

Leading Claims Processing in USA

Overview (Client Profile)

Established in 1987 Client provides the most efficient single-system claims processing solution for national, state, large group, small group, individual and government programs. Client's core strength comes from its Claim Processing System which is unsurpassed in the market for dependability, flexibility, scalability and operational performance.

Project Description

- **Off-Boarding Application.** This application allows Client to manage the deactivation / cancellation process of assets allocated to Client's Associates at the time of separation.
- **Codes Database Application.** This application allows Client's HPS Performance Support to efficiently manage codes that are set on a claim which includes codes in the NPS (Condition Codes), in external systems such as FEP (Deferral Codes), ITS codes and variety of additional types of codes. The application uses external SQL Server database instead of SharePoint due to which it offers efficient reporting capabilities.

Business Challenges

- **Off-Boarding Application.** There was no automated audit trail for receiving Client assets or for deactivation confirmation when an Associate leaves.
- **Codes Database Application.** The old system was not robust enough to suit the team's needs. The team experienced slowness in manipulating data and navigating to specific entries. There were not reporting capabilities either.

Scope, Environment

Environment:-

- **Off-Boarding Application**
 - SharePoint 2007, Windows Server 2003 R2
- **Codes Database Application**
 - SharePoint 2007 (Business Data Catalog), Visual Studio 2008, SQL Server 2008 R2, SSRS 2008 R2, Windows Server 2003 R2

Scope:-

- Application / Report Development, Functional Testing, Regression Testing, End-To-End Testing, Deployment.

Shree Value Adds/ Business Benefits

- To overcome the challenge of the squeezed testing timelines, Risk-based testing technique is adopted
- Risk-based approach used again for overcoming scope change/creep
- Communication management through a governance process established