Release Notes

DXC Insurance RISKMASTER™

Release: v.19.1

April 2019

Table of Contents

DXC.technology

Executive Summary

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Executive Summary

Through the years of evolution of **DXC Insurance RISKMASTER™**, it has been realized that the customers of this product have embraced – and now fully expect – **Digital Insurance**. And, because customers are focused on digital modes of processing Claims, **DXC Technology** has, through its various previous releases metamorphosed and reengineered this product offering by embracing contemporary & emerging digital technologies and forging partnerships with service providers, not just to attract new customers but also to retain, nurture and service the existing ones.

With the release of **DXC Insurance RISKMASTER™ v.19.1, DXC Technology** takes yet another significant leap towards the fruition of its vision to provide **Digital Insurance.**

As has been the trend at DXC, technological upgrades and inclusion of newer features are continuous processes with Insurance RISKMASTER. In keeping with this trend, v.19.1 release of the application introduces several **New Features**, addressing the specific business needs of the global user community, and **Enhancements** to preexisting features, making the application more efficient & user friendly. The inclusion of several **Administration & Security** related enhancements makes this release a unique one. Besides these, several **Customer Resolutions** have also been provided in this release.

This **Release Notes** document captures the details of all-important **New Features** introduced in release v.19.1. These include dedicated modules on Autosaving Enhanced Notes, Navigation, Address Autocompletion using third-party APIs, Switching Databases & PowerViews, Electronic Remittances & Subrogation.

Other important **New Features** encompass modules for Check Printing, Customizing Policy Validations, Claims Desktop Integration and EDI Validations. Novel functionalities for Logging Rolled & Routed Information, Tracking & Recording changes in Claim Type Review Information, AWW & PMI Calculations and a module for accessing System Error Messages in real-time.

Third-party tech solution providers like **SubroPro** (by Amali Solutions Group), **Viewpost** (by Viewpost IP Holdings, LLC) & **Melissa Global Express Entry** have been onboarded as trusted partners for providing streamlined, intuitive & effective business solutions making Insurance RISKMASTER an unbeatable package offering.

Besides a host of novelties introduced in Insurance RISKMASTER v.19.1, this release also boats of several **Improvements & Enhancements** to its existing feature modules that accord greater agility and improved usability to the application. The improved performance and user interface enhancements make this release version nimbler, intuitive and bereft of distortions.

This release version also integrates several **Administrative & Security** related enhancements. Insurance RISKMASTER Administrators and Technicians will now be able to Configure Multiple Email APIs, Mask Banking Information, Import IdP Information, Customize the PowerView Editor, generate Self-signed Certificates, Clone Module Security Groups and last but not the least Configure & Control Predictive Texts for the entire application.

Besides all of these, this **Release Notes** document also captures details of the **Customer Resolutions.** Furthermore, to aid a fuller understanding of some New Features, their **Video Demonstrations** can be directly accessed via links in this document. Alternatively, they can also be viewed on the [Insurance RISKMASTER Help]() site.

To sum up, all New Features, Functional Upgrades, Feature Enhancements and Performance Improvements not only engender greater versatility, maneuverability and control over the application, but also address issues pertaining to privacy, information security and specific business needs of users across regions, thus, benefiting the global customer community.

New Features

DXC Insurance RISKMASTER™

Release: v.19.1

April 2019

New Features

This section of the Release Notes document describes all the New Features that make **DXC Insurance RISKMASTER™ v.19.1** more robust and flexible to accommodate business scenarios to perform operations.

This section consists of detailed video demonstrations of New Features along with descriptions of innovations introduced in this release.

Video Demonstration of Select New Features

Insurance RISKMASTER v.19.1 brings about several novelties in this release. Click on the images below to get redirected to the Insurance RISKMASTER website for a fuller understanding of the corresponding New Features.

Alternatively, the Help navigation on the primary menu bar of the Insurance RISKMASTER application (v.17.1 & onwards) can also be selected to access the video demo on this enhancement.

Autosaving Claim Enhanced Notes

Demo Video 1

The functionality of the **Autosaving Enhanced Notes** feature is self-explanatory. Now, the module becomes more user friendly with the removal of the need to save the Enhanced Notes repeatedly.

Navigation with an Enhanced Right-hand Pane

Demo Video 2

Navigation has been rendered easier with an **Enhanced Right-hand Pane.** The right-hand pane can be toggled between icon and accordion views. This also accords screens with an uncluttered feel across the application.

Address Autocomplete with Melissa & RISKMASTER's API*

Demo Video 3

The **Address Autocomplete feature with Melissa & RISKMASTER's API** ensures data accuracy with auto filling verified addresses.

melissa

Click Here	*	**For information on procuring this feature.**

Click Here | To visit the Melissa website and explore more.

Integration of Insurance RISKMASTER & SubroPro*

Insurance RISKMASTER brings a new & enhanced Subrogation process by integrating with **SubroPro** (Powered by the **Amali Solutions Group**).

This integration enables posting of financial data from Insurance RISKMASTER to SubroPro for seamlessly processing Subrogation on a Claim in both Online & Offline modes.

Click Here | * | For information on procuring this feature.

Going forward, all Claims capable of Subrogation will be achieved via this integration.

All calculations pertaining to Subrogation will be processed in the SubroPro system. Once completed, the processed data and the details of associated party (Entity) will be sent to the Insurance RISKMASTER system via a Web API. In turn, the Insurance RISKMASTER will create a Recovery Reserve over which a Collection is done for the Subrogation amount sent by the SubroPro system.

Click Here | To visit the SubroPro website and explore more.

Click Here | To read the Insurance RISKMASTER & SubroPro Initial Integration Guide.

Send Remittance Information to Viewpost*

The application is now capable of processing electronic remittances without revealing sensitive banking related information.

The system sends across only those details which are necessary for processing remittances. These include:

- **Payable Invoice ID**
- **Payable Invoice Number**
- **Payable Invoice Date**
- **Payable Invoice Paid Amount**
- **Payable Invoice Discount Amount**

Note

After completion of the scheduled Print Check Batch Utility for **Viewpost**, the information shared during the remittance process is logged in the Custom File generated in the **JOB** folder of the **TM JOB** schedule folder.

Click Here | To read a detailed document on Insurance RISKMASTER & Viewpost integration.

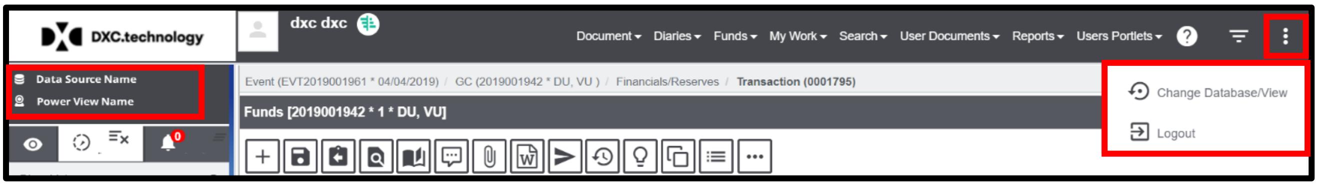
Click Here | * | For information on procuring this feature.

Ability to Switch Databases & PowerViews from any Zone

With this release, switching **Databases/DSNs** (Data Source Names) and **PowerViews** will become possible from any Zone. In the previous versions, switching DSNs and PowerViews was possible via the Dashboard screen only. Thus, this feature greatly improves the application's user-friendliness.

A new 'kebab' button ⋮ has been introduced on the primary menu bar in its right corner. **[Fig. 1]**

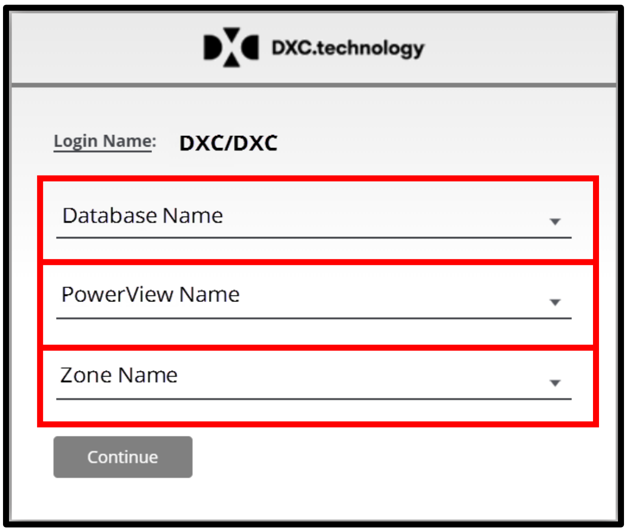
DXC Insurance RISKMASTER™ v.19.1 screen



[Fig. 1]

Another enhancement pertaining to Databases and PowerViews introduced in this release version of Insurance RISKMASTER is the ability to set Database, Zone & PowerView as default for subsequent logins. **[Fig. 2]**

DXC Insurance RISKMASTER™ v.19.1 screen



[Fig. 2]

Note:

- Hovering the mouse over the kebab button opens a small inline menu displaying options to **Change Database/View** & **Logout.**
- This kebab button and its associated inline menu options are available in the primary menu bar of all Zones.
- The **Change Database/View** option can be selected to conveniently change the Database or View or both for a user from any Zone.
- The Database, Zone and PowerView that a user logs out of at the end of a session, becomes the default Database and PowerView for the user's subsequent login session.

Detailed Summary Tree

Insurance RISKMASTER v.19.1 sports an improved Summary Tree accordion, accessed by selecting the Quick Summary Slider present on the left pane of the Claims screen.

The Summary Tree now displays Payments and Recoveries down to the Transaction Type level providing a detailed overview of the Claim including all its transactions in one place. **[Fig. 3]**

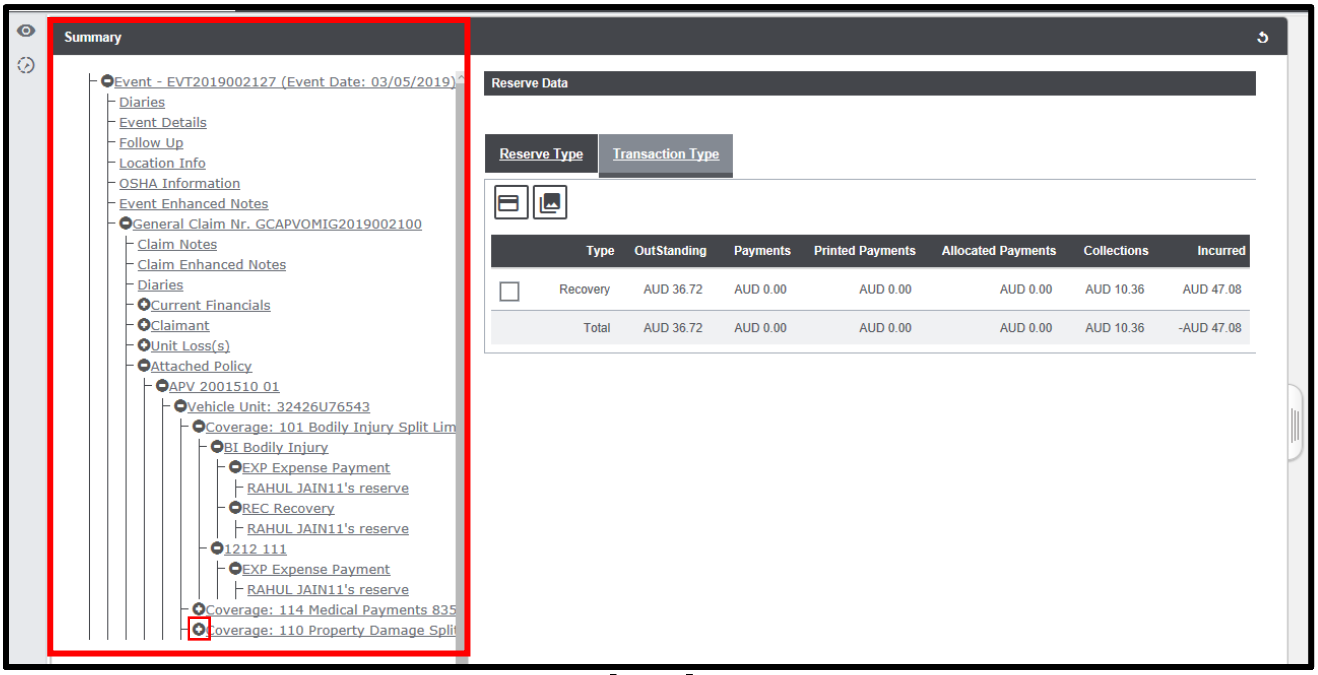
Summary Tree Data Display Sequence

Policy Name > Unit > Coverage > Loss Type > Reserve Type > Claimant

Note:

- Financial data available in the Financials tab is displayed in the Summary Tree.
- Based on the Funds records attached to the Coverage, the financial data is split to display total amounts spent for each Transaction Type.
- Reserve Transactions/Collections can be created from the Summary Tree.
- Scheduled Checks cannot be created using the Summary Tree.

DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 3]

Quick Summary Performance Improvement

The loading time of the Quick Summary accordion on the Claims screen has been greatly reduced in this release, thereby increasing the overall efficiency of the Claims module.

In previous versions of the application, the Quick Summary accordion loaded the entire Claim Summary details in one go which was a time taking process.

Now, with the introduction of "Tree Nodes", the details of the selected node load individually. The selection of the sign of the root node quickly expands **[Fig. 3]** to load its child nodes. Thus, the overall time needed to load the Claim Summary is greatly reduced.

New Features & Enhancements in Claim Financials

The New Features & Enhancements listed below pertain to Claim Financials. All necessary descriptions have been provided for each of them in this section.

- **Ability to Mark Transactions Ready to Print**
- **Enhancement in Stop Pay Transaction**
- **Enhancement of Average Weekly Wage Calculations***
- **Implementation of Post-Mortem Interest Calculations***
- **Displaying Printed & Allocated Reserves**
- **Improved Financials Screen**
- **Payment Approval Performance Improvement**
- **Currency Conversion and Date & Time Update**

Ability to Mark Transactions Ready to Print

Addressing user's need for viewing the complete financial impacts of transactions prior to printing checks, Insurance RISKMASTER v.19.1 now accords users with the ability to mark transactions as **Ready to Print.**

Such users who print Checks using third-party routes instead of the Insurance RISKMASTER system will now be able to mark transactions as **Ready to Print** and can freely use the application's functionalities like:

- **Withholding**
- **GST**
- **Schedule Check**
- **Deductibles**
- **Non-Occ Payments**

It is expected that the availability of the **Ready to Print** feature will encourage users to view the above financial adjustments prior to printing checks through the system. As a result, it will give users a glimpse of the monetary impacts that the mentioned financial adjustments will have after check printing.

Very importantly, transaction marked as "Ready to Print" end the possibility of making any changes manually.

Prerequisite SMS Settings

Insurance RISKMASTER administrators can turn on the **Ready to Print** option for selected users by selecting the **Allow Ready to Print** checkbox on the following path:

Security > Security Management System > Data Sources > (select DSN) > Module Security Groups > Administrator > RISKMASTER > Funds Management > Transactions > Allow Ready to Print (checkbox)

Prerequisite General System Parameter Setting:

Insurance RISKMASTER administrators can select the **Prompt to Mark Transaction as Ready to Print** (checkbox) under the Funds Settings tab of General System Parameter Setup to enable the **Ready to Print Confirmation** popup for users.

If this setting is false, then users can manually mark transactions as **Ready to Print** and no automatic notification pop-up will come up.

Ready to Print checkbox

The "Ready to Print" checkbox is now available on the following screens:

- **Transaction**
- **Supervisory Approval**
- **Bulk Check Release**

Notes:

- No changes can be made to a Transaction marked as **Ready to Print.**
- Transactions marked as **Ready to Print** cannot be reverted or rolled back.
- For Transactions marked as **Ready to Print**, the system will apply the businesses which are used to get applied at the time of printing the checks.
- At the time of **Precheck Batch Register** system will automatically mark the transactions as **Ready to Print.**

Transaction Screen – Changes & Impacts

Description:

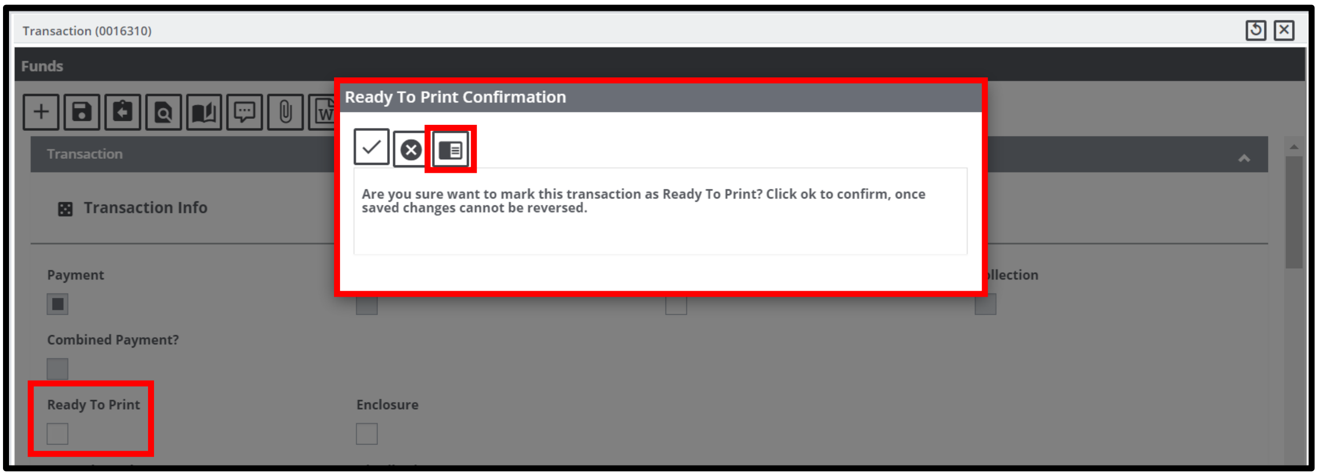
- The **Ready to Print** checkbox remains disabled along with the **Void** checkbox.
- The **Ready to Print** checkbox is enabled when a Transaction has been created and saved. **[Fig. 4]**
- Selecting the checkbox launches the **Ready to Print Confirmation** popup. **[Fig. 5]**
- This **Ready to Print Confirmation** popup will appear automatically at the time of saving the transaction when the **Prompt to Mark Transaction as Ready to Print** (checkbox) is selected under the Funds Settings tab of General System Parameter Setup.

DXC Insurance RISKMASTER™ v.19.1 screen

[Fig. 4]

The Print Preview window opens when the Preview button on the **Ready to Print Confirmation** popup is selected. **[Fig. 5]**

DXC Insurance RISKMASTER™ v.19.1 screen



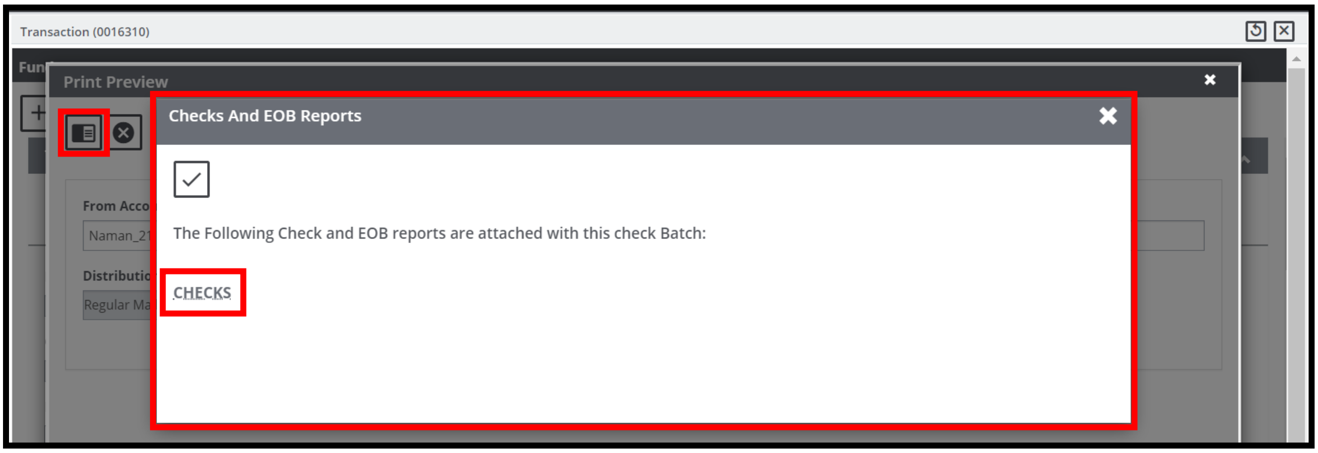
[Fig. 5]

Selecting the Print Preview button on the Print Preview window opens the **Checks and EOB Reports** popup **[Fig. 6]** from where a password protected Check bearing all relevant transaction details is generated. **[Fig.7].**

Note:

- Selecting the Print Preview icon from the Transaction screen toolbar will also display the same values.
- Deductions are applied to Checks in Print Preview mode and are displayed just as they would be printed.

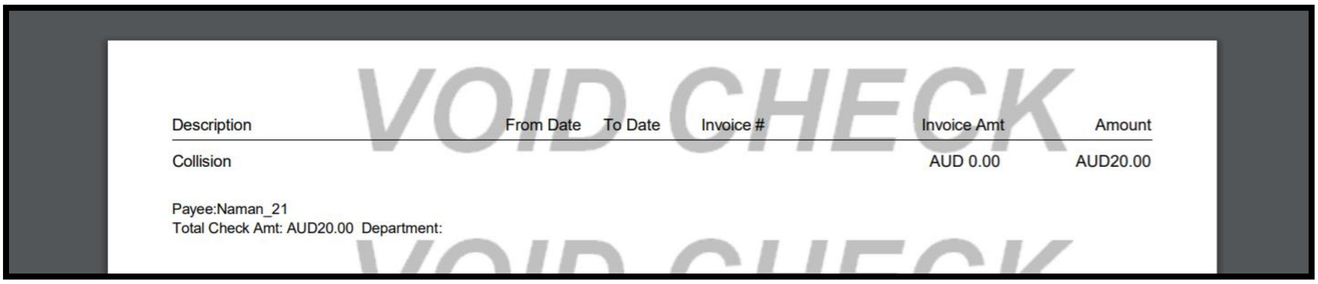
DXC Insurance RISKMASTER™ v.19.1 screen



[Fig. 6]

The password to open the Check is the same as the user's Insurance RISKMASTER login password

DXC Insurance RISKMASTER™ v.19.1 screen



[Fig. 7]

Changes allowed:

While no changes are allowed on checks that have been marked "Ready to Print", yet, the below operations that can still be carried out:

- **Void:** The checkbox can be selected to void the transaction.
- **Check Number:** Data in this field can be entered manually. Doing this will automatically change the **Distribution Type** to **Manual** and change the **Check Status** to **Printed.**

Note:

- Any Transaction or Control Numbers generated owing to the Transaction being marked Ready to Print will also be marked – **Ready to Print.**

Precheck Batch Register Screen – Changes & Impacts

On the **Precheck Batch Register** screen, all the transactions selected for the batch will be marked as **Ready to Print** after creation of the batch.

At this stage, all standard businesses which apply to Print Checks will be applied on the Precheck Batch Register.

Supervisory Approval Screen – Changes & Impacts

New additions to the Supervisory Approval screen **[Fig. 8]** under the Payments tab include:

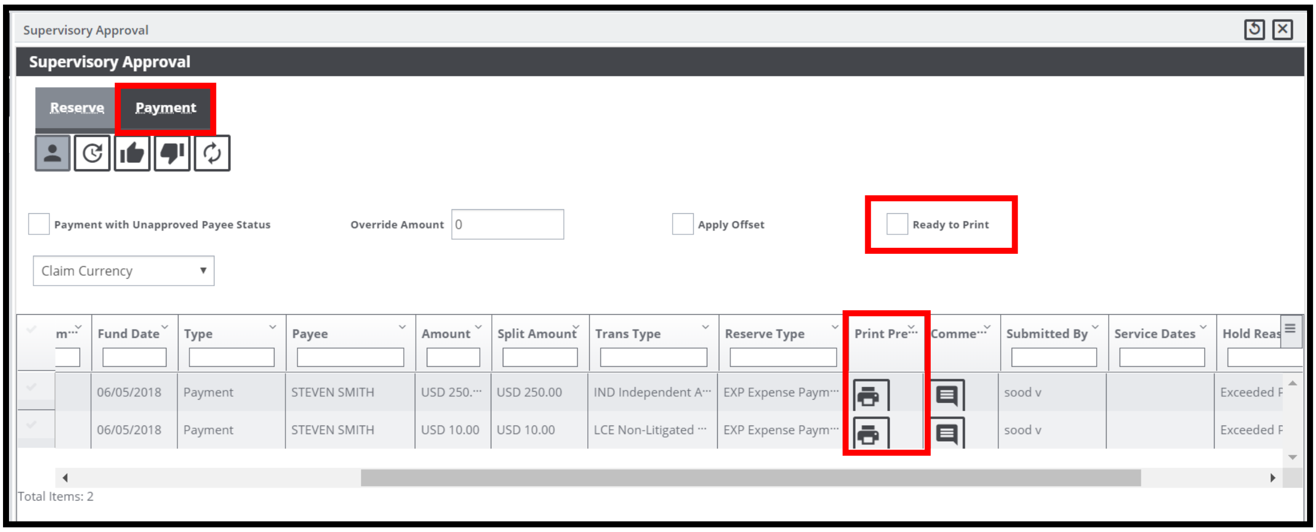
- **Ready to Print** (checkbox)
- **Print Preview** (column)

Supervisors can now mark transactions as **Ready to Print** so that no future changes can be made post approval.

Note:

- Print Preview displays the check as was earlier visible on the Transaction screen which shows all applicable financial adjustments.
- Rejected transactions are not marked **Ready to Print.**
- The **Ready to Print** checkbox on the supervisory screen will be governed by the SMS permission.

DXC Insurance RISMKASTER™ v.19.1 screen



[Fig. 8]

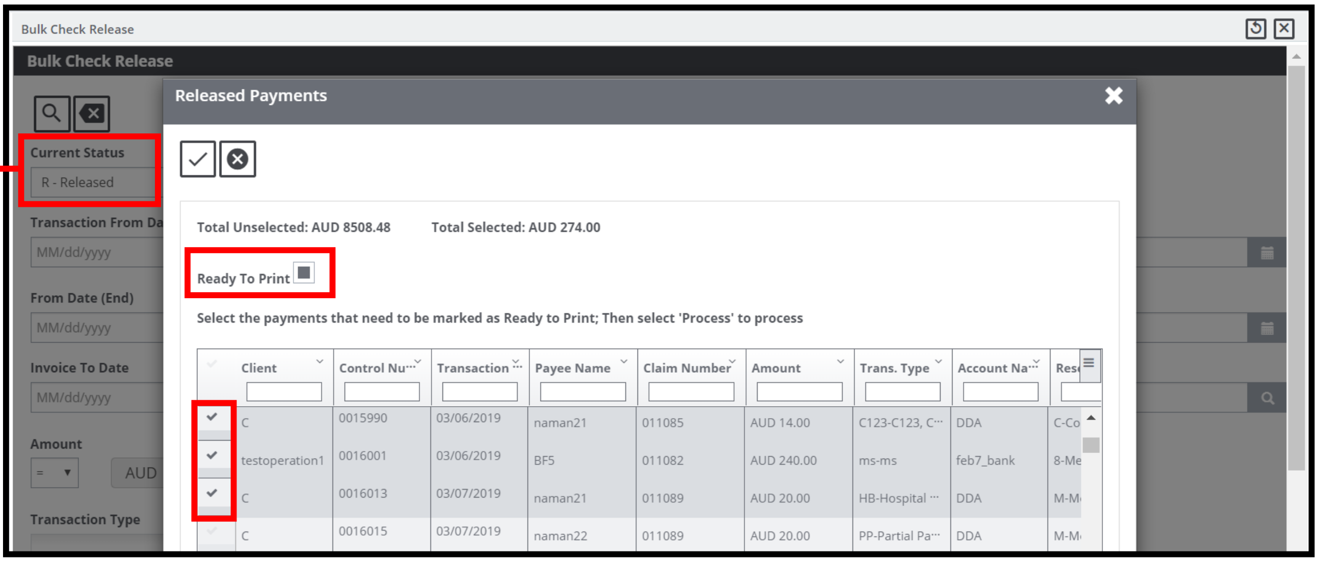
Bulk Check Release Screen – Changes & Impacts

All queued transactions are processed on the **Bulk Check Release** screen. New additions on this screen **[Fig. 9]** include:

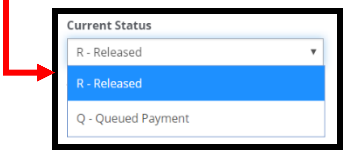
- **Ready to Print** (checkbox)
- **Current Status** (dropdown)

The new enhancement allows marking multiple transactions as **Ready to Print** in one go.

DXC Insurance RISMKASTER™ v.19.1 screen



[Fig. 9]

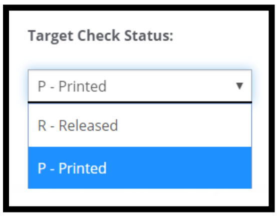


When the **Released** option is selected **[Fig. 9]** from the **Current Status** dropdown, on the search results window:

- ➢ The **Ready to Print** checkbox is selected by default.
- ➢ The **Ready to Print** checkbox cannot be unchecked.

When the **Queued Payment** option is selected **[Fig. 9]** from the **Current Status** dropdown, on the search results window users can either select either **Printed** or **Released** options from the **Target Check Status** dropdown.

Users can only mark transactions as **Ready to Print** from this screen if the requisite SMS permission is provided.



When the Printed option is selected:

- ➢ The **Ready to Print** checkbox is selected by default.
- ➢ The **Ready to Print** checkbox cannot be unchecked.

When the Released option is selected:

- ➢ The **Ready to Print** checkbox is not selected by default.
- ➢ The desired number of checks can be marked **Ready to Print.**

Enhanced Stop Pay Transaction

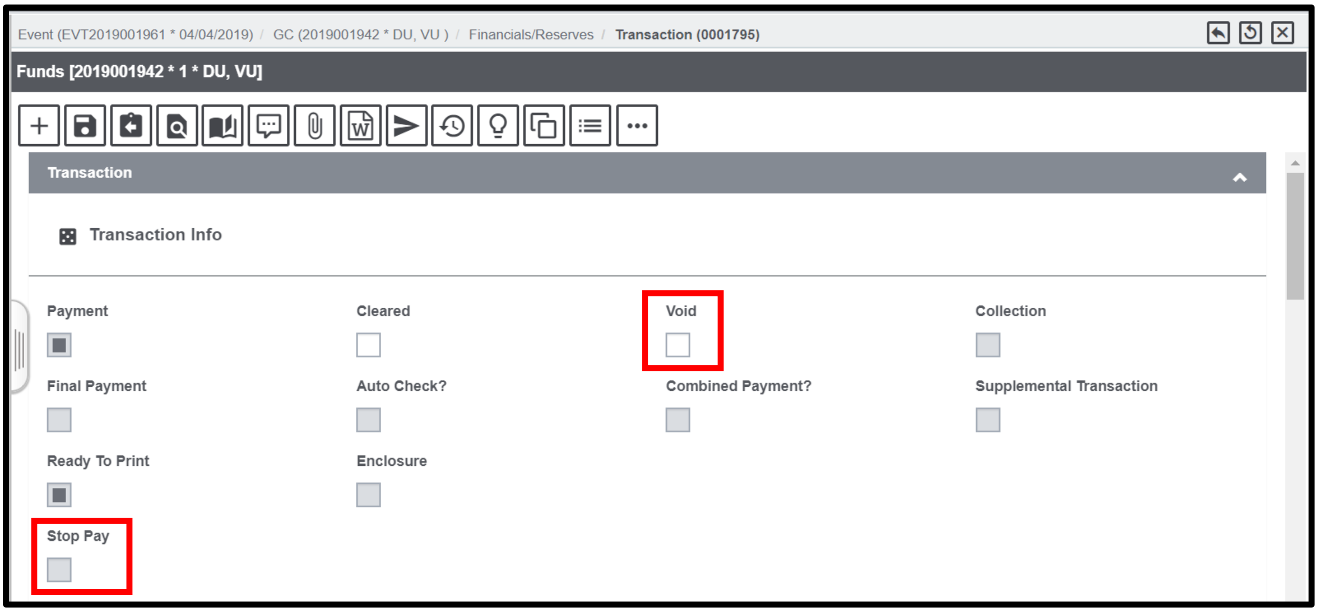
Earlier, the **Void** checkbox on the Transactions screen was enabled only when **Stop Pay** checkbox was selected for a payment. Considering the feedback and requirements of clients, some alterations have been made in the latest release version of Insurance RISKMASTER v.19.1.

Now the **Void** payment option will not get enabled whenever a payment is stopped. Now, the system allows recall of transactions marked **Stop Pay** and the checkbox for **Void** payment will be disabled whenever a payment is stopped.

The **Stop Pay** checkbox is disabled for all the payment options by default. It gets enabled only after the **Stop Pay** request has been accepted.

The **Void** options will be enabled, making it possible to check the same if the **Stop Pay** has not been approved as shown in **[Fig. 10]**

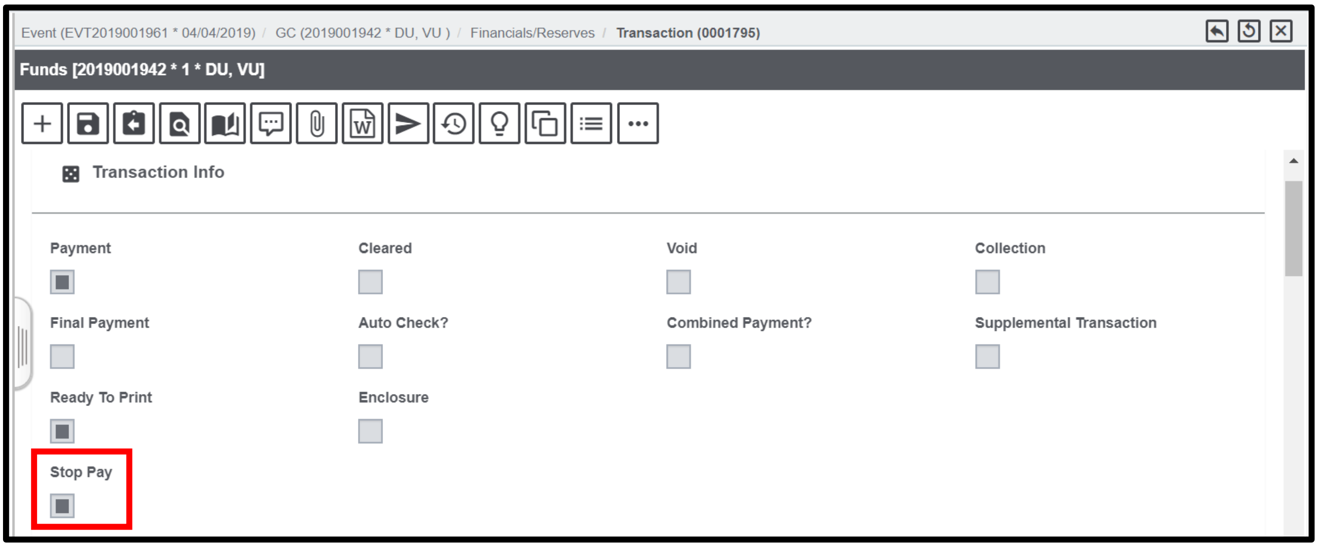
DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 10]

Once the **Stop Pay** request has been raised and accepted, the **Stop Pay** checkbox is checked and the **Void** option gets disabled. **[Fig. 11]**

DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 11]

Note:

- When a Payment has been marked Stop Pay, the Payment Amount will be deducted from the Paid Total and the same will get added to the Reserve Balance.
- The "Undo" release will not be allowed on any Transactions that are made on POINT and Integral Polices.
- When Stop Pay is accepted, then, Pay Status will be updated for dependent Transactions only.
- Additionally, Stop Pay status of the dependent transaction will be synchronized with the main Transaction.

Enhancement of Average Weekly Wage (AWW) Calculations*

The **Average Weekly Wage (AWW) Rate Calculations** module which works only for **Non-Occupational Claims** and **Workers Compensation Claims** has been modified in this release version of Insurance RISKMASTER. The module now can compute **Average Wages** for **Salary/Earning** and **Weekly Earnings** calculated on a **per day** and **per hour** basis.

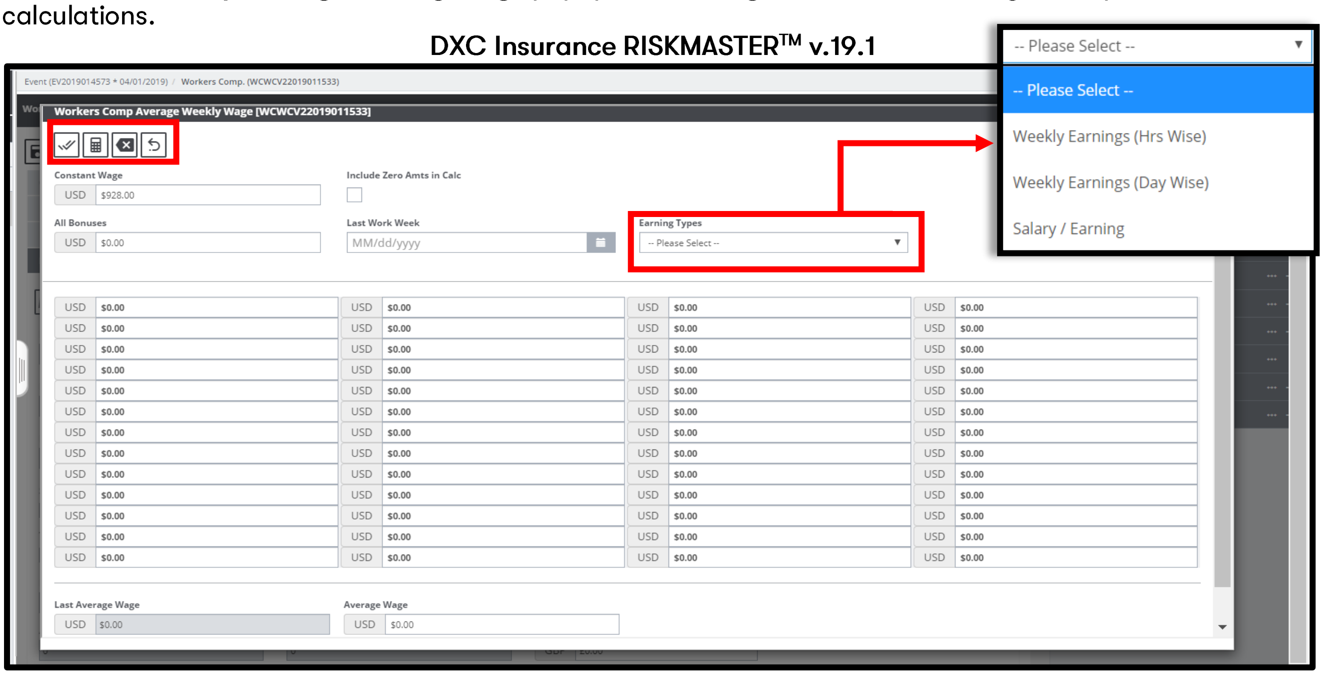
Click Here * **For information on procuring this feature.**

Prerequisites for enabling/using AWW Calculator

- JurisRules.exe must run on the server
- The Currency Type must be USD.

The **AWW Rate Calculations** AW toolbar button can be accessed from the Employment Info accordion. **[Fig. 12].** Selecting the icon opens the **Workers Comp Average Weekly Wage** popup window.
The **Workers Comp Average Weekly Wage** popup window **[Fig. 12]** has been redesigned to process the calculations.

DXC Insurance RISKMASTER™ v.19.1



[Fig. 12]

Screen Components:

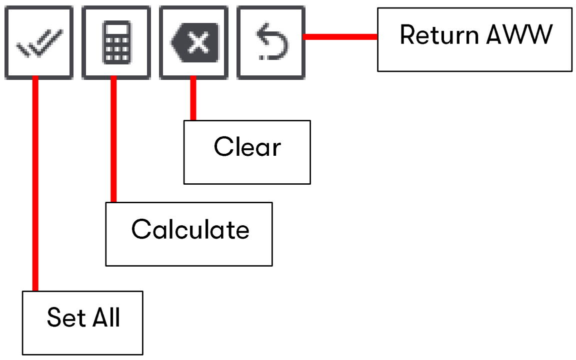
The **Workers Comp Average Weekly Wage** popup window includes:

- **Constant Wage** (data entry field)
- **All Bonuses** (data entry field)
- **Last Average Wage** (data entry field)
- **Average Wage** (data entry field)
- **Last Work Week** (date selector gadget)
- **Earning Types** (dropdown)
- **Include Zero Amts. in Calc.** (checkbox)
- **Command Toolbar**

Earning Types dropdown components

- **Weekly Earning** (Hourly)
- **Weekly Earning** (Daily)
- **Salary/Earning**

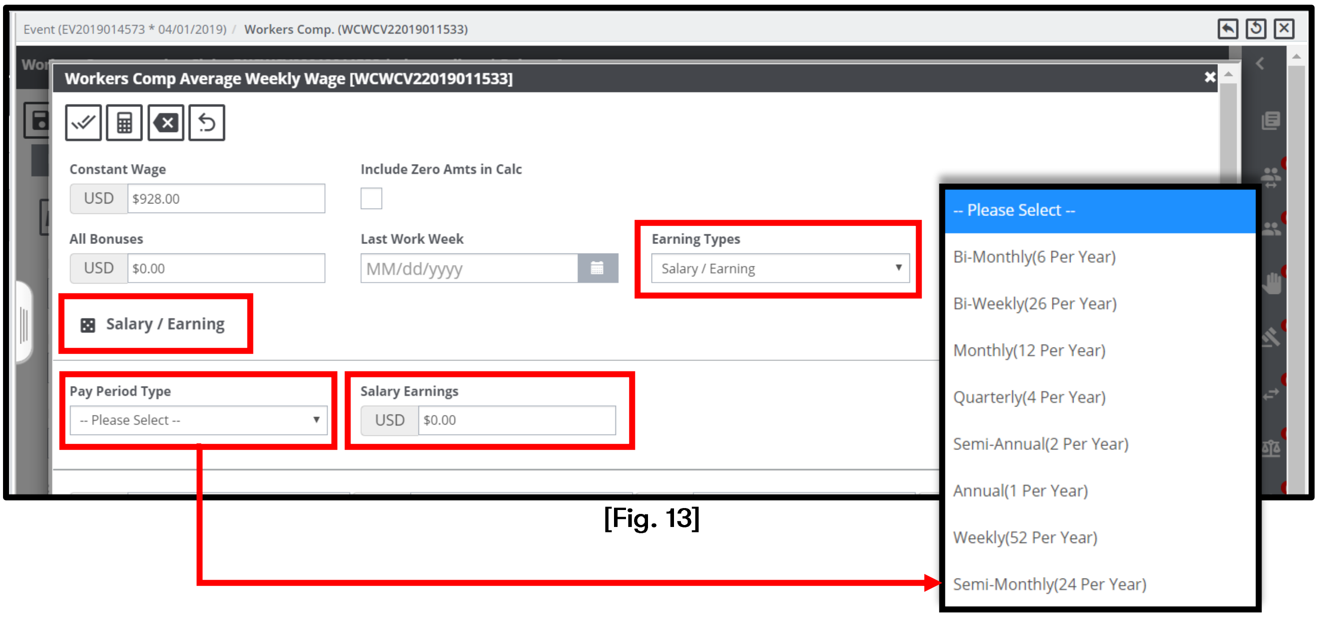
Command Toolbar



Calculation of Salary/Earning

Selecting the **Salary/Earning** option from the **Earning Type** dropdown populates the Salary/Earning tab and its associated dropdown & data entry field – **Pay Period Type** and **Salary Earnings** respectively. **[Fig. 13]**

DXC Insurance RISKMASTER™ v.19.1



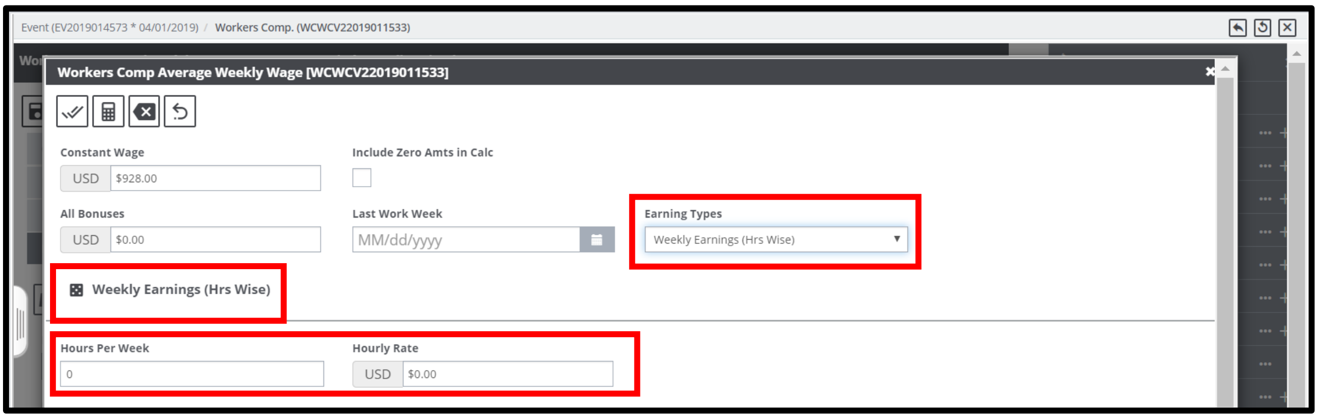
[Fig. 13]

Constant Wage is arrived at after the requisite details are provided in relevant fields including the **Salary Earnings** field. This followed by selecting the **Set All** command button calculates the **Average Wages.**

Calculation of Weekly Earning (Hourly)

Selecting the **Weekly Earnings** (hourly) option **[Fig. 14]** from the **Earning Type** dropdown populates the **Weekly Earnings** (hourly) tab and its associated data entry fields – **Hours Per Week** and **Hourly Rate** respectively.

DXC Insurance RISKMASTER™ v.19.1



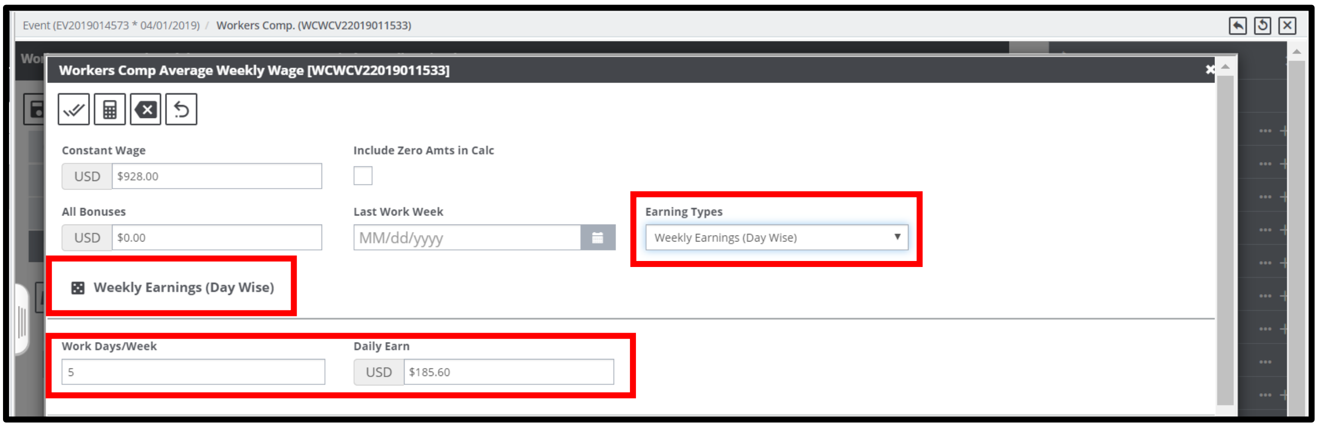
[Fig. 14]

"**Constant Wage**" is arrived at after the requisite details are provided in relevant fields including the "**Weekly Earning** (Hourly)" field. This followed by selecting the "**Set All**" command button calculates the "**Average Wages**".

Calculation of Weekly Earning (daily)

Selecting the **Weekly Earnings** (daily) option **[Fig. 15]** from the **Earning Type** dropdown populates the **Weekly Earnings** (daily) tab and its associated data entry fields – **Work Days Per Week** and **Daily Earn** respectively.

DXC Insurance RISKMASTER™ v.19.1



[Fig. 15]

Constant Wage is arrived at after the requisite details are provided in relevant fields including the **Weekly Earning** (Daily) field. This followed by selecting the **Set All** command button calculates the **Average Wages.**

Implementation of Post-Mortem Interest Calculations (Life Claim)*

Continuing the trend of introducing innovations and improvements in successive releases, Insurance RISKMASTER v.19.1 enhances the existing **Life Claims** module, by implementing a new functionality for calculating **Post-Mortem Interest (PMI)** in the current release.

Post Mortem Interest can be described as a federal statutory interest rate levied on the proceeds of a **Life Claim** which is calculated on the number of days ranging from the date of death till the date of payout.

Click Here | * | **For information on procuring this feature.**

Click Here

To read a detailed document on the Post-Mortem Interest Calculation functionality introduced in this version, along with details of the **Life Claim module introduced in the previous release version.**

Displaying Printed & Allocated Reserves

Based on user feedback, the need for displaying **Printed Amount** & **Allocated Amount** has been addressed in this release version of Insurance RISKMASTER in the form of **new buckets** on the **Reserve** screen **[Fig. 16]** for the said amounts. Previously, only the total amount **Paid** was displayed on the Reserves screen without indicating the quantum of reserves available.

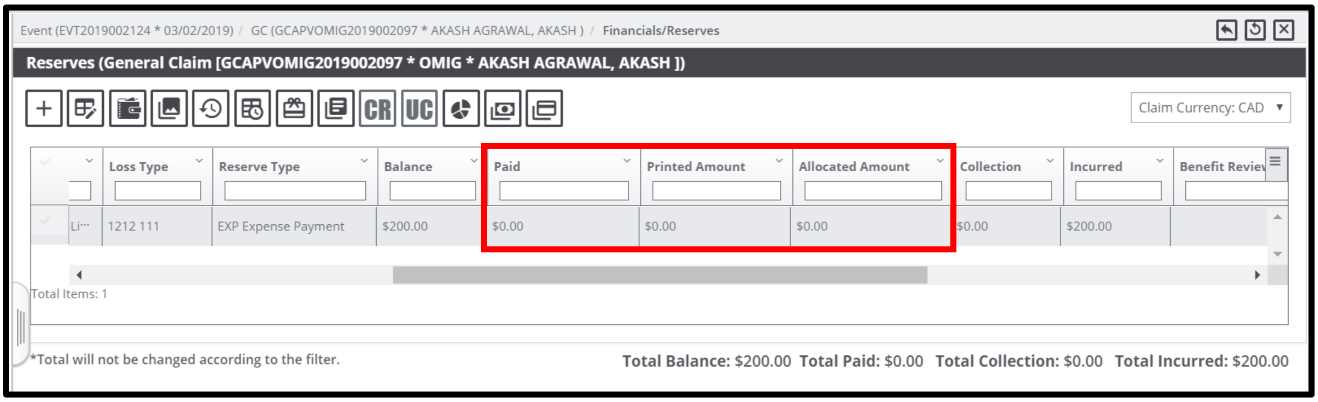
Preliminary Settings:

To view the **Printed** & **Allocated** amounts on the Reserve screen and Financial Summary screen, the **Display Reserve Allocation on Summary Screens** checkbox must be selected under Utilities > General System Parameter > Funds Settings

Printed/Allocated Amounts are available on:

- **Financials/Reserves**
- **Claim Reserve Summary**
- **Policy/Coverage/Unit Financial Summary**
- **Quick Summary**
- **Executive Summary**

DXC Insurance RISKMASTER™ v.19.1 screen



[Fig. 16]

Improved Financials Screen

The improvements introduced in the **Financials** screen provide an enhanced user experience with a marked **reduction in the number of clicks**, making navigation conducive to the users' workflow. This is exhibited in the improved Financials/Reserves screen **[Fig. 17]** which now displays the following:

- **Total Balance**
- **Total Paid**
- **Total Collection**
- **Total Incurred**

Note:

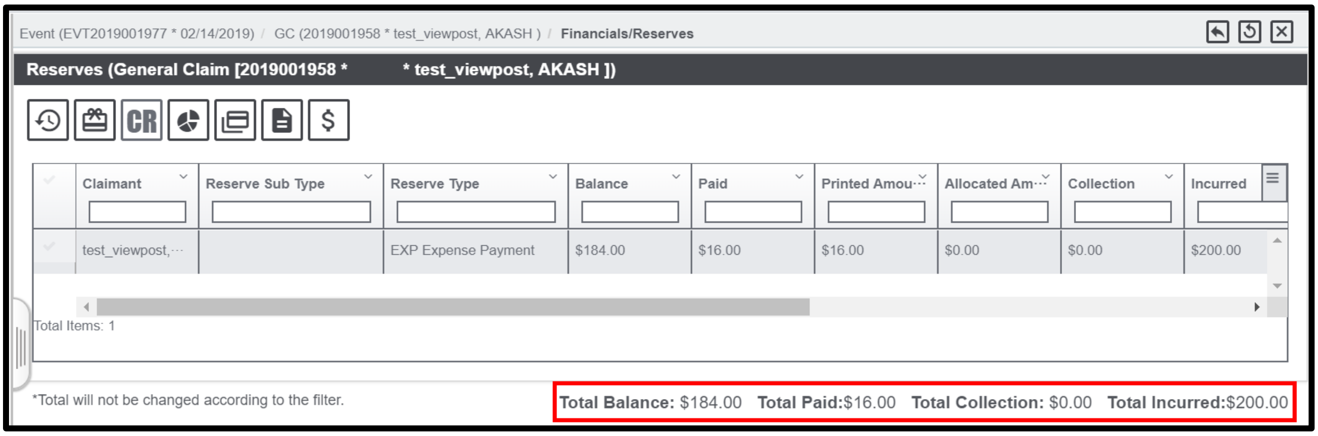
- The Totals displayed on the Financials/Reserves screen will be in sync with those displayed on the Claim Reserve Summary screen.
- All expected values are displayed when financial calculations like Payments, Collections, Voiding Payments, Creating Reserves, Closing Reserves and Changing Amounts etc. are performed.

Preliminary Settings:

The following settings must be turned on under Utilities > LOB Parameter Setup > Reserve/ Incurred Balance Options:

- Calculate Recovery Reserve to Total Claim Reserve Balance
- Calculate Recovery Reserve to Total Claim Incurred Balance
- Calculate Collections in Reserve Balance
- Calculate Collections in Incurred Balance
- Calculate Collections in Reserve Balance Per Reserve
- Calculate Collections in Incurred Balance Per Reserve

DXC Insurance RISKMASTER™ v19.1 screen



[Fig. 17]

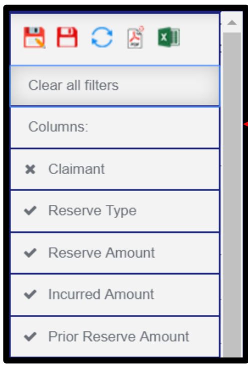
Payment Approval Performance Improvement

With performance improvements applied to the **Payment Approval** process, this release version provides the capability to hide the columns of the grid on the **Supervisory Approval** screen as the need may be. Also, the loading time of the grid is markedly reduced with the removal of the corresponding joins of the columns in Oracle queries.

Unwanted column(s) of the grid can be hidden by clicking on the icon as shown in the figure below followed by selecting the column name(s). **[Fig. 18]**

DXC Insurance RISKMASTER™ v.19.1 Screen

[Fig. 18]



Note:

- The columns of the grid will be listed as shown.
- Deselecting the checkmarks against the fields will hide the corresponding columns in the grid.
- The joins of the specific hidden columns are removed, and the overall load time is reduced.

Customizable Policy Validations*

The feature of customizable **Policy Validations** has been introduced in Insurance RISKMASTER v.19.1 only for the **POINT Policy** Interface. This has been done by exporting the **Business Rules [Fig. 19]** to the RISKMASTER Business Rule Editor. When the requisite General System Parameter settings are enabled, modifications to Business Rules applied to attached POINT Policies can be customized as required.

For e.g., by default cancelled policies cannot be attached to a Claim if that Claim is logged after the Policy Cancellation Date. Now, with this new enhancement is place, overwriting default Business Rules becomes possible and even Cancelled Policies can to be successfully attached to Claims without receiving any validations.

General System Parameter Setup settings

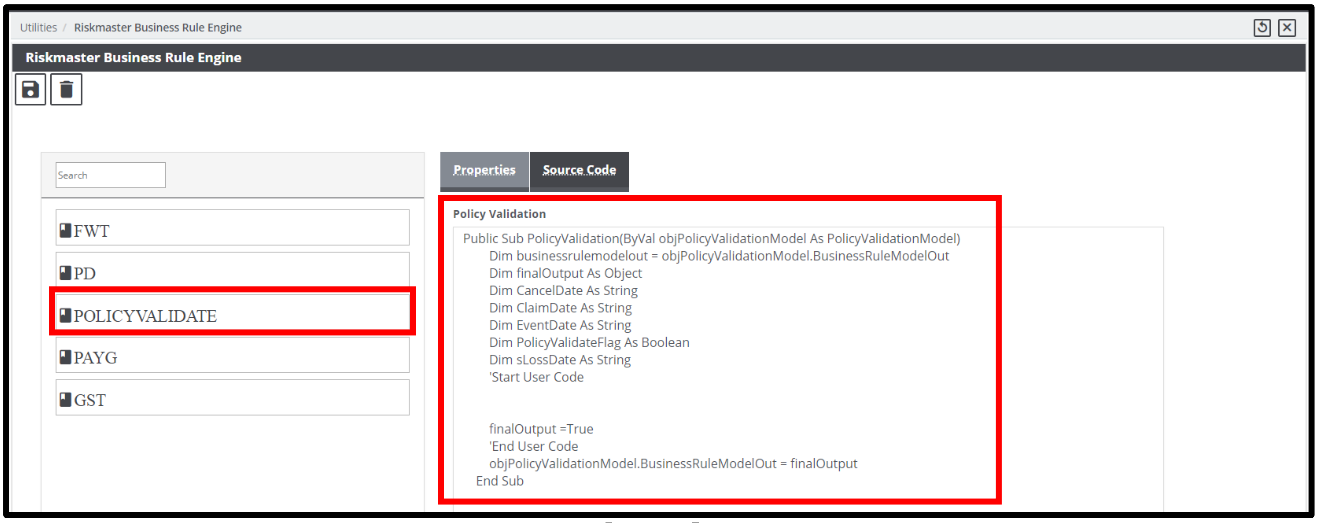
To enable Policy Validations customization for POINT Policies, go to Utilities > General System Parameter Setup > System Settings (tab) > Use Rule Engine (checkbox must be checked)

Note:

- This enhancement has been implemented only for the Point system.
- This is currently available for only "RISKMASTER Business Rule Engine" and not any other rule engines.
- All other Policy System validations will remain unchanged.

Click Here | * | **For information on procuring this feature.**

DXC Insurance RISKMASTER™ v19.1 screen

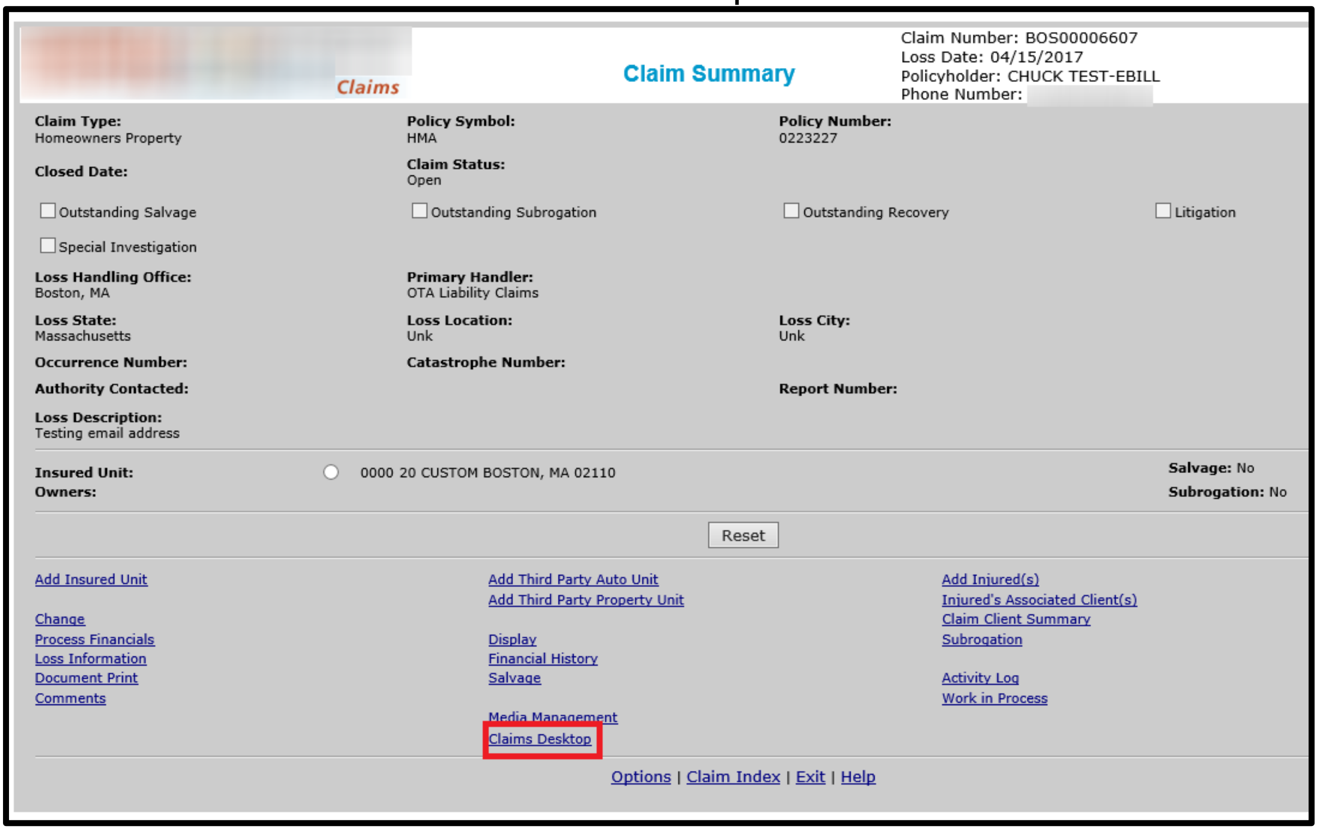


[Fig. 19]

Claims Desktop (CDT) Integration*

As per the roadmap, this release of Insurance RISKMASTER integrates a DXC legacy product called **Claims Desktop** or **CDT**. This tool gives a **consolidated view of Claims and Vendors** servicing them. **[Fig. 20]**

Claims Desktop



[Fig. 20]

CDT integration will be applicable on General Claim, Vehicle Claim and Property Claim.

General System Parameter Setup Settings

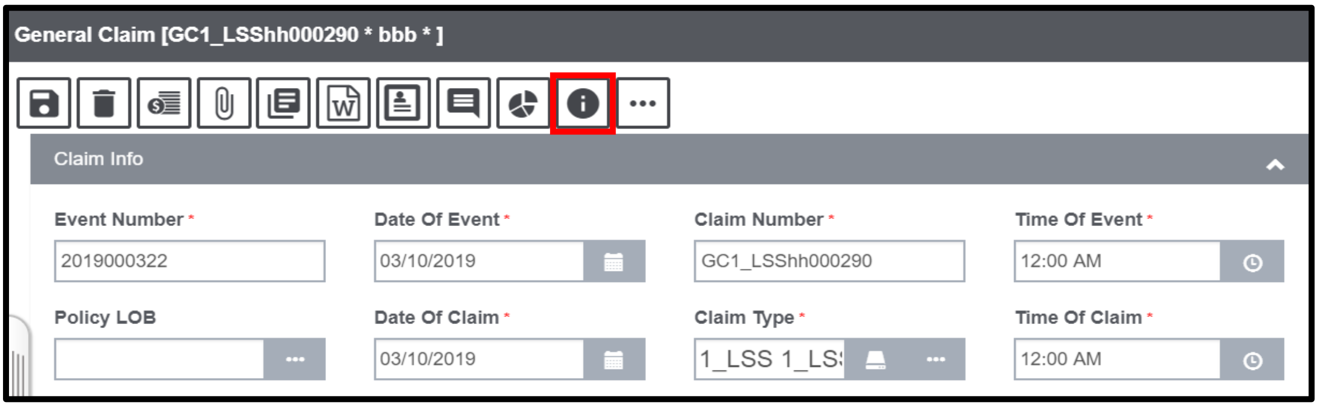
Go to Utilities > General System Parameter Setup > enable **Use Claims Desktop.**

Enabling the “Use Claims Desktop” field will enable the **Claim Desktop URL** and the user can enter the claim URL.

If this setting is enabled, then, the entered URL in this section will be displayed on the **Claim** screen. To view the same, go to the **Claim** screen and click on the icon shown in **[Fig. 21].**

Clicking on “Claims Desktop” icon shown in **[Fig. 21]** will automatically redirect the user to the URL that was mentioned in the Utilities screen. The URL will open in New Tab.

DXC Insurance RISKMASTER™ v19.1 Screen



[Fig. 21]

Click Here	*	**For information on procuring this feature.**

Note:

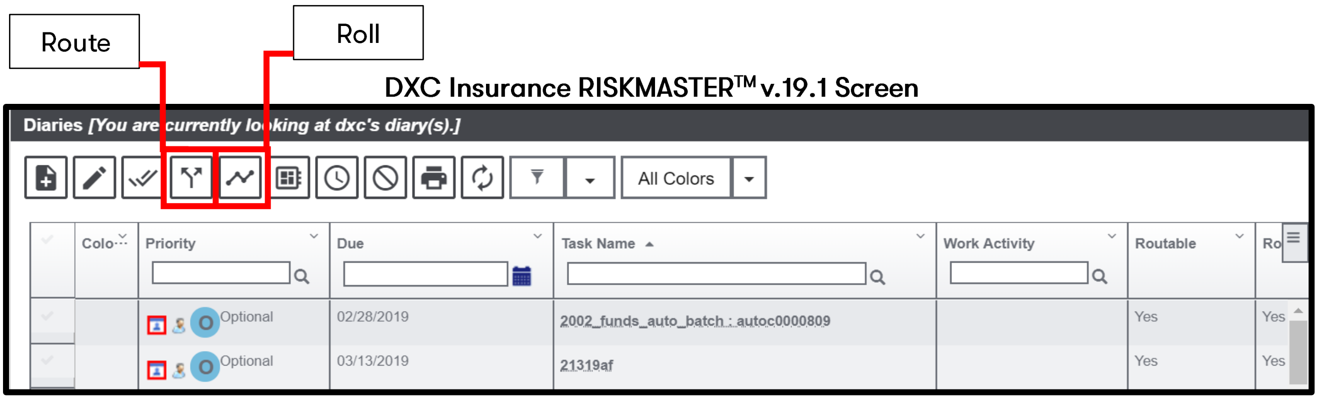
- The claim will be visible on the screen of the new window that opens on clicking the “**Claim Desktop URL**”.
- Additionally, only those claims will open with **CDT** which have units attached to them.

Logging Rolled and Routed Information for Diaries

In the previous versions of Insurance RISKMASTER, the **Rolled** and **Routed** information was automatically saved and displayed in the **Task Name** column making it difficult to view and read the **Diary List**. To make **Dairy tracking convenient**, Insurance RISKMASTER v19.1 has introduced a **Log Information** column which displays the details of **Rolled** and **Routed** information instead of displaying them under Task Name.

The users get an option to change the **User** and **Date** of the Dairies in the Claims with Route and Roll options respectively.

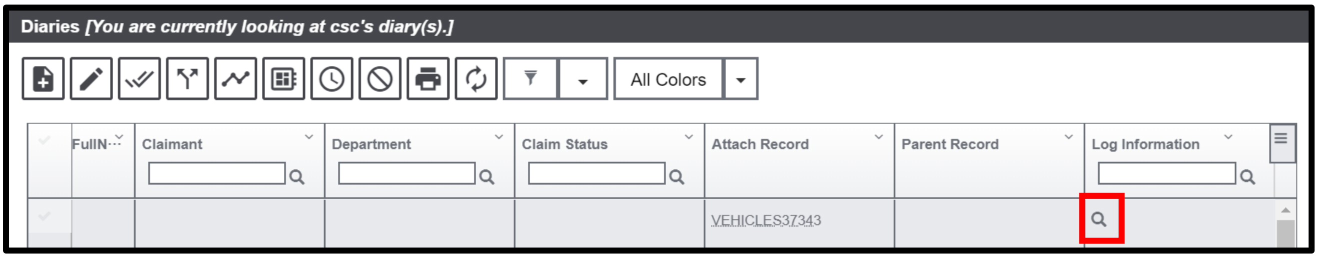
DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 22]

To view the information, select the **Diary** and click on the **Magnifier** in the Log Information. **[Fig. 22]**

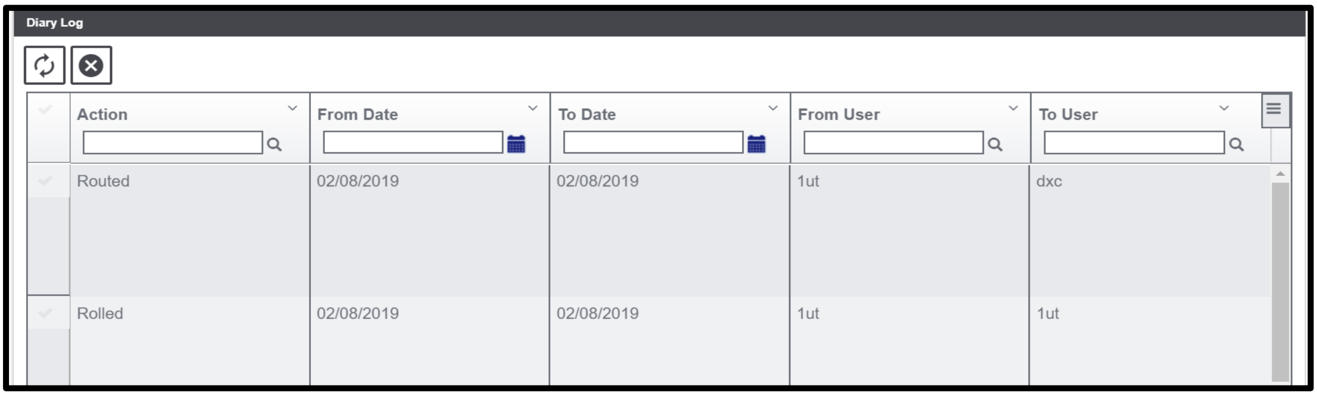
DXC Insurance RISKMASTER™ v19.1 Screen



[Fig. 23]

The information of that Diary will be displayed as shown **[Fig. 23]**. Similar **Log Information** column has been added in the History section as well. The same information will be displayed here. **[Fig. 24]**

DXC Insurance RISKMASTER™ v19.1 Screen



[Fig. 24]

Additionally, the Log Information column is multilingual complaint as well. A new **Diary Log** option has been added in the **Localization Setup** of the Utility screen.

Thus, the log information can be displayed in multiple languages.

Note:

The log information will not be created for the existing diaries if the user is upgrading from the previous version to the latest release version of Insurance RISKMASTER. The log information will only be created for the new diaries after the upgrade is done.

Framework for Electronic Data Interchange (EDI) Validation

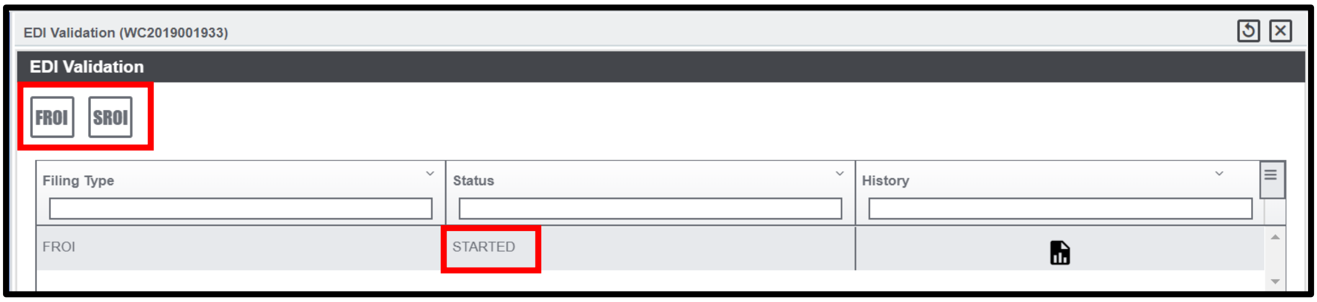
The basic functionality of **EDI Validation** is to automate the process of tracking, detecting and rejecting the **EDI** files with anomalies.

Insurance RISKMASTER v.19.1 now offers an **EDI Validation** framework for Worker Compensation Claims to identify the discrepancies between the **Standard Exchange Format** and the **EDI** file.

The EDI Validation option will be displayed in the Worker Compensation screen only for the users who have purchased EDI.

The "**EDI Validation**" option will be displayed in the main menu of the **Claim** screen. There are two buttons on this page, **FROI** (First Record of Injury) and **SROI** (Second Record of Injury). **[Fig. 25]**

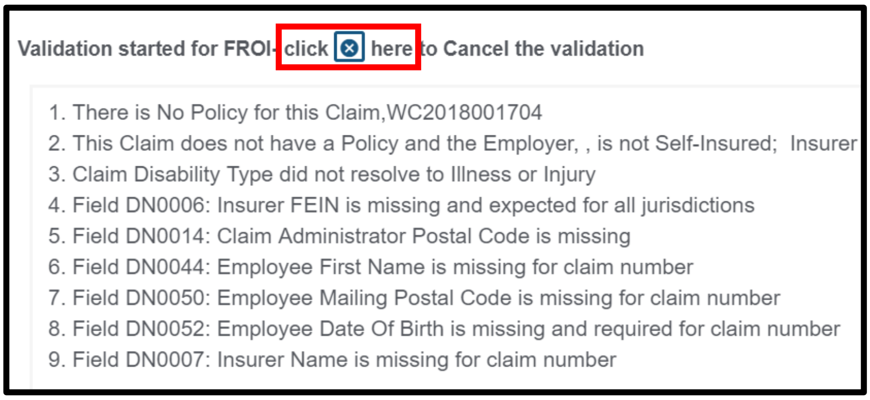
DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 25]

Every time the user clicks on any of the Filing options a new row is created in the above screen. The initial status of the Filing Type is **Started.** The entire row refreshes after regular intervals and the status changes. Once the status is changed from **Started** to **In-progress,** the errors will be listed in the textbox below as shown in **[Fig. 26]**.

DXC Insurance RISKMASTER™ v19.1

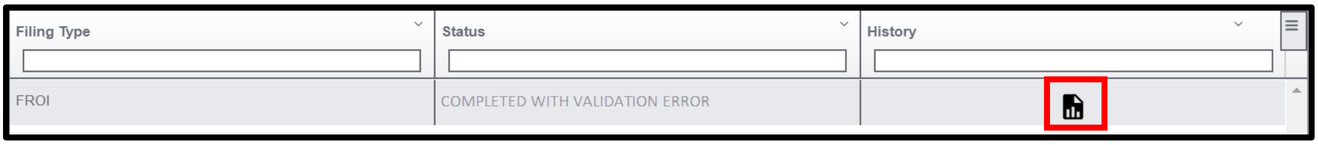


[Fig. 26]

The user can cancel the validation for the respective row that In-progress by clicking on the **Cancel the Validation** button. Once it is clicked, the status of the row will change to **Cancelled.**

The entire **Error List** can be viewed by selecting the icon in the **History** column of the row. **[Fig. 27]**

DXC Insurance RISKMASTER™ v19.1



[Fig. 27]

Note:

Only one job can be processed at a time.
In case, **FROI** is already in progress, then, an error will be thrown in case the user executes **FROI** or **SROI.**

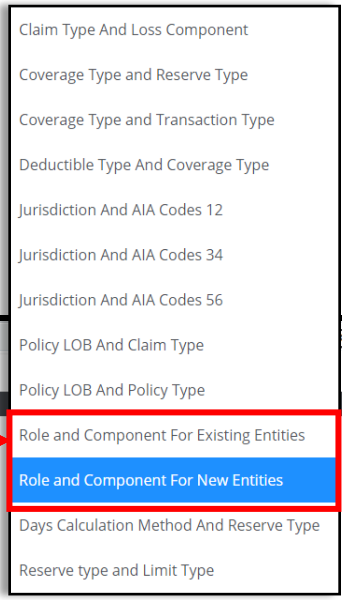
The **History** icon is enabled once the validation is either **Completed with Validation Error** or **Completed Successfully** depending upon the job conditions. The user can view the Error History popup by clicking on the icon.

Configurable Person Involved Menu

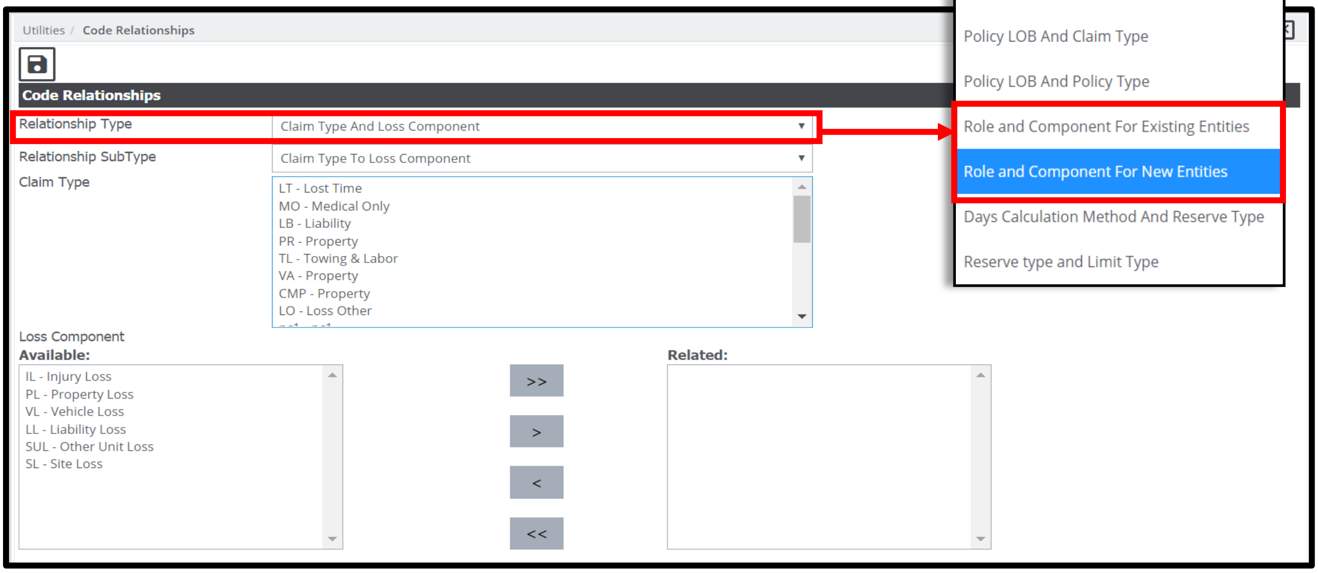
The capability to configure the **Person Involved** menu with the help of an updated **Code Relationship** screen has been introduced in this release version.

The preexisting **Role and Component** option available in the **Relationship Type** dropdown, has now been renamed as **Role and Component for Existing Entities** and a new entry **Role and Component for New Entities** has been added. [Fig. 28]

Thus, making separate mapping of **Roles and Components for Existing** and **New Entities** possible.



DXC Insurance RISKMASTER™ v.19.1 screen



[Fig. 28]

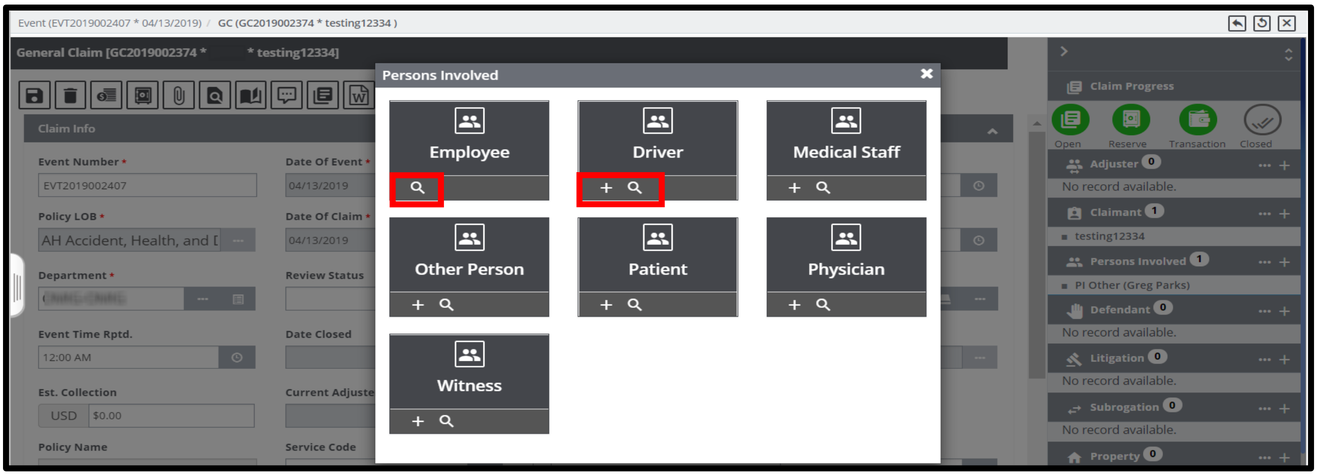
Impact on Add Person Involved Screen

The **Add New** and **Existing** options will be displayed on the **Add Person Involved** screen based on mapping. [Fig. 29]

Note:

All preexisting mapping for Role and Component for Entities will by default be available for Role and Component mapping for New Entities.

DXC Insurance RISKMASTER™ v.19.1

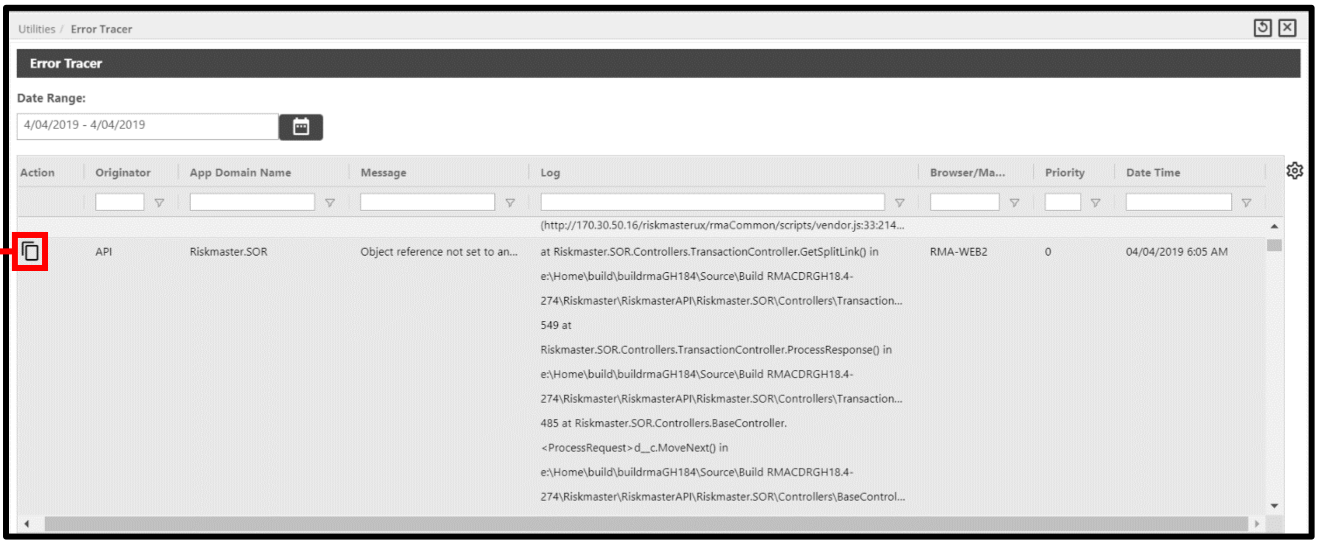


[Fig. 29]

Easy Accessibility of System Error Messages

Accessing **System Error** messages easier with the deployment of the **MongoDB**. This not only makes working with databases intuitive by allowing for a faster and more responsive system but also makes actively logging and viewing of errors possible in real-time in the **Error Tracer** module under the Technician's Menu of the Utilities zone. **[Fig. 30]**

DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 30]

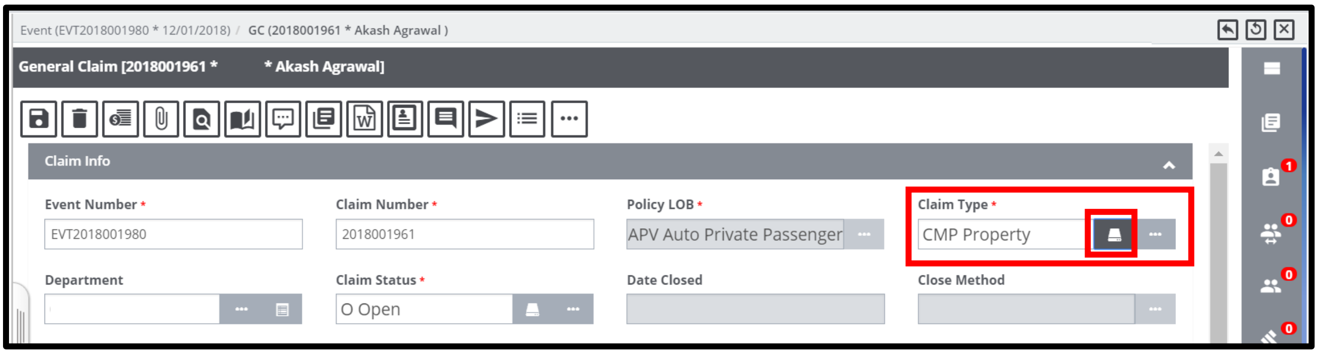
Note:

- The need to physically log into the server to view error logs has been negated as the logged details can be viewed in a web interface itself.
- Error Log Details can be viewed by selecting the icon in the "Action" column.

Recording & Tracking Claim Type Changes

Insurance RISKMASTER v.19.1 offers the option to record and track changes in the **Claim Type** for Claims. **[Fig. 31]**

DXC Insurance RISKMASTER™ v.19.1 screen



[Fig. 31]

A new button **Status Detail** has been added to the **Claim Type** field which allows users to conveniently change the **Claim Type** and view all previous changes made to it.

Selecting the **Status Detail** button opens a new pop-up window – **Claim Type History. [Fig. 32]**

Claim Type History (popup window)

The **Claim Type History** pop-up window **[Fig. 32]** has the following:

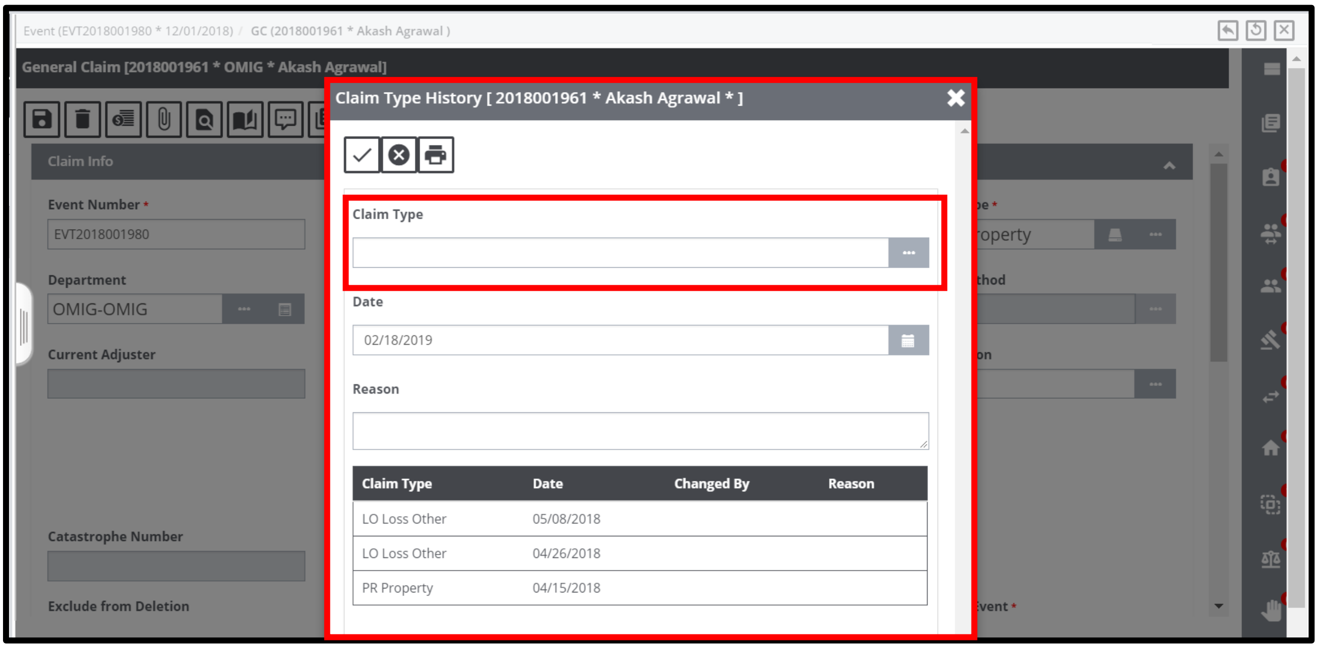
Fields
- Claim Type
- Date
- Reason

Toolbar Buttons
- OK
- Cancel
- Print

Notes:

- The **Claim Type** & **Date** fields are mandatory. The **Date** field displays the current date by default & can be overridden by the user.
- The **Changed By** column displays the name of the user who changed the **Claim Type** on the selected Claim.

DXC Insurance RISKMASTER™ v.19.1 screen

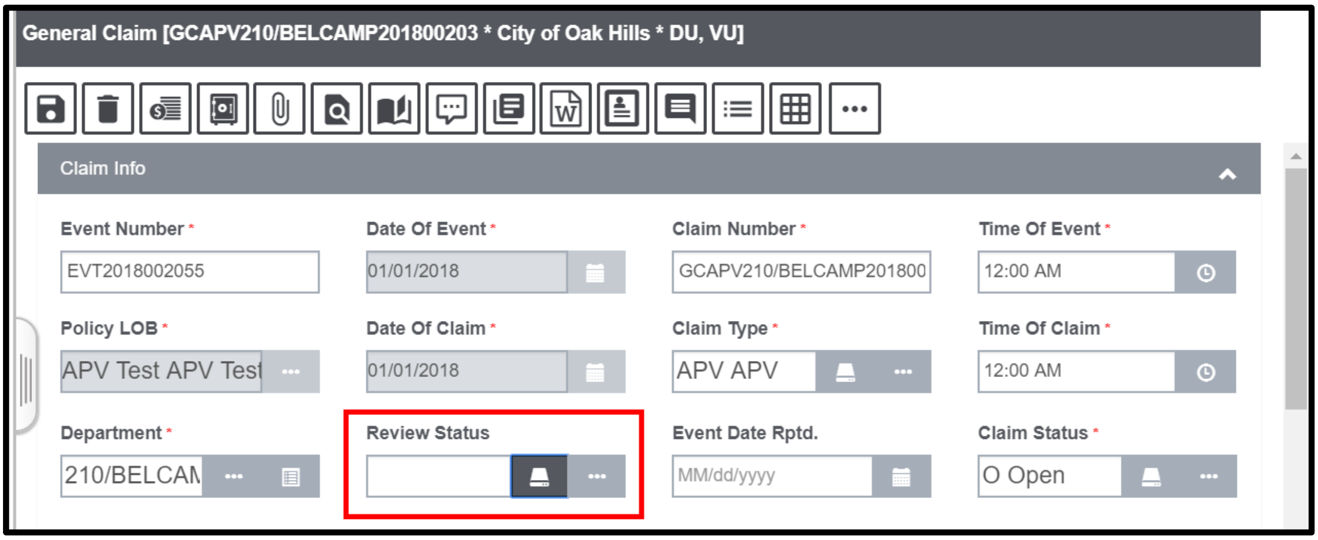


[Fig. 32]

Recording & Tracking Claim Review Information

Insurance RISKMASTER v.19.1 offers the option to track the complete information of the Claims being reviewed with a “particular status” (e.g. Accepted, Denied, Delayed etc.) **[Fig. 33].** A new history lookup field labelled as **Review Status** has been added in the **Claim Info** accordion. The history of any changes made to the **Review Status** field can now be tracked and can be viewed in a separate popup screen accessible from the **Claim Info** accordion.

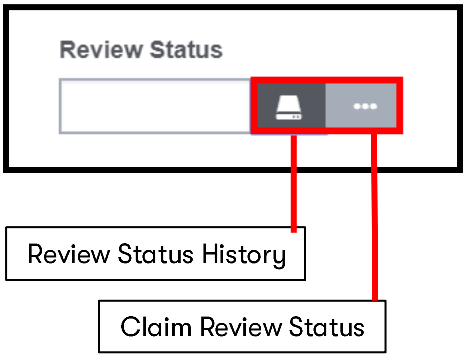
DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 33]

Note

- The **Claim Review Status** field will be visible in the **Mail Merge template** and will even work in **PowerView.**
- The **Review Status** with the values will even be displayed in **Executive Summary** of transactions.



Review Status History Pop-up

Selecting the **Review Status History** will display a popup showing the review status history **[Fig. 36]**
The popup window includes following fields:

- Review Status
- Date
- Changed by

Claim Review Status Pop-up

The Claim Review Status popup window displays the Review Statuses created in the Maintenance Table. **[Fig. 34]**

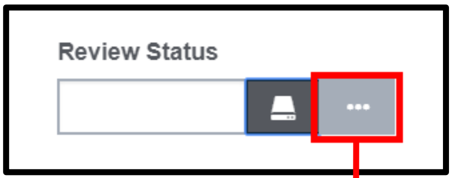
The review statuses to be displayed in this section can be created from the “**Maintenance Table**” of the Maintenance Screen.

Review Status

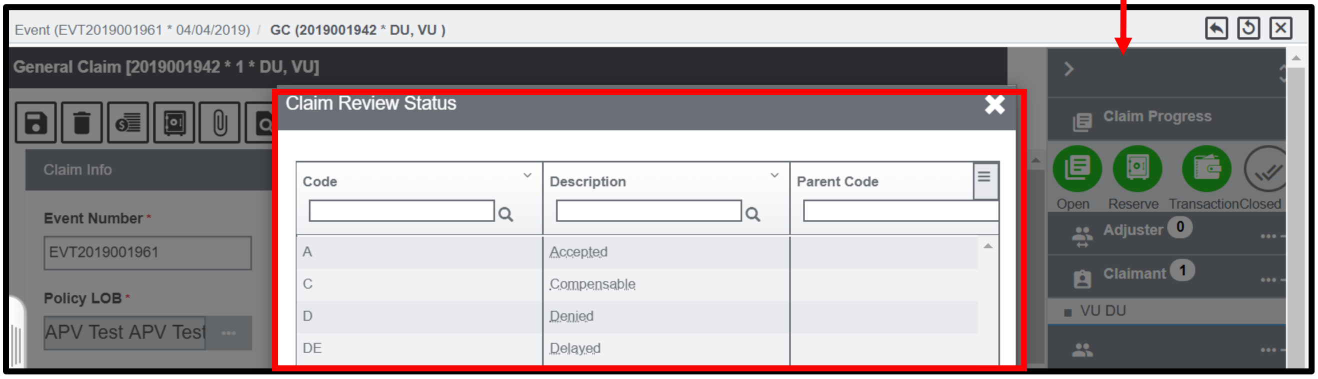
Clicking on the status will display the Review History.

Note:

The **Claim Review Status** added in the Table Maintenance screen will be displayed in the popup. The user can add new status if required.



DXC Insurance RISKMASTER™ v.1.9.1 Screen



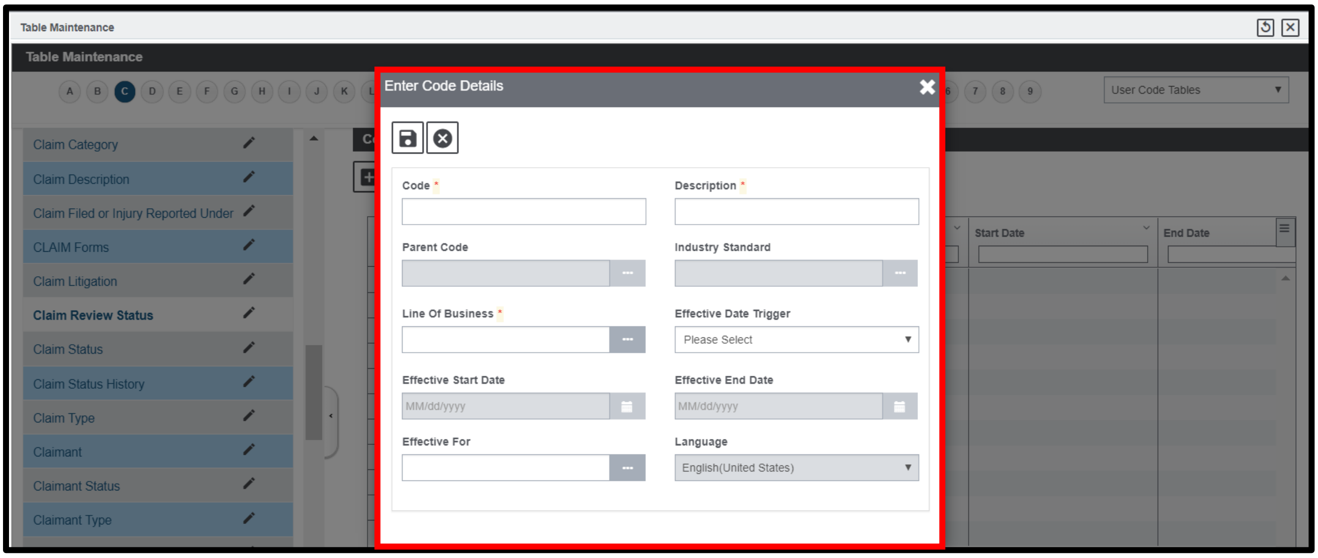
[Fig. 34]

To create new **Claim Review Status,** go to **Maintenance** > **Table Maintenance** > **Claim Review Status.**

Click on the "+" sign on the left top corner of the screen to open the **Enter Code Details** popup window. **[Fig. 35]**

Fill the Code Details and Save. The entered **Review Status** will be displayed in the **Claim Info** accordion as shown in the **[Fig. 33].**

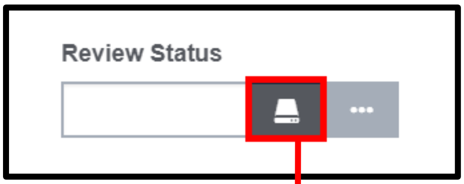
DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 35]

Review Status History

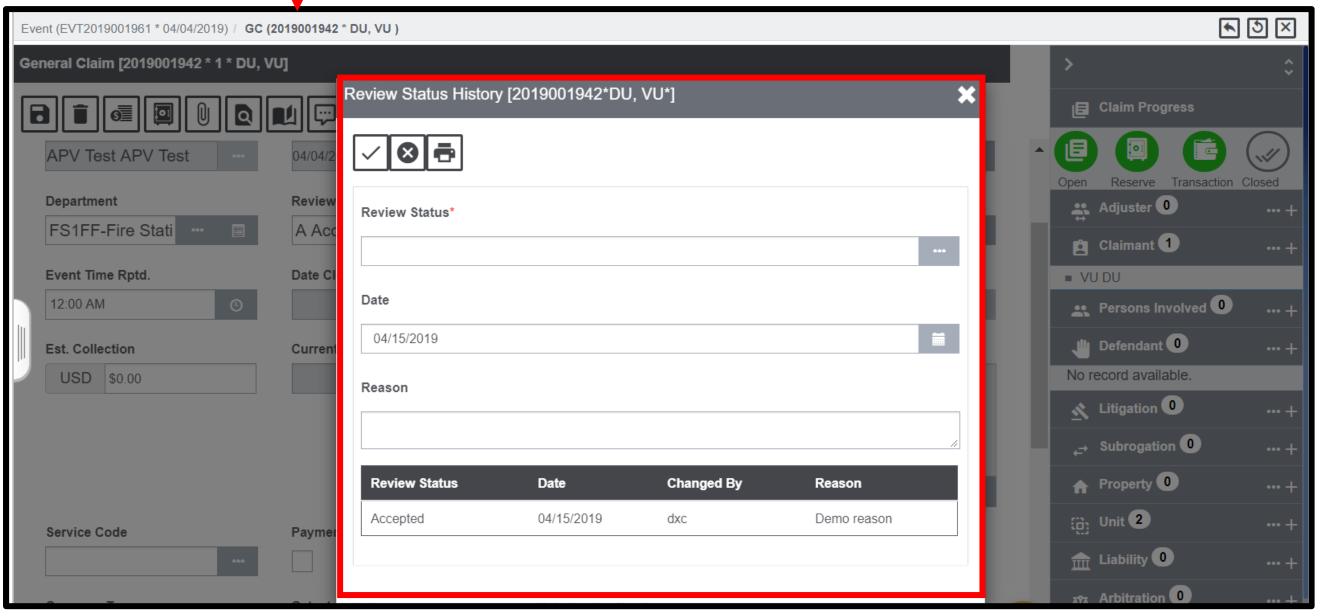
The **Review Status History** details can be viewed by clicking on the icon in the Review Status field as shown below. This functionality allows the user to view all the detailed history of the claim statuses.



The Review Status History popup window **[Fig. 36]** includes the following fields:

- **Review Status**
- **Date**
- **Changed By**
- **Reason**

DXC Insurance RISKMASTER[TM] v.19.1 Screen



[Fig. 36]

In addition to this, the Review Status will also be visible in the **Query Designer** section that allows the users to can create their own query. In case the search type is Claim Search, Review Status will appear as one of the options in the **Field Available for Search.** Thus, the Review Status can also be used as a search criterion.

DXC.technology

Improvements & Enhancements

DXC Insurance RISKMASTER™

Release: v.19.1

April 2019

Improvements & Enhancements

This section of the Release Notes document describes all the interface, usability and performance related improvements and enhancements that make **DXC Insurance RISKMASTER™ v.19.1** a much more efficient & user-friendly application.

Improved Performance in Loading of FDM Accordion Fields

The **multi-file attachment** feature has been greatly improved upon in this release of the application with an enhanced **Drag & Drop** feature. This new development allows uploading multiple files in one instant thereby saving time.

Preliminary Utilities Settings

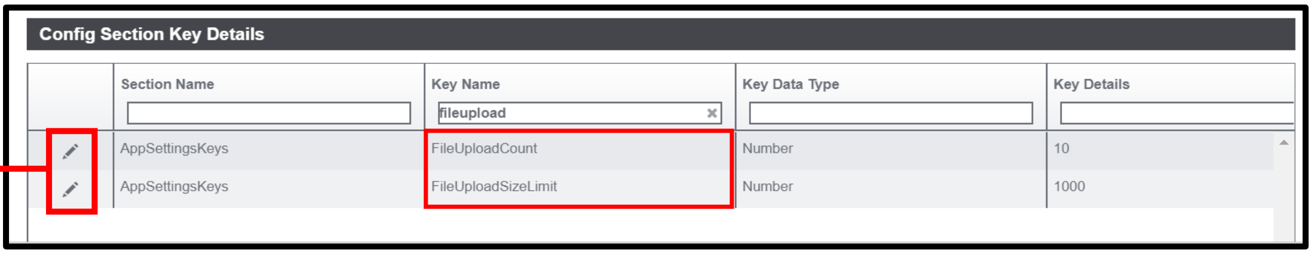
To settings to enable this feature can be accessed under:

Utilities > Config Settings > Config Section Key Details

The following actions must be performed on the Config Section Key Details window:

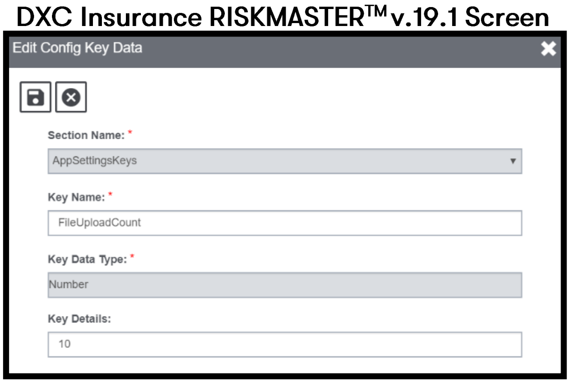
- In the **Key Name** column, search **File Upload** and hit the enter key. The **FileUploadedCount** and **FileUploadedSizeLimit** will appear as shown below. **[Fig. 37]**

DXC Insurance RISKMASTER™ v.19.1 Screen

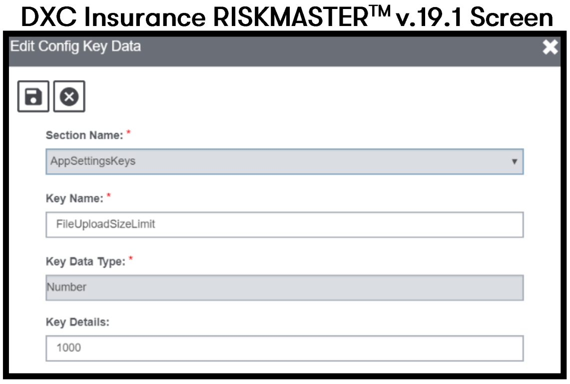


[Fig. 37]

DXC Insurance RISKMASTER™ v.19.1 Screen



DXC Insurance RISKMASTER™ v.19.1 Screen

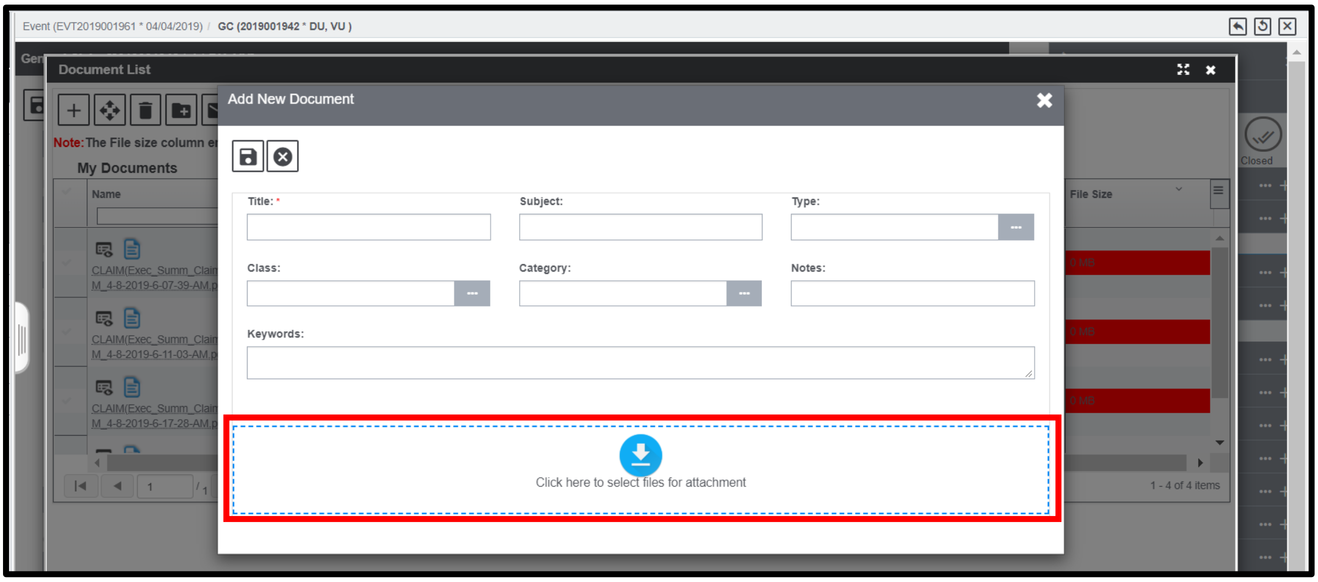


Click on the Edit button corresponding to **FileUploadedCount** option. The **Edit Config Key Data** popup will appear. Enter the maximum number of files allowed for upload in the **Key Details** field.

Similarly, click on the Edit button corresponding to **FileUploadedSizeLimit** option and set the maximum file size that is to be allowed for the upload.

On the **Document List** screen, clicking on the **Add New** or the "+" sign in the top left corner, opens the **Add New Document** popup window. **[Fig. 38]**

DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 38]

Note:

- File Name of the document being dragged & dropped into the Add New Document popup window will be auto-populated in the **Title** field.
- Maximum allowed attachment file size is **10 MB.**
- An error message will be displayed if attachment size if over the set maximum limit.

Performance, Interface & Usability Improvements

As part of Insurance RISKMASTER's ongoing performance, interface & usability improvement, the following have been implemented in the latest release v.19.1:

FDM Accordion Fields Loading Performance

Insurance RISKMASTER v.19.1 has greatly improved the efficacy of the application by making it nimbler. Now, the loading time for existing Claims/Events/Claimants screens along with their respective accordions and right-pane nodes containing large amounts of data, open smoothly and without any lag or freezing. Also, the functioning of all command and toolbar buttons and data-entry fields on each screen are clearly visible, perfectly aligned and function without any glitches.

Enhanced Check Preview Screen

To address the business practice requirements, the capability to **Preview Checks** to see the **Payee Names, Addresses** and **Payee Phrases**, both prior to and post printing them, has been enhanced in this release version of Insurance RISKMASTER.

Prerequisite SMS Settings:

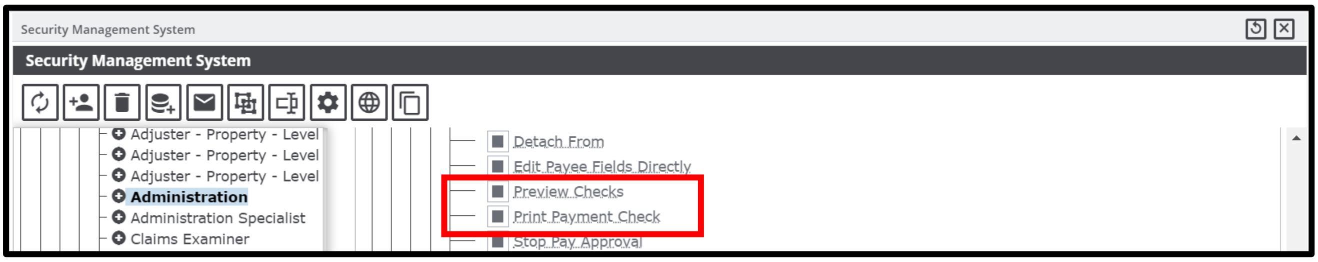
To enable **Print Preview** and **Print Check** capability on the Funds screen **[Fig. 39]** to view **Payee Names, Address** and **Payee Phrases** follow the path below:

Security > Security Management System > Database > (select DSN) > Module Security Groups > Administrator > RISKMASTER > Funds Management > Print Check > Transactions > Preview Checks & Print Payment Check

Note:

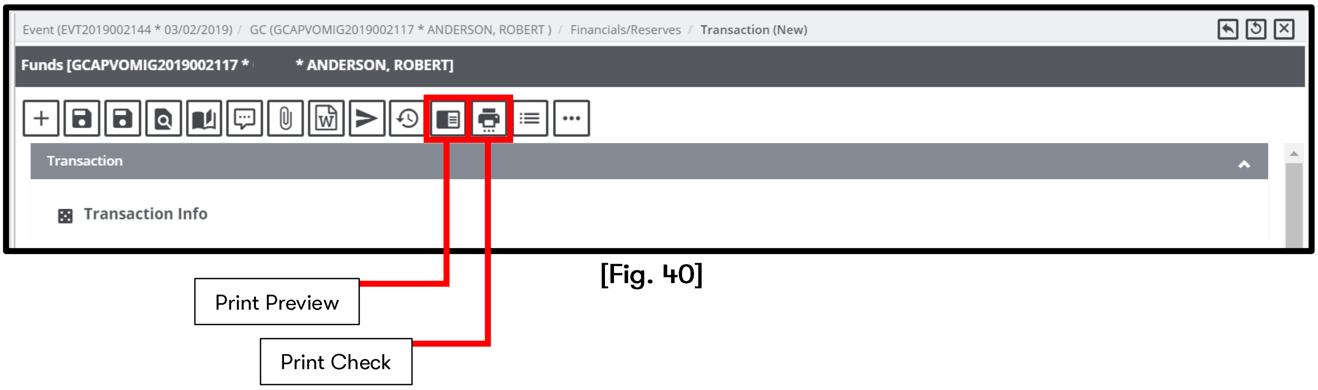
- The **Print Preview** and **Print Check** buttons **[Fig. 40]** will be available for users with SMS permissions.
- The **Preview Print** function is no longer dependent on a user's **Print Check rights.**
- The Print Preview feature will be unavailable for Printed checks.
- **Check Stocks** under **Bank Account** must be configured to include **Payee Address**

DXC Insurance RISKMASTER™ v.19.1



[Fig. 39]

DXC Insurance RISKMASTER™ v.19.1

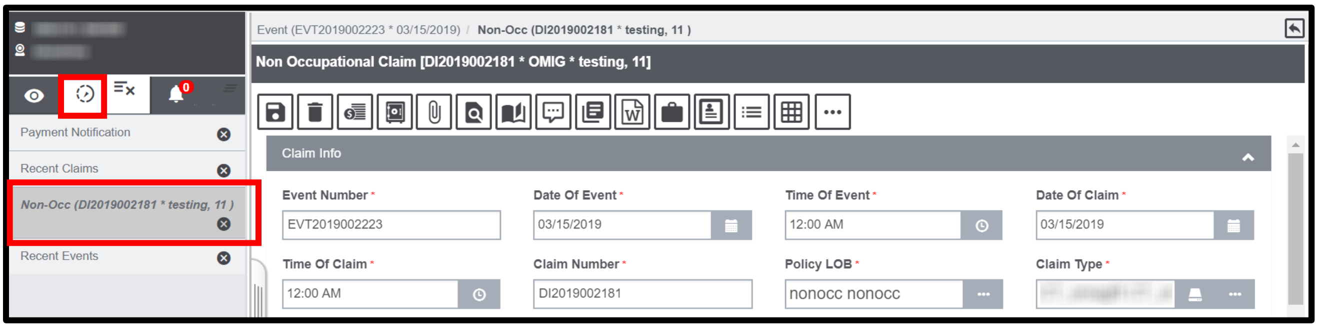


[Fig. 40]

Improved Left-hand Pane

In the previous versions of Insurance RISKMASTER, the instance of the screen that was open, wasn't highlighted in the **Work in Progress** tab of the left-hand pane. Now, the left-hand pane of Insurance RISKMASTER v.19.1 **highlights the most recent** instance of a module in use, thus, making it easily identifiable. This is especially helpful when several instances of multiple modules are being worked on simultaneously.

DXC Insurance RISKMASTER™ v.19.1 Screen



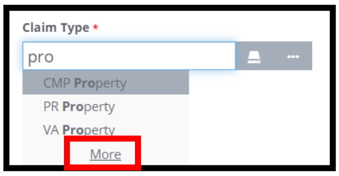
[Fig. 41]

Improved Code Lookup Grid

Important

To understand this enhancement better, please first read the details of the **Configurable Text Autosuggest** feature in the **Administrative & Security Enhancements** section on page 42 of this Release Notes document.

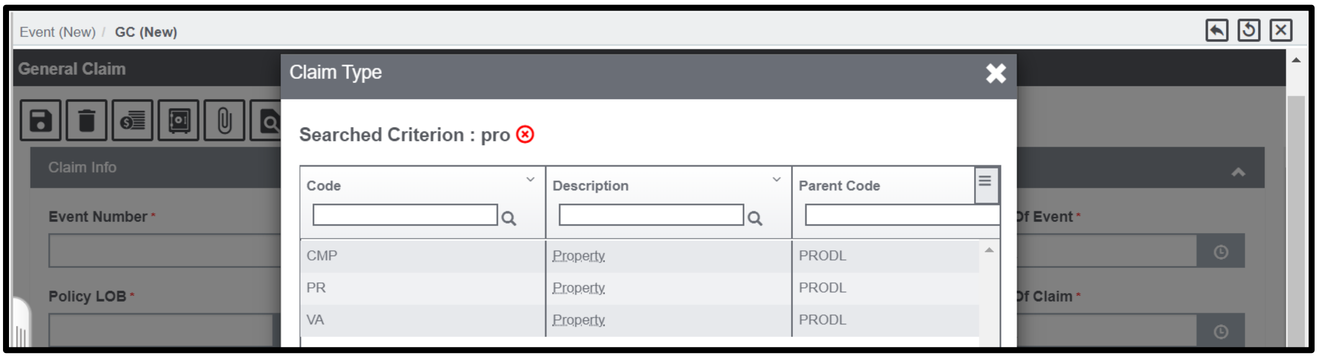
This enhancement provides filtered search results based on the text input in a Code Lookup field (**e.g.:** Claim Type, etc.).



A new **Code Lookup Grid** pops on screen upon selecting the "**More**" button at the bottom of the **auto suggest options** as shown on the left.

As mentioned earlier, the **Claim Type** (Code Lookup Grid) popup **[Fig. 42]** displays the auto-suggested options based on the input text. Earlier the "More" button showed all the results that were included in the respective field.

DXC Insurance RISKMASTER™ v19.1 Screen



[Fig. 42]

General System Parameter Setup Setting

To ascertain the maximum allowed number of search results displayed on the new code lookup grid, input appropriate figures in **the Number of Records Per Page** section.

Utilities > General System Parameter Setup > System Settings Tab > **Number of Records Per Page** (input data here)

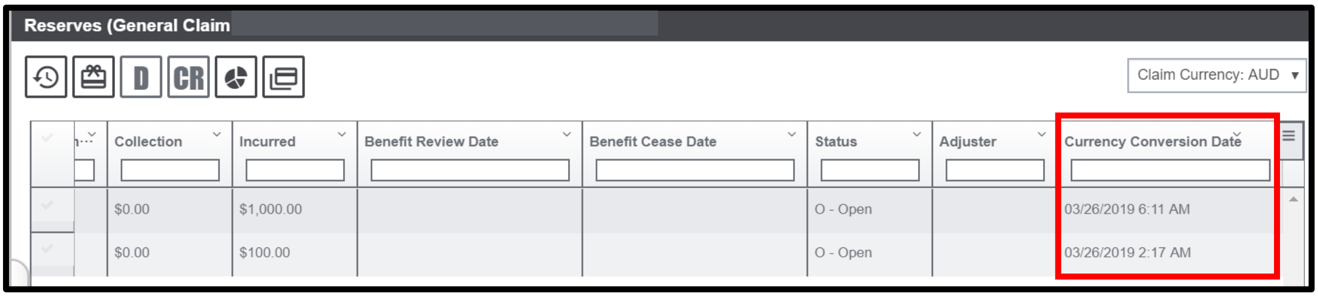
Note:

- Search results can be filtered.
- The auto-suggest code lookup grid works for PowerView as well.
- For **Oracle** users, the Search results are case-sensitive. To make it case insensitive, go to Utilities -> General System Parameter Setup and check **"Oracle Case Insensitive"** option.

Improved Logging of Date & Time During Currency Conversions

This enhancement allows accurate logging of the exact **Time and Date** when the Currency Type was changed from one to another. For **e.g.: AUD to USD.** Now, the **Date and Time** of **Currency Conversion** will automatically get updated on the **Financials/Reserves** screen. **[Fig. 43]**

DXC Insurance RISKMASTER™ v19.1 Screen



[Fig. 43]

In the previous versions of Insurance RISKMASTER, the **Currency Conversion Date** column only displayed a maximum of 8 characters. In release v.19.1, this maximum allowed number of characters has been increased to **12 characters** to accommodate accurate logging of Date and Time of currency conversion.

New Date & Time Display Format
MM/DD/YYYY 00:00 AM/PM

Note:

- The Server's Date & Time is logged in the "**Currency Conversion Date**" column as the time of Currency Conversion.
- Date & Time will get updated on the following screens:
  - **Funds Transfer**
  - **Reserve History**
  - **Reserve Creation**

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Administrative & Security Enhancements

DXC Insurance RISKMASTER™

Release: v.19.1

April 2019

Administrative & Security Enhancements

This section of the Release Notes document describes the technical information pertaining to Administration & Security related enhancements in **DXC Insurance RISKMASTER™ v.19.1.**

These enhancements typically run in the background & are usually dealt with by the System Administrators and Technicians.

Database & PowerView Upgrade Improvements

The need for production and support issues experienced due to incorrect updating or complete failure of the Database Upgrade process has resulted in significant improvements being introduced in the current release of Insurance RISKMASTER. The new Database Upgrade tool enables the tracking and analysis of changes being executed across the Database along with supporting the induction of custom codes basis the Pre-Upgrade and Post-Upgrade validations.

Interface Changes

The interface changes owing to the current improvements are as follows:

- Database Error Handling & Logging
- Searching & Filtering Error Logs
- Deprecation of PowerView Upgradation Process
- Pre & Post Upgrade Validations
- Simultaneous Execution of DB Upgrade on all Databases including:
  - Views
  - Security
  - Task Manager
  - Main DB
  - Session DB

Click Here	**To read details of changes in DB Upgrade in the New Install Instructions**
Click Here	**To read details of changes in DB Upgrade in the Upgrade Install Instructions**

Note:

- Moving Case Management Supplementals can be processed after Database Upgrade if:
  - Case Management is ON
  - Moving Case Management Supplementals has not been done earlier
- Moving Case Management Supplementals can also be done independently by running app.config.
- Databases which encountered errors during previous upgrade attempts can be upgraded separately.
- Individual progress of each tab, and overall progress can be viewed in real-time.

Removal of PV Upgrade Tool

The release of Insurance RISKMASTER v.19.1 implements a major improvement in the way the application handles Databases & PowerViews upgrades. As the two processes are now clubbed, the need for executing a separate .exe for upgrading PowerViews is negated when the application is upgraded to v.19.1.

With this upgrade, the manual editing of SQL files is restricted, and all log files can be viewed for any script or XML changes being executed in the tool. Also, all PowerView changes can be verified post completion of the upgrade process.

Configure Multiple Email APIs*

Improving upon the emailing options using SMTP (Simple Mail Transfer Protocol) existent in Insurance RISKMASTER, release version 19.1 enhances the functionality by introducing support for multiple Email APIs provided by independent service providers **Mailgun** and **SendGrid**.

Preliminary Security Configuration

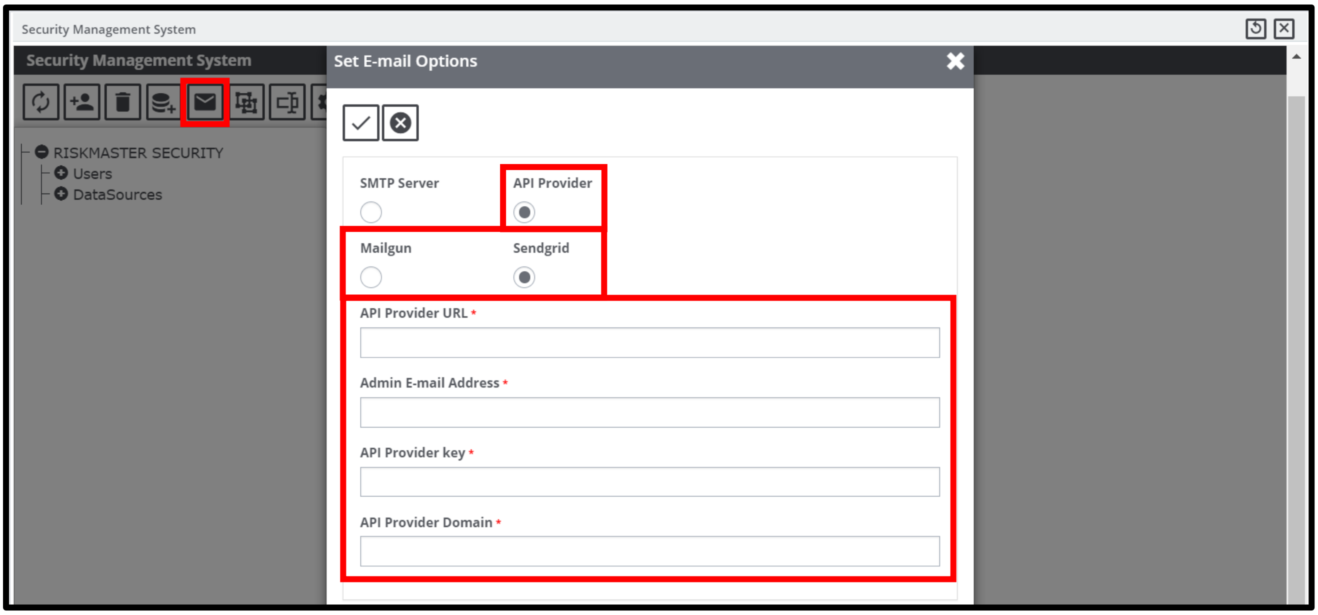
The settings can be accessed via Security > Security Management System > Set E-mail Options (toolbar button). [Fig. 44]

Click Here | * | **For information on procuring this feature.**

Click Here | **To visit the Mailgun website and explore more.**

Click Here | **To visit the SendGrid website and explore more.**

Insurance RISKMASTER v.19.1 screen



[Fig. 44]

Set E-Mail Options Popup Components

Radio Buttons

- **API Provider** (radio button)
  Under this, there are two more radio buttons for the supported API service providers, namely:
  - **Mailgun**
  - **SendGrid**

Mandatory Fields:

- **API Provider URL**
- **Admin E-mail Address**
- **API Provider Key**
- **API Provider Domain**

Notes:

- Mandatory fields under both Mailgun & SendGrid radio buttons are the same.
- To successfully send emails using an API Provider, the email ID in the “Admin E-mail Address” field must be the same as the user’s email address.
- Emailing via API Providers is accessible via the Claims, Events, Diaries, Attachment & Enhanced Notes screens.
- “Email Sent Successfully” notification is displayed each time an API Provider is used.
- A notification is also sent to the users email address each time an API Provider is used to send an email.

Configurable Text Autosuggest

The latest version of Insurance RISKMASTER offers a new **Typeahead** or **Text Autosuggest** feature for **Entity** and **Non-entity** type fields. **[Fig. 45]**

With the introduction of this feature, suggestions based on the text input in the said fields will get displayed automatically.

Moreover, the application allows configuring the minimum number of input characters required to trigger the **Lookup Typeahead** feature.

Preliminary Settings

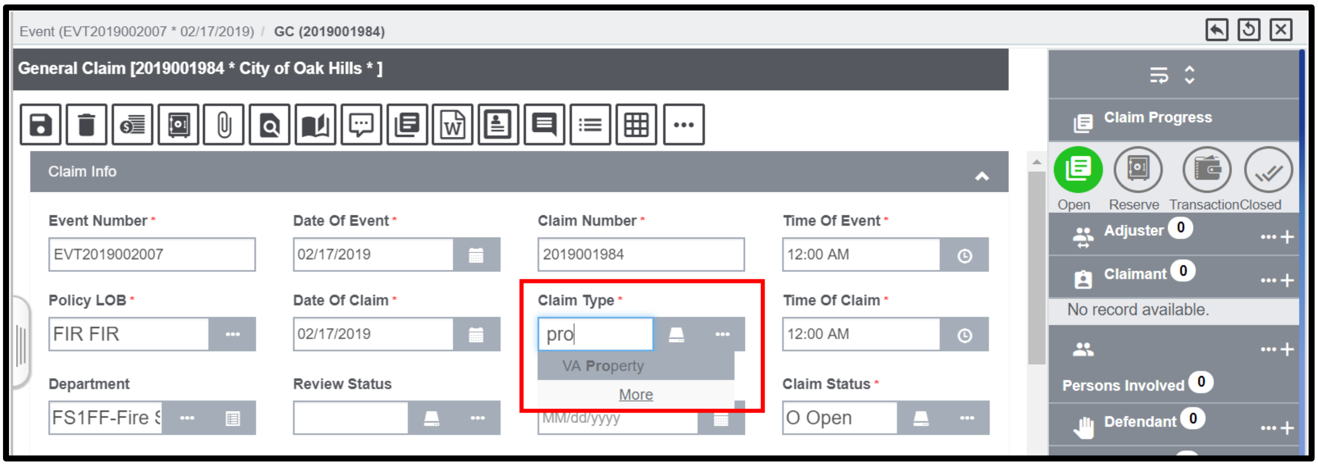
The preliminary settings mentioned below must be performed to configure this feature.

Under Utilities > General System Parameter Setup > System Settings (tab) set the minimum number of characters required to trigger **Text Autosuggest** for:

- **Lookup Typeahead Min Length (Entity)**
- **Lookup Typeahead Min Length (Others)**

Under the **System Settings** tab, select checkbox for **Search on Short Code & Code Description.**

Insurance RISKMASTER v.19.1 screen



[Fig. 45]

Field Customization in PowerView Editor

In this release, the tedious tasks of customization operations in the **PowerView Editor** have been made conveniently user-friendly. Now, editing the fields of Claim/Event/Financials screens have been rendered hassle-free owing to an enhanced **Screen Configuration** option in the PowerView Editor.

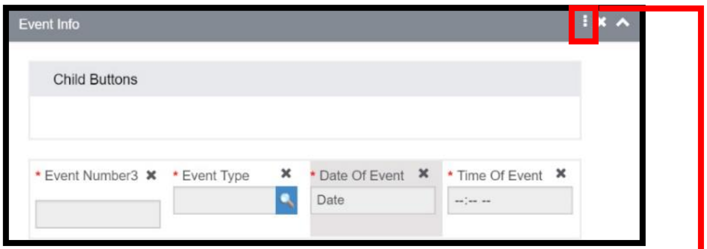
Preliminary PowerView Editor Settings

To configure the fields in the PowerView, go to **Utility > PowerView Editor.**

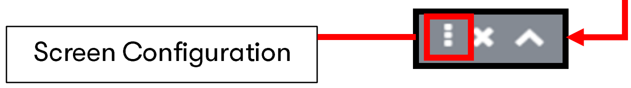
Select the PowerView **User** and **Form Field.** For e.g.: select **Event**

Now, click on the "kebab' button. **[Fig. 46]**

DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 46]

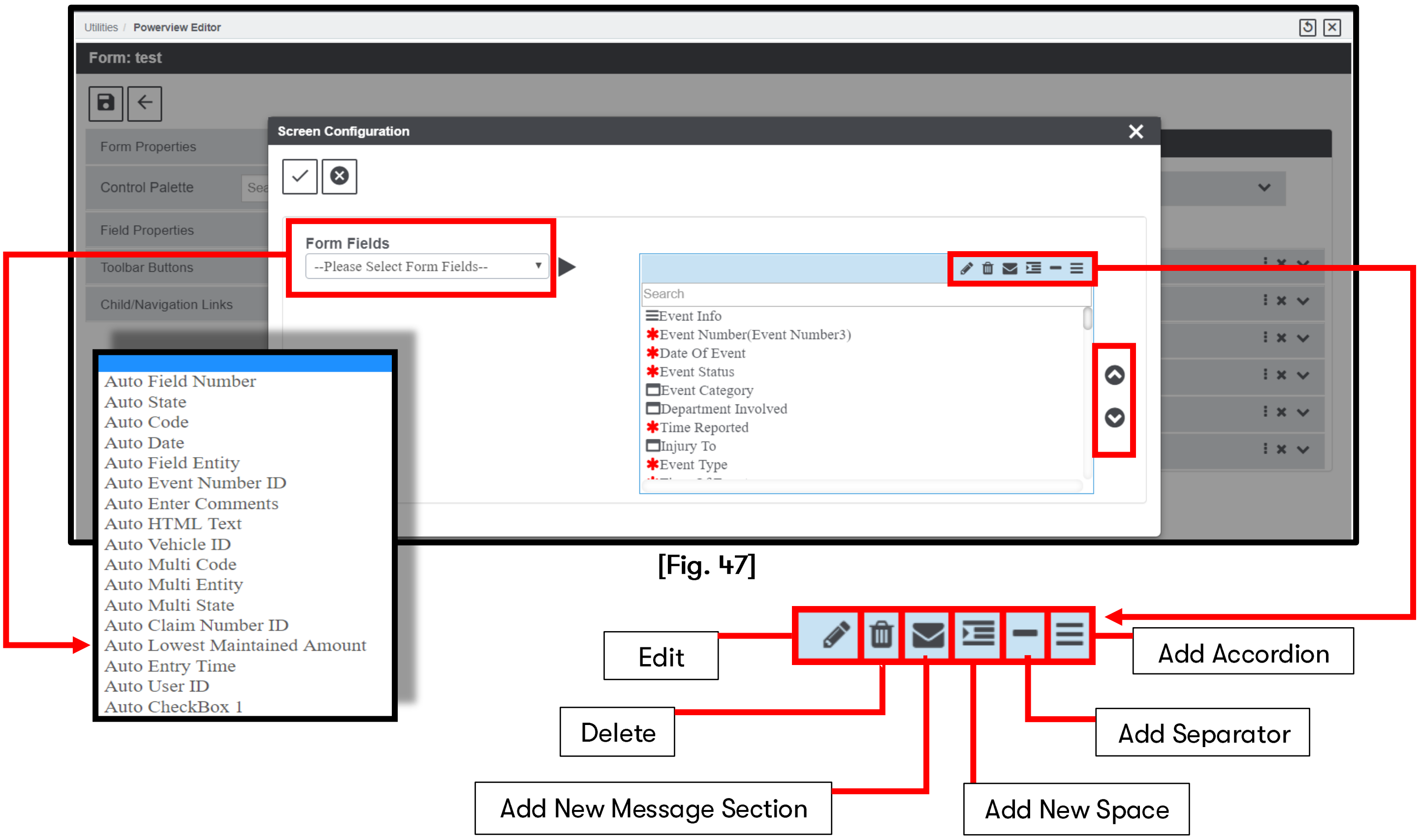


Clicking on the "**Screen Configuration**" icon on the Event Info window will open the Screen Configuration popup window as shown below. **[Fig. 47]**

Features offered in Screen Configuration are:

- A new lookup, Screen Configuration Lookup, has been added that enables the users to Edit or Delete the fields.
- The users can Add new Message section, New Space, Separators and Accordion in the Claim Screen.
- The fields can be moved up and down.
- The field can be made "**Read Only**" or a "**Required**" field at a button click.

DXC Insurance RISKMASTER™ v19.1 Screen

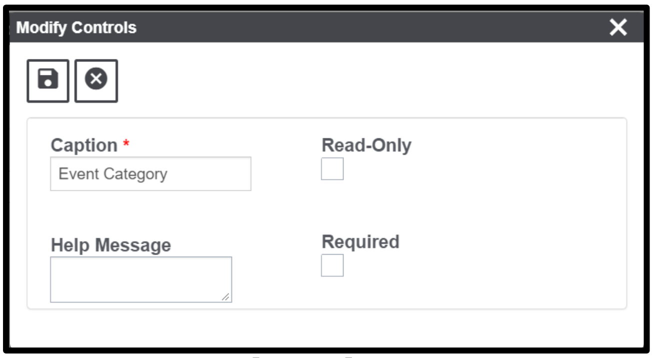


[Fig. 47]

The various configuration options are discussed in detail below:

Edit Field

DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 48]

To edit the fields in **PowerView**, select the respective fields and click on the **Edit** icon. The Modify Controls popup is displayed.

The various components of the popup are mentioned below:

- **Caption** (data entry field)
- **Read Only** (checkbox)
- **Help Message** (data entry field)
- **Required** (checkbox) check the box to enable **Required Field Validator.**

Delete

To delete the fields in **PowerView,** select the respective field and click on the "**Delete**" icon. The deleted fields will be added in the dropdown menu of the **Form Fields.** The deleted fields can be added back to the **Event** screen by selecting them from the dropdown menu.

Note:

- The fields for which **Required Field Validator** is enabled cannot be deleted.
- Any attempt to delete the fields marked **Required**, will result in display of an error message.

Add New Message Section

DXC Insurance RISKMASTER™ v.19.1 Screen

[Fig. 49]

The message entered will be displayed above the selected field in the Claim screen. This configuration option allows adding a unique name or additional information to a given section.

Select any field and click on **Add New Message Section.** A popup will be displayed, and the requisite text can be entered. **[Fig. 49]**

Add New Spaces

Now, adding spaces between fields has also been made convenient with this release. For e.g.: to add space to fields, select the fields before which the space is to be added and click on the **Add New Spaces** button. This will add spaces in the fields of the Claim screen.

Add Separator

Similarly, separators can be added between the required fields. The separators will appear above the selected fields.

Add Accordion

The process of adding a new **accordion** has also been simplified. Just selecting the field above which an accordion is to be added followed by clicking the **Add Accordion** button completes the task immediately.

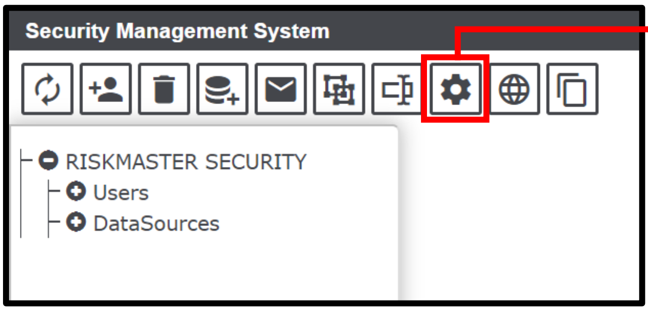
The system now allows **naming accordions** beginning **with special characters.**

Additionally, the position of accordions/fields can also be changed by clicking on the **Move Up** and **Move Down** arrow as shown. **[Fig. 47]**

Importing SAML IdP Metadata from Files (SSO)*

In previous versions of the application, the **IdP (Identity Provider) Metadata** had to be manually fed into the **Security Management System.** This release onwards, Insurance RISKMASTER allows importing the IdP Metadata from XML files. These XML files can be uploaded into the system and their metadata will automatically get populated in the respective fields.

DXC Insurance RISKMASTER™ v. 19.1 Screen



Authentication Provider Settings

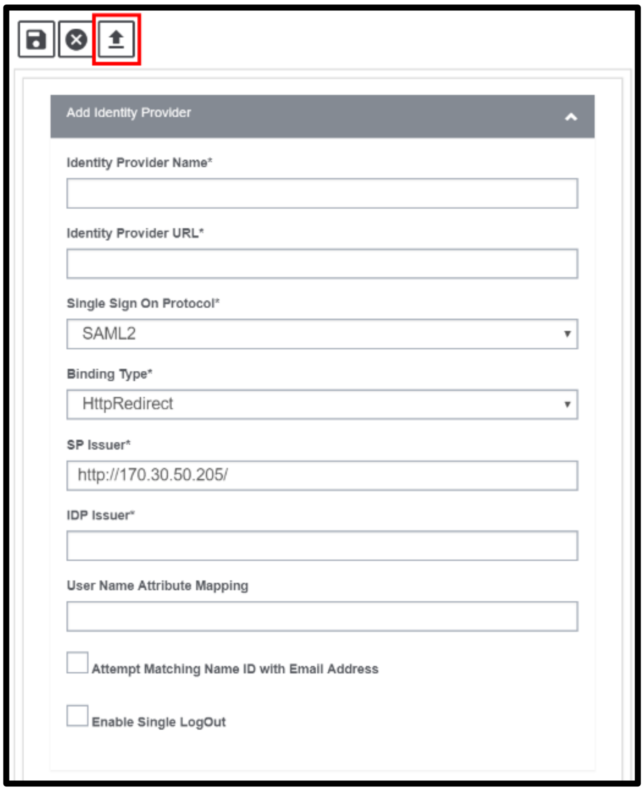
[Fig. 50]

Prerequisite SMS Setting

Go to Security > Security Management System Screen, click on the **Authentication Provider Settings** icon.

In the **Authentication Provider Settings** popup, select **Single Sign On Provider.**

Insurance RISKMASTER v.19.1 Screen



[Fig.51]

Click on the **Add** or "+" sign on the top left section to **Add new Identity Provider and SAML Settings.**

Earlier, the Identity Provider URL, SP Issuer, IdP Issuer and Single Logout URL fields were provided manually. Now, relevant data is auto populated in respective fields by selecting an XML file and uploading it into the system. **[Fig. 51]**

Click Here	*	**For information on procuring this feature.**

Auto Generation of Self Signed Certificates (SSO)*

Security Assertion Markup Language (SAML) allows Identity Providers (IdP) to pass authorization credentials to service providers which allows the use of one set of credentials to log into many different websites. SAML is the link between the authentication of a user's identity and the authorization to use a service.

Generation of SSO

Earlier, SSO certificates were generated manually. Now, the application's efficacy has been enhanced with the introduction of a new feature to **auto-generate Self-signed Certificate.**

Prerequisite SMS Setting

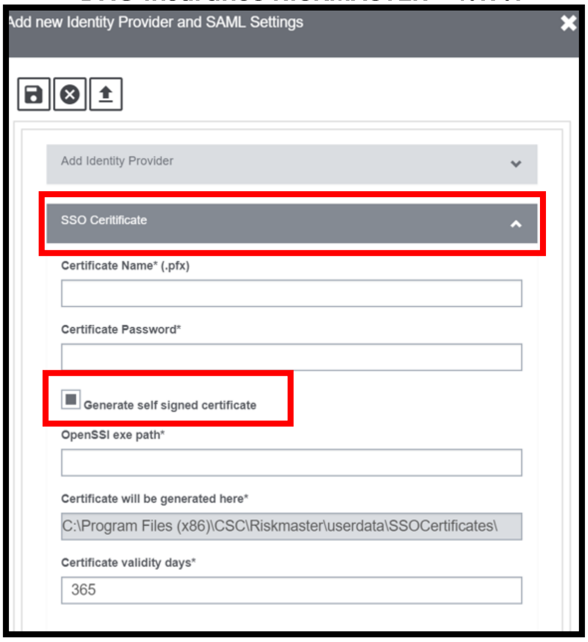
To use this feature, go to Security > Security Management System > Authentication Provider Settings (toolbar button)> Single Sign On Providers (tab) > select the **Add** button

On selecting the **Add** button, **the Add New Identity Provider and SAML Settings** popup is displayed **[Fig. 52]** which allows the addition of:

- **Add Identity Provider**
- **SSO Certificate**

The **Identity Provider** details can now be entered by simply uploading an XML file as discussed in the **Importing SAML Identity Provider (IdP) Metadata from Files** module on page 45. document.

DXC Insurance RISKMASTER™ v.19.1



[Fig. 52]

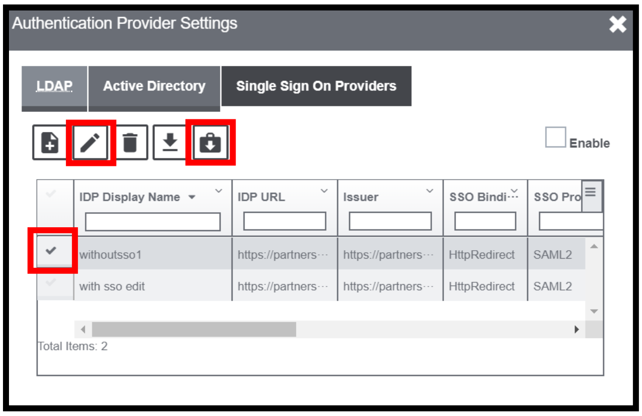
Upon expanding the **SSO Certificate** option **[Fig. 52]** , the following new fields are displayed.

- **Certificate Name:** Enter the name of the certificate.
- **Certificate Password:** Enter a unique certificate password.
- **Generate Self Signed Certificate:** Select this checkbox to enable auto-generation of self-signed certificates.
- **OpenSSl Exe Path:** Enter the path where the SSL folder is executed.
- **Certificate will generate here:** The self-signed certificates will appear in the path mentioned in this field.
- **Certificate Validity Days:** The user can enter the valdiation period for the generated SSL Certificate.

The SSO certificate will be created and saved in the path specified above.

Once the process is complete, a **new Identity Provider** will be created, details of which can be **edited** and **downloaded** (in **.pfx** format) by clicking on the respective buttons as shown **[Fig. 53].**

DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 53]

Click Here | * | **For information on procuring this feature.**

Identity Provider (IdP) Configuration

The file downloaded will contain the **.pfx** file that was created & downloaded as mentioned above. The configuration of the **.pfx** file can be initiated by double clicking on it.

Steps to Import .pfx File

Follow the steps mentioned below for configuring an IpD:

- Double click the **.pfx** file > a prompt to choose the **Certificate Store Location** from the options that include **Current User** or **Local Machine** is displayed. (Choose a desired option & select the "Next" command button).
- Enter the import location and click **Next.**
- Enter the **Certificate Password** that was created during the configuration of SSO in Insurance RISKMASTER > click **Next.**
- In the following interface enter the desired location for Certificate storage (Click the **Browse** button to select the destination folder > click **Next.**
- Click **Finish** to complete the configuration process. (The message – "**The import was successful**" is displayed if the process was completed without errors).

Steps to Configure the .pfx File

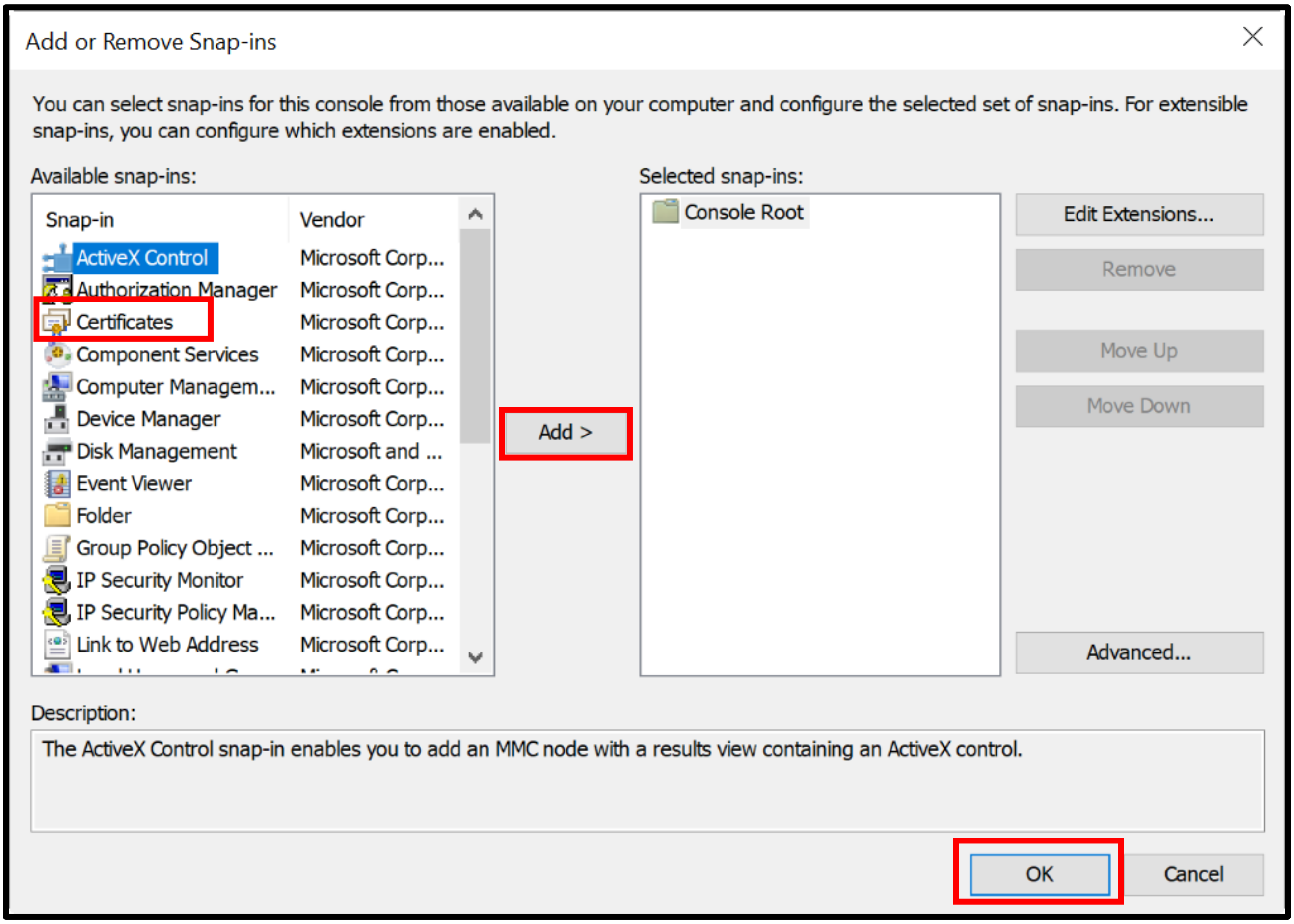
- Now, to configure the **.pfx** file, go the **Command Prompt** and enter "**mmc**". This will open a **Console** as shown **[Fig. 54].**

DXC Insurance RISKMASTER™ v.19.1 Screen

[Fig. 54]

- Select **File > Add or Remove Snap-ins > Certificates > Add. [Fig. 55]**
  - A prompt to select the radio button for **Local Computer** under **Select Computer** appears. Select the Local Computer followed by the **Finish** button to add the **Certificates** folder in the **Console Root.**
- Select **Certificates** and click on the **Ok** command button.
- On the next screen, click on the **Certificates** folder followed by the destination folder for the **.pfx** file set earlier on. (Now, all the certificates saved in the folder will be visible).
- Double clicking a relevant certificate opens a new popup window showing the details of the selected certificate.
  - On the same window – select the Details tab > Copy to File > **Next.**
  - Select "**No, do not export the private key**" and click on **Next.**
- Select the **Browse** button to select the export destination folder.
  - Enter a name for file that is selected for export.
  - Click **Next** followed by the **Finish.**
    (Upon successfully completing the export, a message "**The export was successful**" is displayed).

DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 55]

The configuration is complete. The exported file can now be uploaded in the third-party **Identity Provider** (IdP). Once the upload is done, the **Login** option will be visible in the login page of Insurance RISKMASTER.

Masking of Banking Information

This release version of Insurance RISKMASTER incorporates improvements that make the application **compliant with requirements for financial audits.**

To this end, **masking** of **Banking Transaction Information** for an **Entity**, be it an **EFT** (Electronic Funds Transfer) **Information Number** or a **Routing Number**, has been made possible. This prevents all non-authorized users from viewing bank account related information of Payees.

Prerequisite SMS Settings

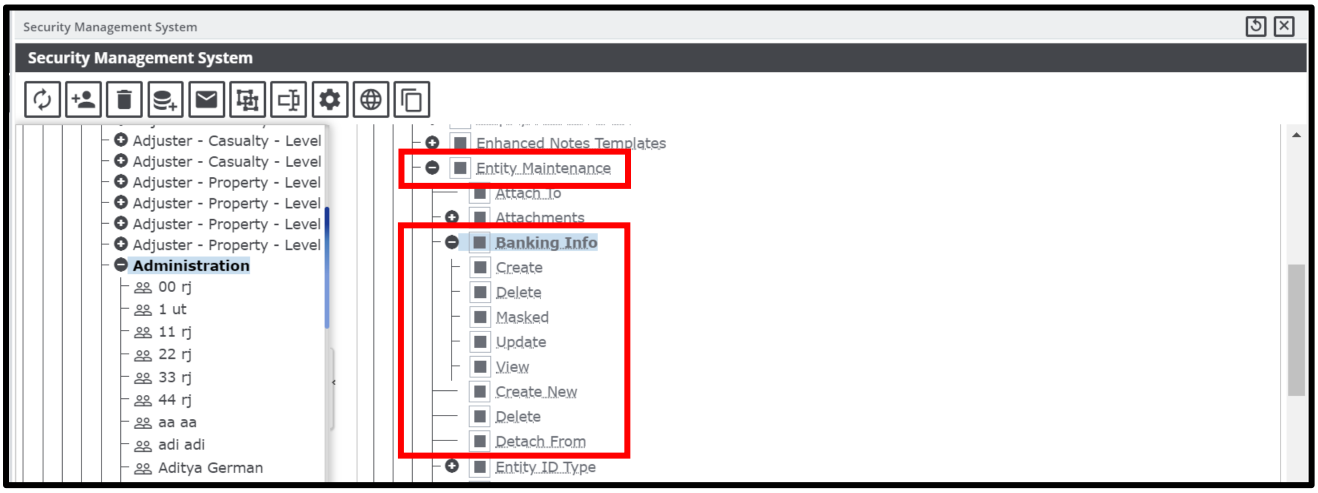
Insurance RISKMASTER administrators can configure Banking Information (EFT Information) permission settings **[Fig. 56]** for different Users by following the path below:

Security > Security Management System > Database > (select DSN) > Module Security Groups > Administrator > RISKMASTER > Entity Maintenance > Banking Information

Note:

- Only Users with requisite SMS permissions can Create/ Delete/ Masked/ Update/ Edit/ View the EFT Information on the Entity Maintenance Screen.
- All EFT Information will be masked for users with no SMS permissions.
- Masking of EFT Information will be complete.

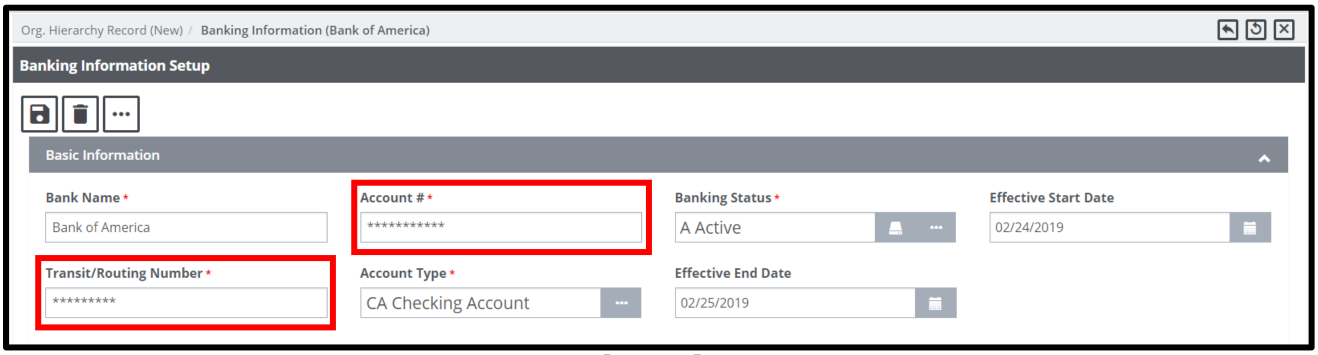
DXC Insurance RISKMASTER™ v.19.1 screen



[Fig. 56]

The bank account and routing numbers will appear masked as shown below **[Fig. 57]**:

DXC Insurance RISKMASTER™ v.19.1 screen

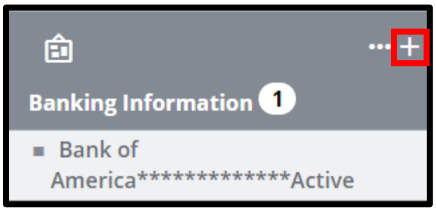


[Fig. 57]

Users with SMS permissions will also be able to Create/ Delete/ Masked/ Update/ Edit/ View the EFT Information on the following screens:

- People Maintenance
- Employee Maintenance
- Organization
- Patient Tracking
- Physician Maintenance
- Medical Staff Maintenance
- Driver Maintenance

DXC Insurance RISKMASTER™ v.19.1 screen



[Fig. 58]

Note:

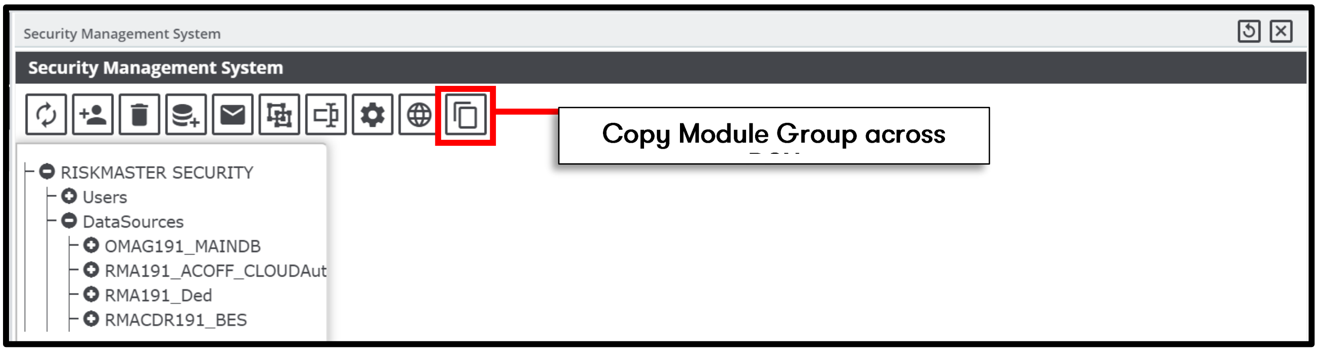
- When the button is present the Banking Information accordion **[Fig. 58]** on the right-hand pane, the information displayed in the list for the existing Bank info will be masked.
- Transactions can only be executed for entities with associated Active Bank Accounts only.

Cloning Module Security Groups

The need for providing the ability to copy a **Module Security Group** from one **Data Source Name** (DSN) to another within the same **Security DSN** has been addressed in the current release version of Insurance RISKMASTER.

A new toolbar button **Copy Module Group Across DSN** has been added on the **Security Management System** screen. **[Fig. 59]**

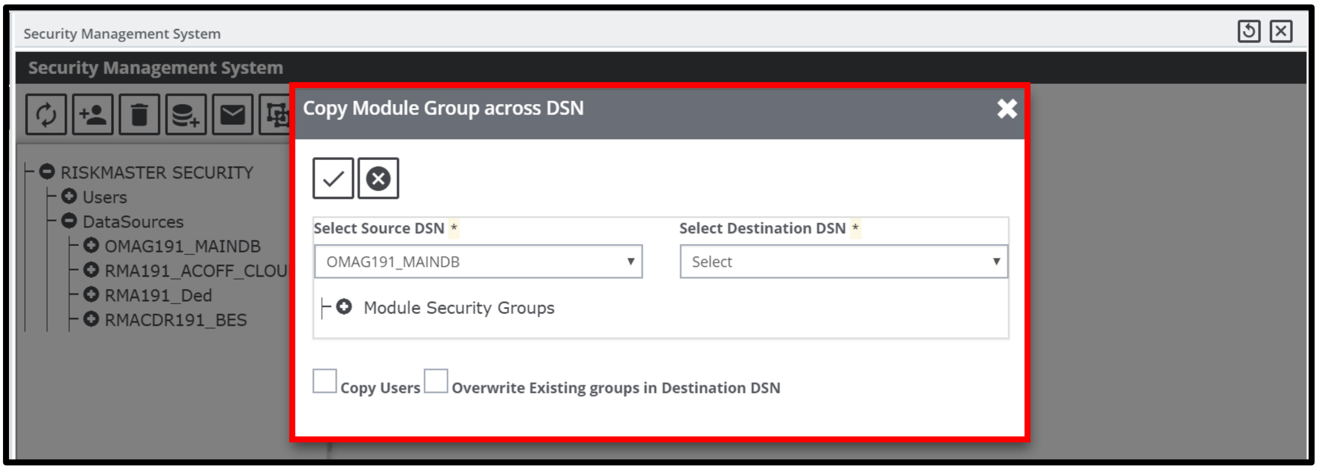
DXC Insurance RISKMASTER™ v.19.1 screen



[Fig. 59]

Selecting this button opens the **Copy Module Group Across DSN** popup wizard which can be used to copy a **Module Security Group** from one DSN to another within the same Security DSN.

DXC Insurance RISKMASTER™ v.19.1 screen



[Fig. 60]

Copy Module Group –popup wizard

The wizard **[Fig. 60]** has the following elements:

Command Buttons
- Accept
- Cancel

Dropdowns
- Select Source DSN
- Select Destination DSN

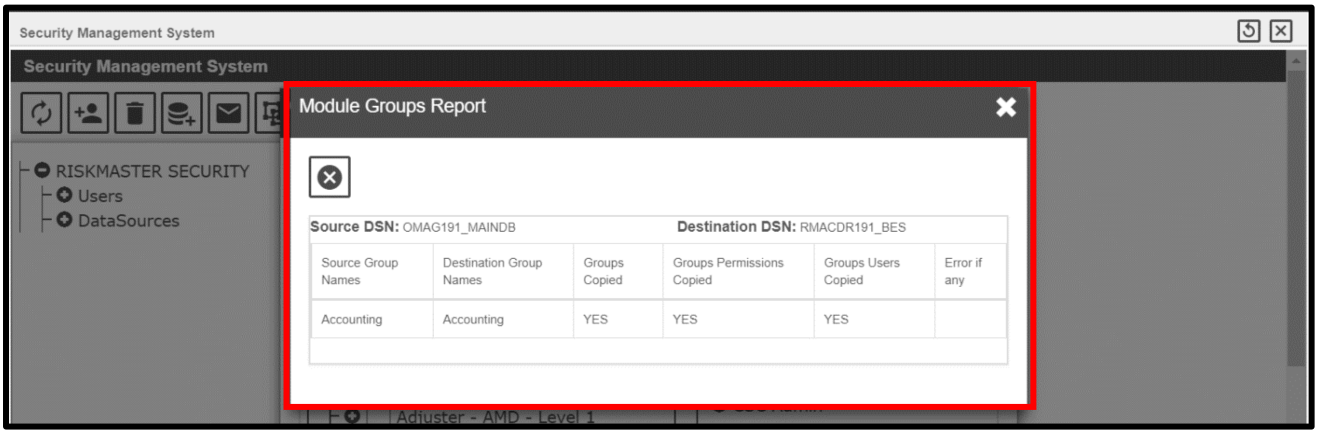
Checkboxes
- Copy Users
- Overwrite Existing Groups in Destination DSN

Note:

- Respective Module Security Groups are available under both source & destination DSNs.
- Lists of Module Security Groups are displayed for copying when the source & destination DSNs are selected.
- Module Security Groups can be overwritten if the group's name exists on the target DSN.
- Users can also be copied from one DSN to the other for the selected Modules Security Groups.

Once the process is completed, the Module Groups Report is generated which shows the names of copied groups, permissions and users. **[Fig. 61]**

DXC Insurance RISKMASTER™ v.19.1 screen



[Fig. 61]

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Customer Resolutions

DXC Insurance RISKMASTER™

Release: v.19.1

April 2019

Customer Resolutions

This section of the Release Notes document describes the specific issue resolutions provided for customers in **DXC Insurance RISKMASTER™ v.19.1.**

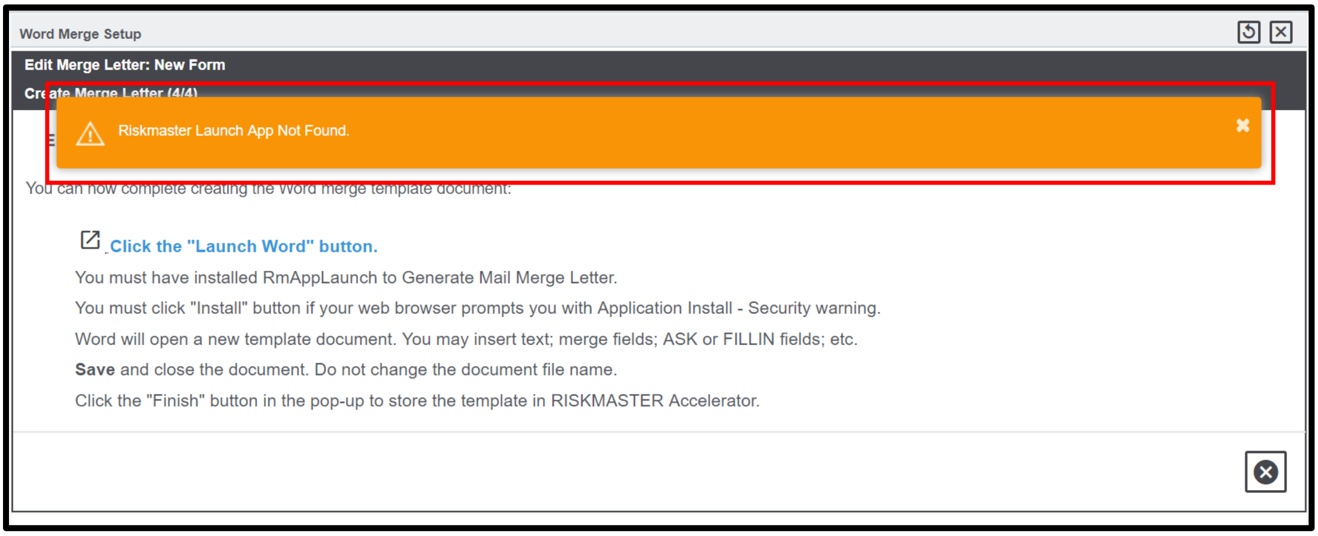
RISKMASTER Launch App Notification

The **RISKMASTER Launch App** is required for some functionalities in Insurance RISKMASTER like Printing Checks & Attachments, Mail Merge, Word Merge, for sending emails using Outlook and others. In case, the RISKMASTER app launcher is not installed at the users' end, then, an error message will now be displayed whenever attempts are made to use any of the above-mentioned functionalities.

For e.g.: On the Claim Screen > User Documents > Word Merge Setup and launch any Merge Letter.

Click the "**Launch Word**" button to proceed. In case the **RISKMASTER Launch App** is not installed in a workstation, then, a warning message **RISKMASTER Launch App Not Found** will be displayed. **[Fig. 62]**

DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 62]

Multilingual CRUD (Create, Read, Update & Delete) Grids

A few menu items in the previous versions of Insurance RISKMASTER could not be made multilingual as they were not covered in the **Localization Setup** of the Utility screen. In order to curb this issue, Insurance RISKMASTER v.19.1 has come up with the **CRUD Grid States**. The **CRUD Grid** functionality **allows the customization of the grids that cannot be customized from the Localization** Setup and make them multilingual.

The basic functionality of CRUD Grids is to change the **header** and **label** of the selected grids. However, the fields cannot be removed from the CRUD Grids even if they are not hyperlinked. The CRUD Grids make the application more fluid.

Accessing CRUD Grids

Go to Utilities > Grid State > Global Grid Settings > Global Grid State (tab)

Select language from the **Language Selection** dropdown followed by the required grid in the **Grid Selection** field. **[Fig. 63]**

DXC Insurance RISKMASTER™ v.19.1 Screen

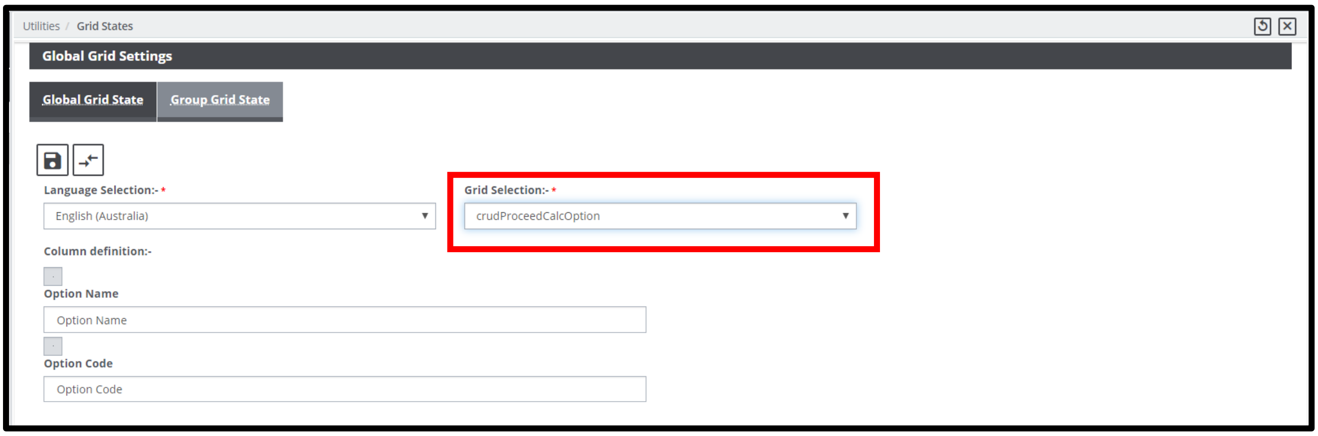
[Fig. 63]

The grids covered under CRUD Grids feature are mentioned below:

- Crudadjudication
- Crudaltwaitperiod
- CrudMMSEA
- Crudmmseaparty
- Crudpowerview
- CrudProceedCalcOption
- CrudruleEngineConfigGrid
- Crudselfinsured
- Crudmslanguage
- Crudtabledata
- Crudtokenaddapp
- Crudtokenapp
- Crudtpocdata

Followed by language selection, select a **CRUD Grid** from the **Grid Selection** dropdown (options mentioned above), to customize its fields by entering the desired text in their corresponding textboxes. **[Fig. 64]**

DXC Insurance RISKMASTER™ v.19.1 Screen



[Fig. 64]

To view & verify the changes made in the **Global Grid State**, switch to the **Group Grid State** tab, and click on the **Add** "+" sign in the top left corner. **[Fig 65]**

The changes done can be viewed in the Group(s) Configuration popup. **[Fig. 65]**

DXC Insurance RISKMASTER™ v.19.1 Screen

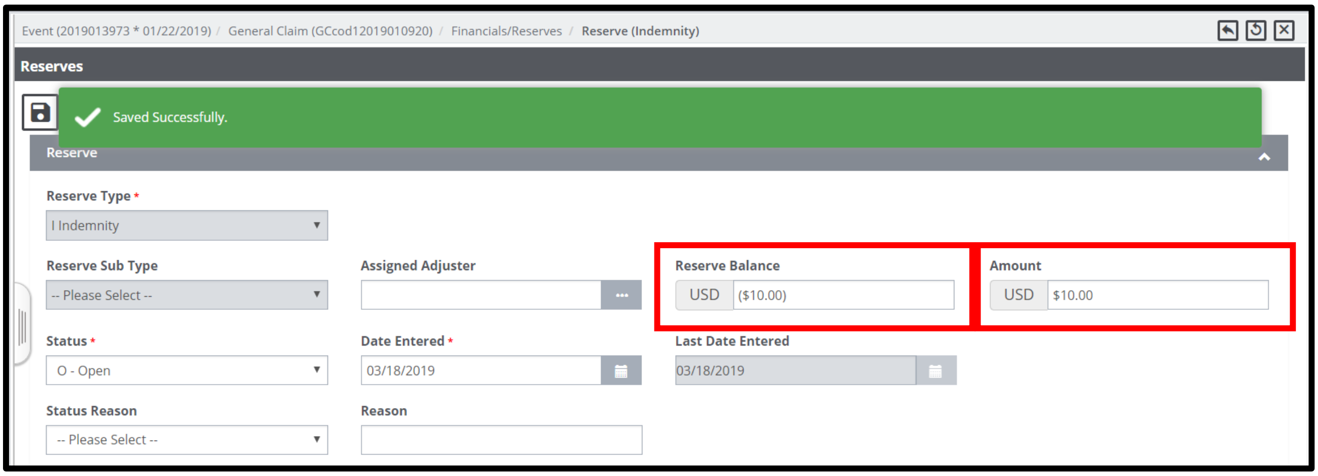
[Fig. 65]

Improved Reserve Validation Script

The **Reserve Validation** script has been **modified** and now any changes made to the **Reserve Amount** will also be reflected in the **Reserve Balance** field upon saving the script.

In other words, the Reserve Amount will always be in sync with the Reserve Balance.

DXC Insurance RISKMASTER v.19.1 screen



[Fig. 66]

Important Information

DXC Insurance RISKMASTER™

Release: v.19.1

April 2019

Important Information

This section includes the **Technology Roadmap** updates, for **DXC Insurance RISKMASTER™**, on issues that currently affect the application. This section also includes information & suggested actions for using the services of the newly onboarded third-party business solutions providers.

Technology Roadmap Updates

Ongoing Issues with Google Chrome

DXC Technology has identified a major issue with the Google Chrome Browser (v.73) which affects all customers of Insurance RISKMASTER from v.16.3 and v.18.3 and restricts their usage of functionalities like Mail Merge, Print Check (through a local printer) and Print All (in attachments – when printing through a local printer). Users of Insurance RISKMASTER v.18.1 and v.19.1 remain unaffected by this issue.

A resolution is now available in Chrome's beta version 74.0.3729.40 - 64-Bit (Official Build). The restricted Insurance RISKMASTER functionalities can still be used without downgrading to Chrome v.72, by using the beta version of the browser. However, the "meta4click" extension must be installed to use the functions seamlessly.

The browser's beta version can be uninstalled when Chrome's v.74 is officially available.

Antivirus Warning

DXC Technology advises configuring antivirus programs in such a way that they do not interfere with the functioning the Insurance RISKMASTER web application. To address the issue of slowness, it is suggested that appropriate antivirus settings are used for the smooth and lag free use of the Insurance RISKMASTER application.

Additional Important Information

*	**Features with an asterisk mark (*) involve additional cost/ consulting/ agreement/ licensing considerations. Please reach out to Insurance RISKMASTER Support or your Insurance RISKMASTER Sales Representative for more**

Select from options below to return to module:

Melissa & RISKMASTER's API	Click Here	**SubroPro by Amali**	Click Here
Viewpost	Click Here	**PMI Calculator**	Click Here
Multiple E-mail APIs	Click Here	**AWW Calculator**	Click Here
Cust. Policy Validations	Click Here	**Claims Desktop**	Click Here
IdP Metadata	Click Here	**Autogenerate SSO**	Click Here

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DXC Insurance RISKMASTER™

Release: v.19.1

April 2019

DXC Technology: New. But not born yesterday.

About DXC Technology

DXC Technology (**DXC: NYSE**) is the world's leading independent, **end-to-end IT services company**, serving nearly **6,000 private and public sector clients** from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network help clients harness the power of innovation to thrive on change and guide their digital transformation journeys.

The company was formed on April 1, 2017, by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise. DXC Technology has successfully guided the world's largest enterprises and government agencies through successful change cycles. With some 137,000 employees worldwide, the company's deep experience gives it a clear and confident vision to help clients navigate the future.

DXC Technology is a **Fortune 500 company** and represented in the **S&P 500 Index**. The company works to create greater value for clients, partners and shareholders, and to present growth opportunities for its people. DXC Technology is ranked among the world's best corporate citizens.

DXC Technology's extensive partner network helps us drive collaboration and leverage technology independence. The company has established more than 250 industry-leading global Partner Network relationships, including 15 strategic partners: Amazon Web Services, AT&T, Dell EMC, HCL, Hitachi Vantara, HP, HPE, IBM, Lenovo, Micro Focus, Microsoft, Oracle, PwC, SAP and ServiceNow.

For more details, visit: **dxc.technology**

About DXC Insurance RISKMASTER™

DXC Insurance RISKMASTER™ is an integrated **Claims Administration Platform** that consolidates multiple functions into one cohesive solution to provide accurate and up-to-date business functions using the latest technology.

This browser-based software provides real-time analytics to help you spot trends and mitigate future losses. It gives your staff a highly efficient system that simplifies workflows and promotes best practices throughout your organization. It helps ensure that your claimants receive first-class service, besides providing your management team with a means to track key metrics to control costs and improve performance.

Thousands of Risk and Claim professionals rely on Insurance RISKMASTER to manage all types of Claims, making it one of the **industry's leading Claims Management Systems**. This active client community ensures that **Insurance RISKMASTER is continually supported and enhanced – keeping your Claims processing running smoothly today and in the future.**

For more details, visit: www.**riskmaster**.com

Contact

US Mail: DXC Technology
3000 University Drive
Auburn Hills, Michigan 48326
Phone: 1-877-275-3676
Email: risksupp@dxc.com

DXC.technology

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