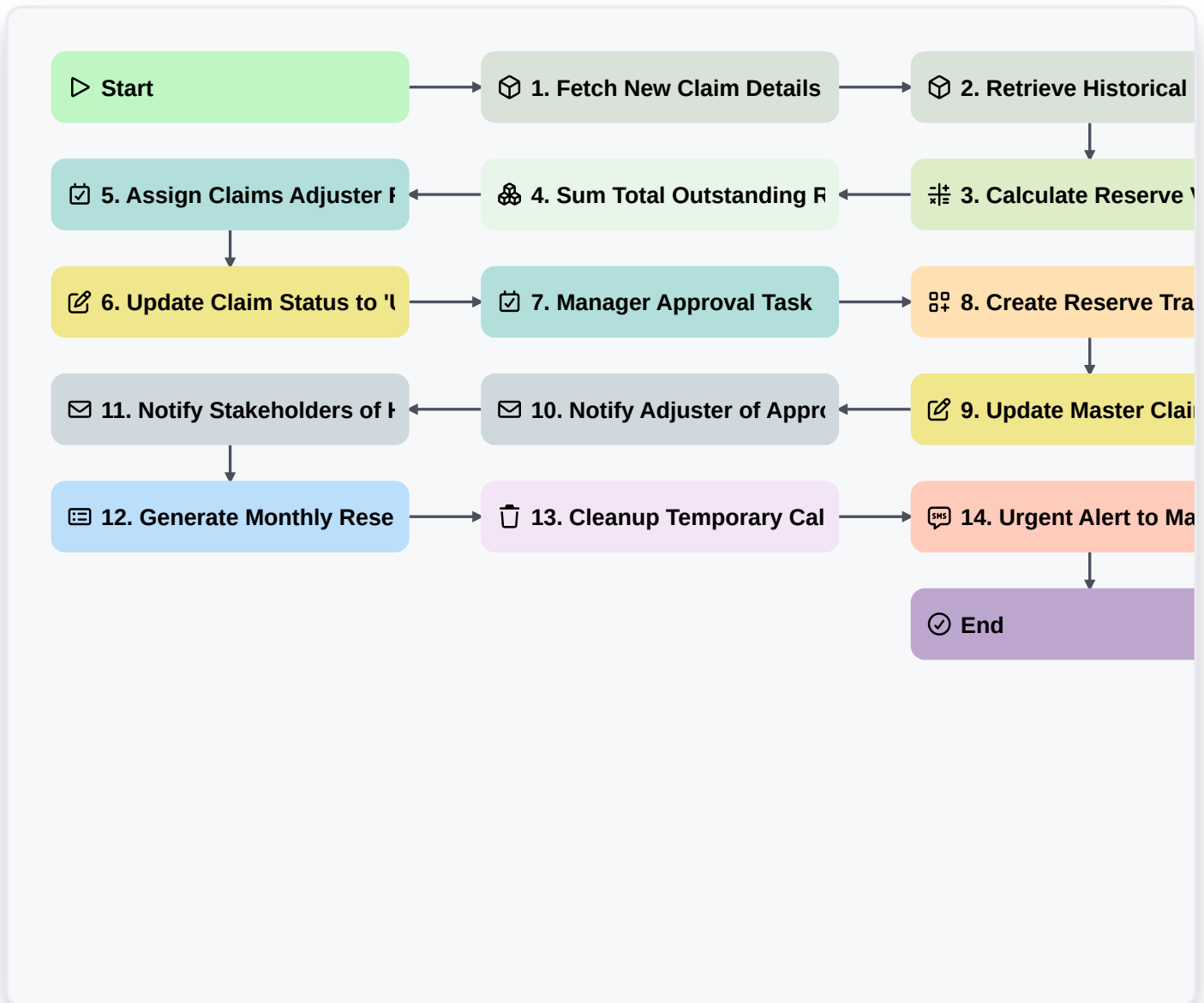


Claims Reserve Management Workflow



Start

Start of the Workflow/Process.

1. Fetch New Claim Details

Retrieve the initial claim entry and associated incident data from the Claims Data Model.

2. Retrieve Historical Reserve Data

Get previous reserve entries for the same claim ID to identify changes in reserve amounts.

3. Calculate Reserve Variance

Calculate the difference between the new proposed reserve and the current existing reserve.

4. Sum Total Outstanding Reserves

Aggregate all open reserve entries across the portfolio to calculate total financial exposure.

5. Assign Claims Adjuster Review

Create a task for the assigned Claims Adjuster to validate the new reserve amount.

6. Update Claim Status to 'Under Review'

Update the main Claim entry status to reflect that a reserve change is being processed.



7. Manager Approval Task

If the variance exceeds a specific threshold, create an approval task for the Claims Manager.

8. Create Reserve Transaction Record

Create a new entry in the Reserve Transactions data model to log the new amount.

9. Update Master Claim Record

Update the total 'Incurred Amount' on the main Claim entry to include the new reserve.

10. Notify Adjuster of Approval

Send an email to the Adjuster confirming the reserve change has been approved and processed.

11. Notify Stakeholders of High-Value Change

Send an email to the Finance Department for any reserve updates exceeding the high-value threshold.

12. Generate Monthly Reserve Report

Create a summary report of all reserve movements processed during this period.

13. Cleanup Temporary Calculation Logs

Delete temporary data entries used for intermediate calculation steps during the workflow.

14. Urgent Alert to Manager

Send an SMS to the Claims Manager if a reserve increase is flagged as 'Critical' or 'Urgent'.

End

End of the Workflow/Process.