

Workbench Overview

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Sm8rtHealth Rule Editing Functionality overview

Sm8rtHealth was designed to let Underwriters build fully underwritten Insurance products with the option to Manual Underwriting deopending on the User circumstance

Underwriting rules are the core of the Sm8 platform. All of the functionality identified in this document are available via API for integration into a 3rd party platform <u>OR</u> the Sm8rtHealth workbench can be used. The data for the Rule Render is available via API, the 3rd party would choose its own visual tools to render this information.

Products

The first step is to define a Product, a Client can have many Products. Products can be manually created **OR** built from an existing package. Allowing a base product to be loaded and then modified to suit.

Short Description	Internal Name	Product	Created Packages	Loaded Packages	Rules	Sections	Description	Ruleset	Product	Last Loaded Build	Loaded By	Loaded Date	Delete Product
🚓 Life Insurance	SM8RTBaseLife						Risk assessment for life cover with options for Critical Illness, TPD, and Accidental death	BaseLifeRuleSet	BaseLife	BJ6MA0L	clivedemo	24 Jun 22 07:05	≪
Health Insurance Insurance	SM8RTBaseHealth						Risk assessment for health or medical cover for pre- existing medical conditions	BaseHealthRuleSet	BaseHealth	RJRKLGQ	clivedemo	24 Jun 22 07:33	≪
≭ Travel Insurance	SM8RTBaseTravel	<i>></i>					Risk assessment for travel insurance with for pre- existing medical conditions	BaseTravelRuleSet	BaseTravel	NM2LK3M	clivedemo	24 Jun 22 07:51	X

Custom Data

The product can be customised with Custom Data, this data is usually the Data passed to the Application when its created and is available for and used in the various rules to be configured

Delete	Language	Key	Description Y	Mand	Data Type	Data For	Applicant Type	For Benefit	Default	DropDownList Codes	DropDownList Description	Min	Max	Order
	en_US	ApplicantType	Applicant Type		DropDown	Applicant			PolicyHolder	PolicyHolder,Partner,Adul t,Child				10
	en_US	Gender	Gender		DropDown	Applicant			Male	Male,Female				20
	en_US	DateOfBirth	Date of Birth		DateTime	Applicant			15 Aug 1998					30
	en_US	LifeCoverAmount	Life Cover Amount		Decimal	Applicant		LIFE	100000					40
	en_US	CiCoverAmount	Critial Illness Cover Amount		Decimal	Applicant		CI	200000					50
	en_US	TpdCoverAmount	Total Permanent Disability Cover Amount		Decimal	Applicant		TPD	300000					60
	en_US	AdcCoverAmount	Accidental Death Cover Amount		Decimal	Applicant		ADC	400000					70

Product Languages

Specify the Languages available for this product

Product Detail Custom Data Benefits Languages Path Alias

Edit

Delete	Language Code	Description	Short Description	Declaration	Declaration Header
	English [en_US]	Risk assessment for life cover with options for Critical Illness, TPD, and Accidental death	Life Insurance	It's your responsibility to be absolutely truthful with us and to disclose all information that is relevant to our decision to provide you cover. If not, #Company# may refuse to pay any claim and/or change the terms of this policy or be entitled to void this policy. By checking the box, you confirm that; The information in this application is true and correct; and You are aware of no other circumstance which might render you more likely than an average member of the community to suffer a disability or illness covered under this policy; and You are aware of no other circumstance which might render you to have longevity less than the average member of the community; and You aware of no other information which might be relevant to #Company# decision to offer you cover; and You have read and understood this life cover policy and you agree to abide by the terms as set out in the policy document statement.	Personal declaration

Medical Disclosures

At the heart of Sm8rtHealth are medical disclosures, theses are the conditions that a Applicant may wish to divulge during the Application process. A Product can be configured with an essentially unlimited number of Medical Disclosures, once configured Rules are attached to the Disclosures.

Disclosures are broken down into Disclosure Families, and can also be grouped by Disclosure Class with a rule attached at either the Family or Class, depending on the Disclosure. For example you may have 2 Disclosures "left ankle fracture" and "right ankle fracture", so instead of writing 2 separate rules for each, you can assigned a Class to the Disclosures and write a single rule attached to the Class that covers both Disclosures, with the disclosure phrase being a placeholder in any question wording.

Disclosures can be added individually as part of a rule upload, OR Sm8rtHealth allows for Bulk Uploading of Disclosures using Excel. Disclosure families can also be referenced by multiple Disclosure terms, which in effect are different medical wordings for the SAME medical condition. In the example below if the Applicant was to select "adrenal cancer" and "adrenal gland cancer" in an elastic search, they would only receive ONE set of questions and ONE outcome (i.e. Load/Exclude etc) for that Disclosure.

Disclosure browser

By Class

By Category

- ▶ BaseHealthRuleSet RuleSet
- ▶ BaseLifeRuleSet RuleSet
- ▼BaseTravelRuleSet RuleSet
- ▼BaseTravel Product
- ▶ BLO Blood and Endocrine 148 families
- ▼CAN Cancer, tumours or abnormal growth 169 families
- ▼CMT Cancer including malignant tumour [87 families]
- ▼CAN01
- ► A8900 (CAN01) Abdominal cancer [1 disclosure]
- ► A8670 (CAN01) Abdominal wall cancer [1 disclosure]
- ▶ <u>A8671 (CAN01) Adnexal cancer [1 disclosure</u>]
- ▼A8052 (CAN01) Adrenal gland cancer [5 disclosures]
- ▶ 8636 adrenal cancer
- ▶ 8637 adrenal gland cancer
- ▶ 8641 adrenocortical cancer
- ▶ 8874 cortical malignant neoplasm adrenal gland
- ▶ 8859 malignant neoplasm of adrenal gland
- ▶ <u>A8847 (CAN01) Bartholin's gland cancer [1 disclosure</u>]
- ► A8248 (CAN01) Biliary cancer [5 disclosures]
- ► A8078 (CAN01) Bladder cancer [11 disclosures]

Disclosure Family Search

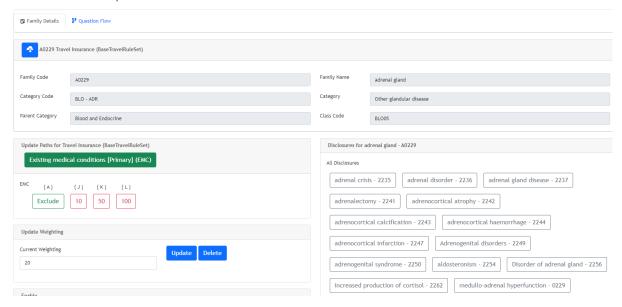
Once Disclosures are configured, Underwriters can easily search for medical disclosures to see how each has been setup, and the Rule for each

BaseTravelRuleSet

Disclosure Term Search

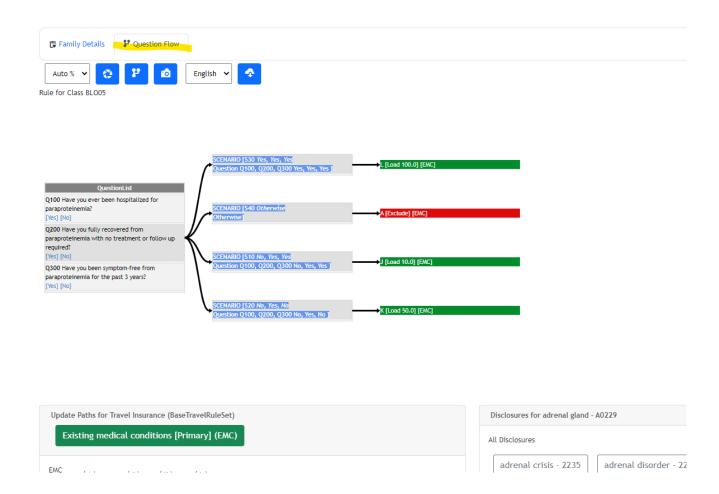
adrenal
adrenal gland - A0229 (BaseTravelRuleSet) [adrenal crisis , adrenal disorder , adrenal gland disease , adre
adrenal gland - Addison - A2234 (BaseTravelRuleSet)
adrenal gland - Conn - A2255 (BaseTravelRuleSet)
adrenal gland - hyper - A2238 (BaseTravelRuleSet) [adrenal gland hyperfunction]
adrenal gland - hypo - A2239 (BaseTravelRuleSet) [adrenal gland insufficiency]
Adrenal gland cancer - A8052 (BaseTravelRuleSet) [adrenal cancer , adrenal gland cancer , cortical maligr
Adrenal gland tumour - A8038 (BaseTravelRuleSet) [adrenal adenoma , adrenal gland tumour , adrenal hyp
Tuberculosis - A5026 (BaseTravelRuleSet) [adrenal tuberculosis]

Disclosure Family view



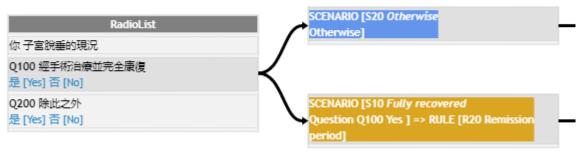
Disclosure Question Flow view

The Question Flow Tab displays the Rule associated with this Family or Class, the rule can be viewed in any of the Languages your product supports



Example of a Chinese rendering of a rule





The rule can be download from here using the Download button, modified and reuploaded

Working with Rules

All rules can be listed on the Rules page.

Health Insurance (BaseHealthRuleSet) Upload a ZIP package Upload Language file **Bulk Upload** Choose File No file chosen Choose File No file chosen Choose File No file chosen Package Modified Download Test Report **Bulk Upload Template** Create Language Template Reset Modified Rebuild Cache Package All Test rules Permutations: 4716 Families: 1814 Disclosures: 7886 Paths: 5393 Effective Created Rebuild Code Rule Type Description By Date 1 Section Download Delete Diagram Versions Test Render Version 3 🛇 Major infectious MIS01 Class silviabase 20 Sep 22 Miscellaneous ✔ Permutations: 8 П 11:00 3 ❷ BloodEndocrineSystem Section silviabase 17 Aug 22 Blood & Endocrine System BloodEndocrineSystem ✔ Permutations: 15 07:43 3 🛇 silviabase 09 Aug 22 Abnormal liver function test results Digestive ✔ Permutations: 66 A9539 Family 11:32 A1904 4 🛭 Family silviabase 09 Aug 22 Hepatitis C Digestive ✔ Permutations: 18 11:31

Upload a ZIP Package

Rules in this product can be updated by providing a Built Package from another environment, this is typically used to Bulk load rules or modified rules from say Development environment to UAT Environment, then Production environment (functionality is available via API for automated deployment via a 3rd party platform if needed)

Upload Language File

Sm8rtHealth supports multiple languages. This is achieved by first building your product in English, then using the "Create Language Template" option above which creates a Excel spreadsheet of every piece of text that needs converting with a placeholder foreach language. File can be given to a native language speaker or service to update. Once updated with other languages, this file can be loaded here. The Language file contains various sections like

	C	U		Г
	Language	Code		
	en_US	A1001	1001	bladder cancer
	zh_HK	A1001	1001	膀胱癌
	en_US	A1002	1002	bone cancer
	zh_HK	A1002	1002	骨癌
	en_US	A1003	1003	brain cancer
	zh_HK	A1003	1003	腦癌
	en_US	A1004	1004	breast cancer
	zh_HK	A1004	1004	乳癌
	en_US	A1005	1005	cervix cancer
	zh_HK	A1005	1005	子宮頸癌
	en_US	A1006	1006	endometrial cancer
	zh_HK	A1006	1006	子宮內膜癌
	en_US	A1007	1007	kidney cancer
4la ! a	zh_HK	A1007	1007	腎臟癌
this.				

Package All

Builds a Package of ALL rules, suitable for deployment to another environment

Package Modified

Builds a Package of Modified rules only, suitable for deployment to another environment

Reset Modified

Resets any modified flags, (used in conjunction with the Package Modified function above). Once your package has been deployed, you would press this.

Test Rules

A key aspect of having many hundreds of Underwriter Created rules is HOW do you test these to ensure functionality has not been broken, or if any changes to functionality in the Underwriting engine has broken any aspect of a rule. Manually tested every single rule is in most cases not practical every time a code release is made.

The Test Rules functionality runs the Underwriting Engine in a virtual mode, analysing every possible outcome from a Underwriting rule, and ensure these outcomes match the definition the Underwriter previously defined. With any errors displaying in the "Test" column of the rules. "Permutations" indicates the number of virtual applications that were created to fully test a rule.

As you can see above, the Total Permutations for this rule set is 4716, meaning if manual tested was done, then 4716 Applications would have needed to be created to test every possible path and outcome of all rules. Automation of this process, removes that need.

This process also allows Sm8rtHealth Developers to add additional Validation rules to the System in case a rule bug is detected, or a rule has been misused in someway by a Rule Writer. This process will then identify other rules that would have this same issue and need to be resolved.

Download Test Report

A test report can be downloaded as a PDF, this is useful for clients as part of their own Deployment processes



Created 26 Jan 2023 by clivebase from SM8RTBASERULES, printed 26 Jan 2023

Total tests run 4,716

Tests For SM8RTBASE	RULES SM8RTBaseHealth us	ing ruleset BaseHealthRuleS	et				
A0009	Family	B12 deficiency	silviabase	13 Jul 22	BloodAndEndocrine	10 tests run	 Tested Ok
A0028	Family	iron deficiency	silviabase	13 Jul 22	BloodAndEndocrine	16 tests run	 Tested Ok
A0071	Family	ITP	silviabase	13 Jul 22	BloodAndEndocrine	12 tests run	 Tested Ok
A0168	Family	DM	silviabase	15 Jul 22	BloodAndEndocrine	42 tests run	 Tested Ok
A0241	Family	underactive or overactive thyroid	silviahase	17 Jul 22	BloodAndEndocrine	14 tests run	 Tested Ok

Bulk Upload Template

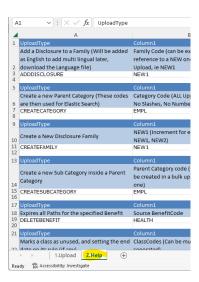
Bulk upload is a process whereby large changes can be made across your RuleSet, everything from moving Families around Classes to updating wordings, normalising paths etc.

As Rulesets can be large, having to manually update individual families or add data can be very time consuming if you had 10's or several hundred items to do.

Bulk upload lets the rule write make changes, and comes with predefined types of bulk uploads they can do.

This button lets you download a template, which once populated is uploaded using the "Bulk Upload" button above.

The template includes Help about the functionality available and how to use it, there are many functions available, and more can be added if needed.



Rebuild Cache

Rebuilds the internal Sm8rtHealth Cache, only used if some direct updates have been applied to the Database. Generally this is not used.

Rule Buttons

Download

Downloads the latest version of this rule in an Excel template that can be modified and reuploaded

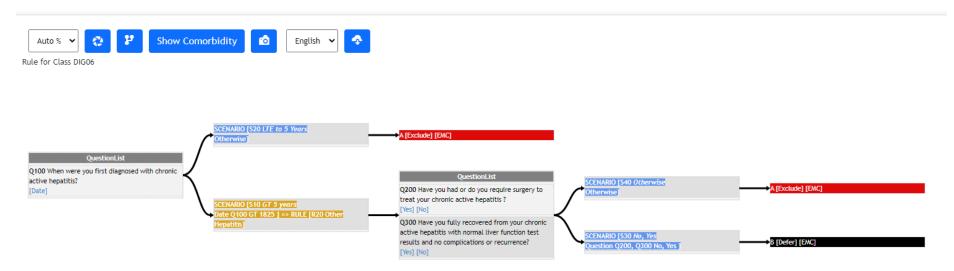
Delete

Deletes this rule

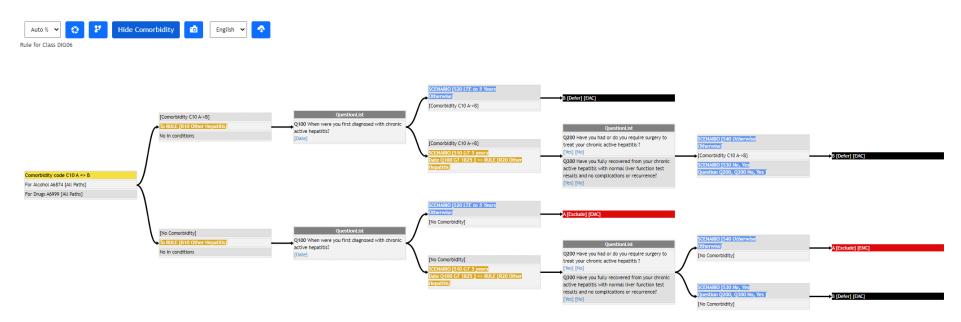
Diagram

A rule diagram can be displayed which is generated from the Rule definition you upload.

The diagram displays the flow of questions and the "path" outcomes

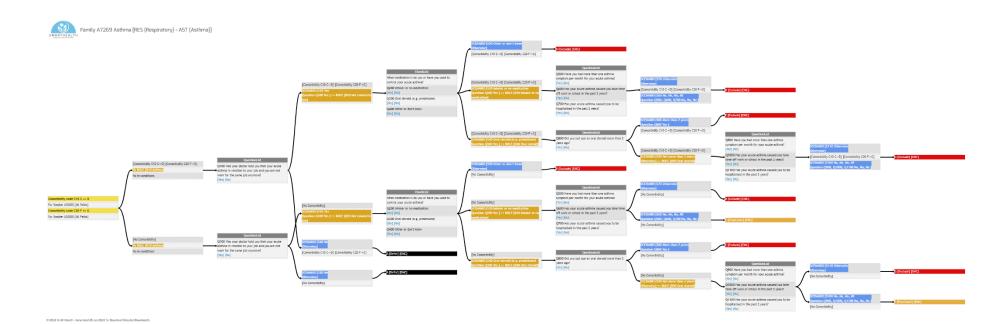


If configured for a rule, and rule can contain Comorbidities which are other disclosures than if combined with this disclosure will alter the outcome of the rule, pressing the "Show Comorbidity" button will display these, Rule will now render with the flow IF a comorbidity was active.



Capture an image of a rule diagram

As Rule Diagrams can potentially be very large, you can either scroll around on screen, OR download a image of this rule using the Camera button above Attached is an example of a larger question flow when downloaded as a .png file



Versioning

Prior uploaded versions of this rule can be accessed here. Click the button will display a popup of versions available to download/view.

Previous rule versions for SM8RTBaseHealth DIG04

Download	Date Created	FileName
•	09 Aug 22 10:57	RULE-BaseHealthRuleSet-BaseHealth-DIG04-(2022-08-08T22:57:11)-V5-silviabase-RULEID4046.xlsx
•	28 Jul 22 10:18	RULE-BaseHealthRuleSet-BaseHealth-DIG04-(2022-07-27T22:18:54)-V4-silviabase-RULEID3803.xlsx
•	07 Jul 22 09:59	RULE-BaseHealthRuleSet-BaseHealth-DIG04-(2022-07-06T21:59:50)-V3-silviabase-RULEID3248.xlsx
•	04 Jul 22 09:00	RULE-BaseHealthRuleSet-BaseHealth-DIG04-(2022-07-03T21:00:02)-V2-silviabase-RULEID3070.xlsx

Sections

A Section is essentially a High-Level rule that is the glue between the individual disclosures. Its very similar to a Disclosure rule but operates slightly differently.

Your product can be broken down into Sections, and API consumer can choose to work with any of the Sections individually, OR they can operate the product end to end, the Section order is defined by the Rule Writer. Sections can also be enabled or disabled as needed.

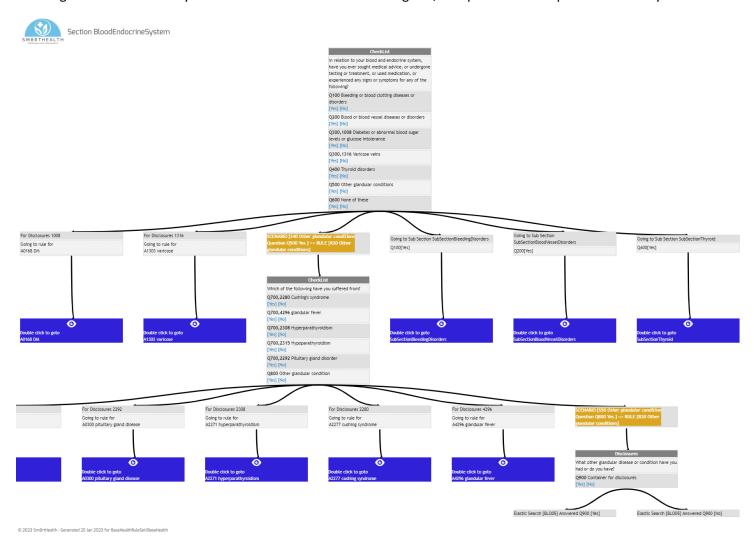
Sections can be available for all product "benefits" OR for specific benefits, For example your Product may have a Add on for something like "Extended cover", a Section can be defined that will ONLY run when the Application has this Benefit added, you can also specifically Exclude Sections IF a specific Benefit has been added to an Application.



Rule	Description	Runs For Benefit	Wont Run For Benefit	Section Order	Active	Download	Regenerate	Diagram
GeneralSection	BMI Gender Smoker and Assisted Living	EMC		10		•	ø	iii
CirculatorySection	Heart conditions including cholesterol and blood pressure conditions	EMC		20		•	G	PI
DigestiveSystem	Digestive system including gallbladders, liver, pancreas, hernias, digestive ulcers and other gastrointestinal disorders and conditions	EMC		30		•	6	PI
RespiratorySystem	Respiratory conditions including asthma, sleep apnoea and other lung, chest and breathing problems	EMC		40		•	69	ĪĪ
CancerSection	Cancer Section	EMC		50		•	G	PI
BloodEndocrineSystem	Blood and endocrine including diabetes, blood and bleeding disorders and glandular conditions	EMC		60		•	63	171

Diagram

The diagram rendered is very similar to that of the Disclosure diagram, except it renders top down for clarity and to differentiate for a Disclosure rule.



Rule Editing

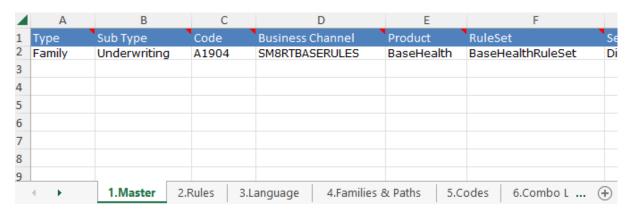
All rules in Sm8rtHealth are edited using Excel, its worth noting the system does not run on Excel, it uses Excel as a convenient and fast way to modify rules, a visual web based rule editor is very slow when compared to using a Excel approach as a Underwriter would have 100's of rules to write, and using Excel allows Rule Writers to pick bits and pieces from other rules, or take a similar rule and change rather than starting from scratch each time

There is extensive validation for these Excel rules to ensure Rule Writers don't make mistakes, combined with renumbering and recreation of Rule templates once uploaded to ensure Rules are consistent

Rule sheet tabs

Master

Contains the parent definition for the rule



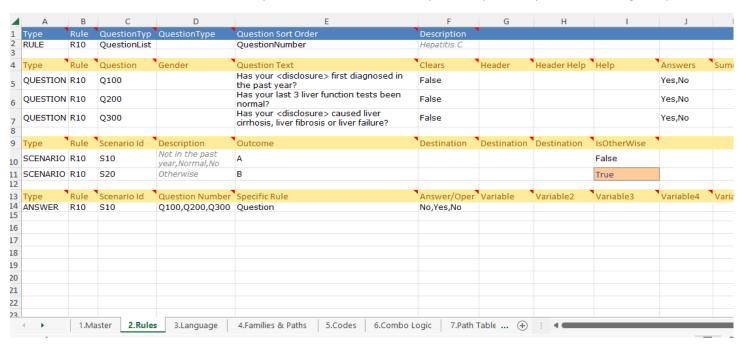
Rules

The rules tab is where the rule is specified. In the this example. The rule (R10) is for a "QuestionList" of 3 Questions Q100,Q200,Q300, each question has available answers of Yes and No.

This rule has 2 Scenarios, Scenario S10 is defined in the ANSWER section using the "specific rule" question which runs and if the condition of Q100,Q200,Q300 of No,Yes,No was answered leads to the "Outcome" for the SCENARIO of "A", Path "A" is defined in the Disclosure family for this rule and would be something like Exclude,Load

If Scenario S10 was NOT satisfied, then Scenario S20 would run and as Scenario S20 is defined as "IsOtherWise" True, would add the Path "B" to the Application. For Disclosure rules, Scenarios run top to bottom and stop running once a Scenario Matches, ensure only a SINGLE outcome for a Disclosure Family is found.

A Rule can also lead to other rules, Other questions etc. below is a simple example of 3 questions leading to 2 possible Outcomes



Language

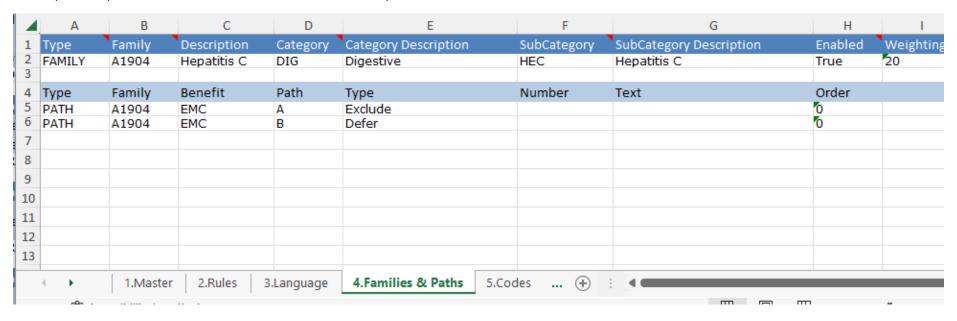
The Language tab contains any language specific elements of the Disclosure Family and its rule, including any wordings Help texts etc.

Α	В	С	D	Е	F	G
Туре	Family Code	Language Code	Text Type	Text		
FAMILY	A1904	en_US	Family	Hepatitis C		
Туре	Family Code	Gender	Identifier	Language Code	Text	
DISCLOSURE	A1904	Undefined	1904	en_US	hepatitis C	
DISCLOSURE		Undefined	3892	en_US	hepatitis C virus carrier	
DISCLOSURE	A1904	Undefined	3893	en_US	hepatitis C virus positive	
Туре	Family Code	Benefit	Text Type	Language Code	Path Code	Wording
PATH	A1904	EMC	Wording	en_US	А	Any consultations, investigations or treatment in relation to <disclosure> and/or any underlying cause and associated manifestation and/or any complications thereof.</disclosure>
Туре	Language Code	Question Number	Question Text	Question	Help	Header Help
QUESTION	en_US	Q100	Has your <disclosure> first</disclosure>			
QUESTION	en_US	Q200	Has your last 3 liver function			
QUESTION	en_US	Q300	Has your <disclosure></disclosure>			
· ·	1.Master 2.Rules	3.Language	4.Families & Paths	5.Codes 6.Co	ombo Logic 7.Path Table	🕀 🗆 🕻

Families and Paths

The families and paths contains the definition for the Disclosure family (A1904).

All the possible paths used in the rule are listed here, for example Path A for Benefit EMC would be a "Exclude"

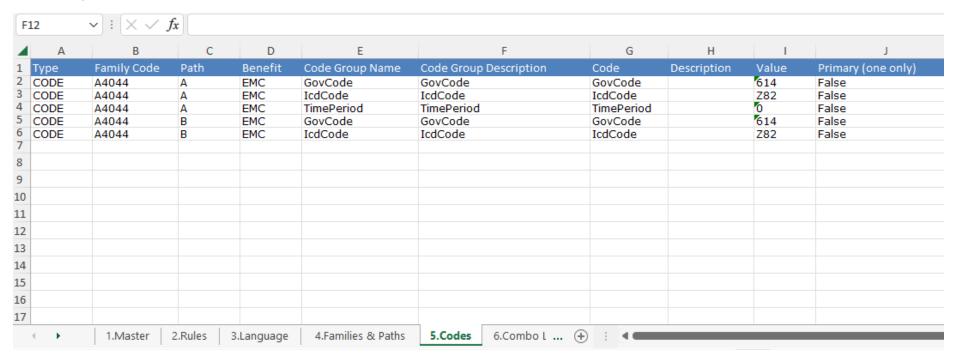


Codes

Attached to each family can be an optional set of Codes. Underwriters often want to associate Disclosures and Outcomes with industry specific codes such as SnowMed Codes, or IcdCodes, or some variation of an internal code, any sort of Code is supported.

These codes will be provided back to the API as part of the Applicant Outcome from an Application if this Disclosure was disclosed by the Applicant

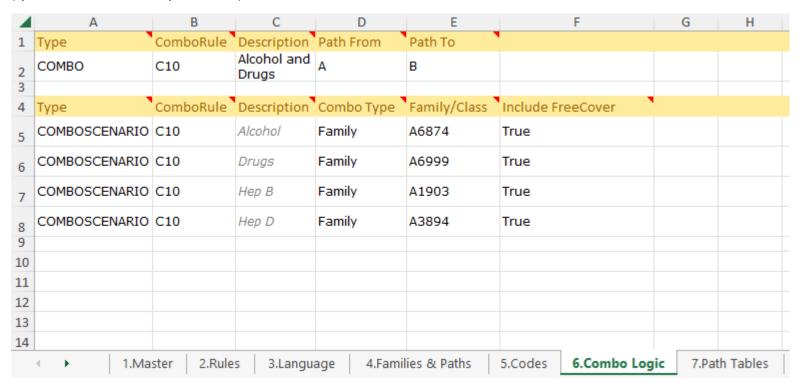
Codes are specific to a "Path"



Comorbidity Logic

Comorbidity is when you have one medical condition, that when combined with a different medical condition can result in a different outcome. These comorbidities can be setup against any disclosure and will run IF an applicant selects this Disclosure in combination with another.

In this example, if the Applicant had the disclosure in this rule, and combined with any of the other Disclosure Family or Classes specific in COMBOSCENARIO which resulted in a Path A, that would be remapped to a Path B, in this example Path A was an Exclude, and Path B was a Defer. (specified on Families and paths sheet)



Path Tables

Path Tables is where the Rule Writer can create Tables of data to lookup values based on medical data, for example BloodPressure, Lipids, BMI, Cholesterol etc. In this example of a BMI table, you can see for Age Range 12-40 if their BMI was in the range of 0-17 they would get a Path of J (J being defined on the Families and Paths sheet). Then we have BMI ranges for Age 40 to 50, and so on.

4	Α	В	С	D	Е	F	G	Н	1	J	K	L
L C			Family Code		Path	Туре	Table Description	YRange	XRange	Default		
2 T.	ABLESET	TABLESET10	A42000	EMC	A	Bmi	Age	BMI		Н		
3												
1 C	ode	Table Set Identifier	Identifier	Benefit	Family Code	Path	Description	Range	Range			
5 T.	ABLE	TABLESET10	TABLE10	EMC	A42000	A	Age from 12 to 40	12	40			
)								•				
7 C										XRange	XRange End	Destination Path
		TABLESET10	TABLE10	EMC	A42000	Α	BMI 0 to 17	0	17			J
		TABLESET10	TABLE10	EMC	A42000	Α	BMI 17 to 30	17	30			В
		TABLESET10	TABLE10	EMC	A42000	Α	BMI 30 to 35	30	35			I
		TABLESET10	TABLE10	EMC	A42000	A	BMI 35 to 37	35	37			E
		TABLESET10	TABLE10	EMC	A42000	A	BMI 37 to 40	37	40			F
		TABLESET10	TABLE10	EMC	A42000	A	BMI 40 to 45	40	45			G
4 R	OW	TABLESET10	TABLE10	EMC	A42000	A	BMI 45 to 999	45	999			Н
5												
.6 C	ode	Table Set Identifier		Benefit	Family Code		Description					
.7 T.	ABLE	TABLESET10	TABLE20	EMC	A42000	A	Age from 40 to 50	40	50			
.8												
.9 C								YRange		XRange	XRange End	Destination Path
.0 R	OW	TABLESET10	TABLE20	EMC	A42000	A	BMI 0 to 17	Ó	17			J
		TABLESET10	TABLE20	EMC	A42000	A	BMI 17 to 30	17	30			В
		TABLESET10	TABLE20	EMC	A42000	Α	BMI 30 to 35	30	35			I
		TABLESET10	TABLE20	EMC	A42000	Α	BMI 35 to 38	35	38			D
		TABLESET10	TABLE20	EMC	A42000	Α	BMI 38 to 40	38	40			E
.5 R	OW	TABLESET10	TABLE20	EMC	A42000	Α	BMI 40 to 45	40	45			G

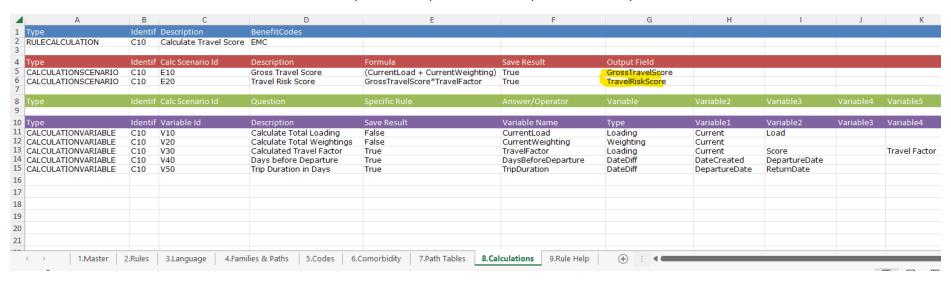
Calculations

Calculated values can be specified on the Calculations tab, Calculated values are then able to be used in the Rule flow, or to determine any sort of Risk Score for example, or other mathematical calculation.

Below is an example of calculating a Travel Risk Score. CALCULATIONVARIABLES each use the predefined "Type" method, which takes the arguments from the other columns, instructions on how to use each method is on the "Rule Help" sheet.

In this example we have the CALCULATIONVARIABLES V10,V20,V30 being used in the CALCULATIONSCENARIO to produce 2 values "GrossTravelScore" and "TravelRiskScore"

We also have 2 CALCULATIONVARIABLE's to calculate "Days Before Departure" and "Trip Duration in Days"



These calculations run and are available in the Application Outcome, currently displayed when viewing a completed Application in the workbench

Calculations	
Calculated Travel Factor	0.6
Days before Departure	126
Trip Duration in Days	8
Gross Travel Score	355
Travel Risk Score	213

With a breakdown of that information contained in a separate Calculations Page for the Application, containing more technical information

Application Underwriting PDS Calculations Raw Response Update Custom Existing medical conditions (EMC) Applicant Calculations Identifier Value Valid CalculatedFormula Description Rule Type Field Formula TravelRiskScore Variable TravelFactor C10/V30 0.6 True Loading .6 Calculated Travel Factor TravelRiskScore Variable DaysBeforeDeparture C10/V40 Days before Departure 126 DateDiff 126 True 8 TravelRiskScore Variable TripDuration C10/V50 8 True DateDiff Trip Duration in Days (CurrentLoad + CurrentWeighting) (275.0 + 80)TravelRiskScore Formula GrossTravelScore C10/E10 355 True Gross Travel Score TravelRiskScore Formula TravelRiskScore C10/E20 213 True GrossTravelScore*TravelFactor 355.0*0.6 Travel Risk Score