

Business Process Redefinition for an Insurance Client

Alternate Outcomes of Client Strategies:

- **Unpredictable
timeline**
- **Consistent budget
increases**

Benefits:

- ❖ *Documentation and
Modularization of
business processes*
- ❖ *Enabled user friendly
system for Benefit
Plans Administration*

Contact Us:

E2 Consulting Inc.
Tel: (866) 900 – 0657

Sales -
sales@e2consultinginc.com

Info –
info@e2consultinginc.com

Project Objective

- Claims Adjudication system had accumulated a high percentage of hard-coded business logic over the years
- No clear documentation of business process for Claims Processing
- No business process to application specific business logic mapping
- Client sought to define/redefine and document business process for claims processing

Known Project Issues:

- Client imposed timeline half of estimated time to complete
- Client imposed limited budget to complete data mining and documentation

Client Strategies

- Mining business rules manually
- Outsource data mining & documentation

Results

- Extensive timeline to mine data
- Cost of resources to reverse engineer & analyse data

E2 Solution

- E2 utilized a combination of top-down and bottom-up analysis
- By utilizing top-down analysis, we identified a set of 10 different sub processes that make up the Claims Process and defined the interdependencies of these sub processes
- This was captured on three level data flow diagrams
- The next step was to do a high-level analysis of the existing code base to identify and define the business rules that govern the different sub processes
- Business Rule data was mined using Relativity
- This was represented using activity diagrams
- We also defined the Use Cases that enabled the E2 System Analysts to create the Software Requirements Specification for a new Claims Processing system
- Data flow diagrams were used to create the basic data model (Benefit Rules Repository) encapsulating business rules