

# Claim Registration Using Robotic Process Automation – A Survey

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## Abstract :

The automated process which is trending technology to reduce human repeated works like data entry and some other works. For insurance claims automation process there is a automation process only exists in the motor vehicle insurance and no other insurance policy have automated process like health insurance, and property insurance. An agent who deals with these multiple types of client insurance policy has to register each policy separating it by types and needs different registration process according to the insurance applied by the client. The Claim Registration automation is based on general insurance with different types of insurance, RPA uses the policy number as primary key to separate the large request which is given as input by the agent so it can be separated and each policy can get registered if it is a valid request after the verification of various factors and all these processes are automated to have time efficient process to satisfy the client needs.

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

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## 1. Introduction

Robotics Process Automation (RPA) allows organizations to automate task just like a human being was doing them across application and systems. Robotic automation interacts with the existing IT architecture with no complex system integration required.

RPA can be used to automate workflow, infrastructure, back office process which are

Labor intensive. These software bots can interact with an in-house application, website, user portal, etc. The RPA is a software program which runs on an end

user's pc, laptop or mobile device. It is a sequence of commands which are executed by Bots under some defined set of business rules.

The main goal of Robotics process automation process to replace repetitive and boring clerical task performed by humans, with a virtual workforce. RPA does not require the development of code, nor does it require direct access to the code or database of the applications.

### 1.1 RPA used industries:

Now, In India many vendors have come up with RPA based solution for themselves at the enterprise level, one such solution is given by Infosys BPO has come up with its own RPA based platform for its BPO operation, other than this, almost all the US banks have their own initiative going on using some of the noted tools like automation

Robotic process automation is an amalgamation of artificial intelligence and software automation. Basically it lets business to configure computer software to gather and extract information

### Top tools in the Market:

- Blue prism
- UiPath
- Kryon

## 2 .Methodology:

In our project we use UI path. It is a software structure to improve automation application. It runs on the Microsoft windows and it was settled on the top of .Net framework and windows workflow base tools.

Create a workflow with studio then appeal it from your code either as in-process function or as an outside process using launcher.

### 2.1 The Following are the Methodology Involved in RPA:

Scoping: Identify the target scope, depending on the context needs and available resource

Process Evaluation: Evaluate the processes, based on the scoring matrix below.

Testing: Conduct robust testing across a large data set and monitor the quality of the output

Target operating model: Define the appropriate governance, sourcing options, metrics to track benefits

Deployment: Build a deployment roadmap including training and change management.

## 3. Best Practices of RPA Implementation

- One should consider business impact before opting for RPA process
- Define and focus on the desired ROI
- Focus on targeting larger groups and automating large, impactful processes
- Combine attended and unattended RPA
- Poor design, change management can wreak havoc
- Don't forget the impact on people
- Governance of the project is foremost thing in RPA process. Policy, Corporate, Government compliance should be ensured.

### 3.1 General use of RPA

#### 1. Emulates Human Action:

Emulates human execution of the repetitive process using various application and systems.

#### 2. Conduct high-volume repeated tasks:

Robotics process automation can easily simulate rekeying of data from one system to another. It performs tasks like data entry, copying, and pasting.

#### 3. Perform Multiple Tasks:

Operates multiple and complex tasks across multiple systems. This helps to process transactions, manipulate data and send reports.

**4. 'Virtual' system integration:**

This automation system can transfer data between disparate and legacy systems by connecting them at the user interface level instead of developing new data infrastructure.

**5. Automated report generation:**

Automates the extraction of data to come up with accurate, effective and timely reports.

**6. Information validation and auditing:**

Resolves and cross-verify data between different systems to validate and check information to provide compliance and auditing outputs.

**4 BASE PAPER**

| Name of the paper  | Paper Intro and explanation   | Advantage  | Disadvantage   |
|--|---|--|--|
| <p><b><u>TURNING RPA INTO COMMERCIAL SUCCESS.</u></b></p> <p><b>Aleksandre Asatiani, Esko Penttinen</b><br/>Aalto University School of Business, Helsinki, Finland.</p> <p>Journal of Information Technology Teaching Cases advance online publication, <b>24 May 2016</b></p> | <p>OpusCapita is a financial Processing company providing services to company in sizes of medium to large organization. Their focuses are based on Purchase-to-pay and Order-to-cash processes. To stay ahead of other companies they focused their method of processing to financial automation using RPA.</p> | <ul style="list-style-type: none"> <li>• No special expertise related to RPA is required.</li> <li>• No development, maintenance, or customization costs.</li> <li>• Provide unique value to the client.</li> <li>• Competitive advantage through automation expertise.</li> <li>• Cumulative knowledge base in the long term.</li> <li>• Control over the software. Mass-market appeal.</li> <li>• Familiar model to clients.</li> <li>• Long-term relationship with a client/lock-in effect.</li> <li>• Full control over process</li> </ul> | <ul style="list-style-type: none"> <li>• Low profit margins. Low threshold for competition.</li> <li>• Limited opportunity to innovate in process redesign.</li> <li>• Limited control over software tools.</li> <li>• Fairly low threshold for competition.</li> <li>• Market scale is essential.</li> <li>• Chance for price competition driving profit margins down.</li> <li>• Requires resources to manage outsourcing partnerships. Outsourcing deals can be a tough sell. Competition from outsourcing providers</li> </ul> |

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|--|--|---|--|
|  |  | <p>automation.</p> <ul style="list-style-type: none"> <li>• Ability to provide combination of human and virtual assistants to tackle outsourced processes.</li> </ul> |  |
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**Benefits of RPA:**

**Some benefits that RPA can provide to your organization:**

- Large numbers of the process can easily have automated.
- Cost are reduced significantly as the RPA takes care of repetitive task and saves precious time and resources.
- Programming skills are not needed to configure a software robot. Thus, any non-technical staff can set up a bot or even record their steps to automate the process.
- Robotic process automation support and allows all regular compliance process, with error-free auditing.
- The robotic software can rapidly model and deploy the automation process.
- The defects are tracked for each test case story and the sprint.
- Effective, seamless Build & Release Management
- Real time visibility into bug/defect discovery
- There is no human business which means there is no need for time for the requirement of training.
- Software robots do not get tired. It increases which helps to increase the scalability.

**Disadvantages of RPA:**

**Let's not forgot some cons of the RPA process:**

- The bot is limited to the speed of the application
- Even small changes made in the automation application will need the robots to be reconfigured.
- Only large big companies can afford to deploy RPA
- Small to medium-sized organizations can deploy RPA to automate their business. However, initial costing will be high but can be recovered in 4-5 years.
- RPA is useful only in industries that rely heavily on software
- RPA can be used to generate automated bills, invoice, telephone service, etc. which are used across industries irrespective of their software exposure.

**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.

**References :**

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