Health Claims Processing System

Requirements Engineering

UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN

Tao Xie, Professor
Computer Science @ Illinois
Learning Objectives

By the end of this video, you will be able to
• Explain informal requirements of the example health claims processing system.
Health Claims Processing System

• Receive health insurance claims
• Determine whether to pay or not, i.e., accepted or not

• A legacy system exists to process accepted claims
• Need to develop a new system to automate overall processing
Informal Requirements – I

• R1. Receives health claims and supporting documents via many sources: electronically, fax, on paper.

• R2. Scanned paper and fax processed by OCR. Documents first subject to form dropout, deskewing, despeckling.

• R3. All images are logged to optical disk.
Informal Requirements – II

• R4. Fields with low confidence levels are repaired by hand. Certain types of claims are transmitted to an offshore data entry vendor.

• R5. Match the plan and the health care provider.

• R6. Existing mainframe system processes accepted claims and sends notifications through the post office.
Informal Requirements – III

• R7. Determine if claim can be accepted, i.e., be paid, and how much. If there are inconsistencies, suspend the claim until a human (adjudicator) can look at it.

• R8. Adjudicator looks at documents about claim and history of client and can ask for more information, can accept claim, or can reject claim.
The End