process

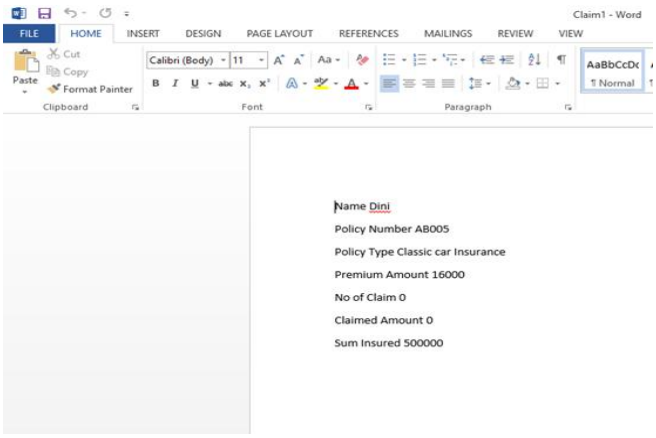


Mail Automation





Pdf Generation



VI. Input Design

Input Design is the method of converting a user-oriented description of the input into a computer-based system. This design is important to reduce errors in the data input process and show the correct direction to the management for getting correct information from the computerized system.It is achieved by building user-friendly screens for the data entry to handle large volume of data. The aim is to design the input which makes data entry easy and to be free from errors. The data entry screen is designed in such a way that all the data manipulates can be performed. It also provides record viewing facilities.When the data is entered it will check for its expiry. Data can be feed with the help of screen. Thus the objective of input design is to build an input layout that is easy to follow.

VII. Output design

A output design is quality which meets the requirements of the end user and presents the information briefly. In any system results of processing are done through the communication with the users and to other system through outputs. In output design it is determined how the details are to be displaced for immediate need and also the hard copy output. It is a very important and direct source information to the user. Efficiency and intelligent are output design that improves the system's relationship to help user decision-making.

VIII. Conclusion

The claim registration automation is based on general insurance with different policy type .We enhanced the process to check for the policy holder is in block list or not and also insured person must renewed his/her account properly. If policy holder fails to update then the bot send the notification to renew the account. And also gives information about the Blocked list based on the payment and other issues of the policy holder.

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