

DXC Assure Claims

PDF Forms Module

May 2020

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Digital Transformation at DXC Technology

Digital transformation is entering a new phase and DXC Technology is now looking to rapidly scale its digital efforts, drawing strength from new digital service platforms and deeper integration of enterprise processes.

The digital disruption wave is pushing the insurance industry towards a digital future; and with disruption, comes new opportunity – particularly for the organizations who are bold enough to lead or follow fast.



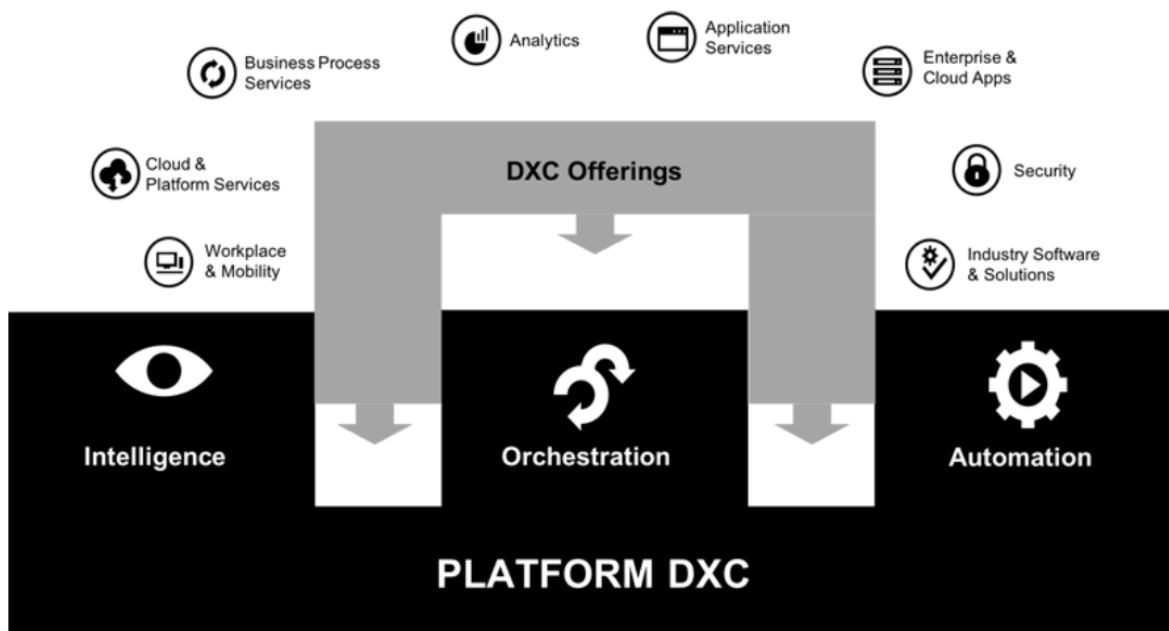
Digital Transformation at DXC Technology

An Introduction to Platform DXC™

Digital transformation is at the core to how DXC Technology is changing its business model. And with a view to better serve clients and optimize their technology investments, DXC Technology has developed Platform DXC™ – a digital-generation service delivery platform that optimizes the delivery of DXC Technology’s managed services fortified with automation and machine learning.

Using Platform DXC, the company can ingest and control the existing client estate and correlate the back end with the new, so it looks like a single business. This is the DXC path to digital, and it is a way to coexist with legacy systems. It is the way that DXC has tackled its own digital transformation as it has built out its digital foundation.

Depicted below is a representation of DXC Technology’s new service delivery platform...



[Click Here](#)

To read about how DXC Technology is Automating IT environments with Platform DXC

[Click Here](#)

To read DXC Technology aims to deliver outcome-based services with Platform DXC



DXC Assure

With the introduction of Platform DXC as part of DXC Technology's digital transformation endeavors a need was felt to reinforce value in the current product and service offerings while fueling interest and demand for new digital products. This necessitated unifying the product portfolio via a single-family name – **DXC Assure**, for global consistency within the context of DXC's brand guidelines.

While **DXC Assure** also refers to DXC Technology's overall vision and strategy for digital transformation in insurance, it essentially **encompasses all products, processes, tools, platforms etc. that are powered by Platform DXC.**

DXC Insurance RISKMASTER™ is now DXC Assure Claims

Thus, with the deployment of DXC Technology's new service delivery platform – **Platform DXC**, and the latest branding directives, **DXC Insurance RISKMASTER™** becomes **DXC Assure Claims** auguring the company's digital intent – Digital Insurance as a Service (DlaaS).

[Click Here](#)

To read about Digital Insurance as a Service (DlaaS)



General Overview

This section contains basic guidelines and preliminary advisory pertaining to the PDF Forms Module integrated in DXC Assure Claims.



General Overview

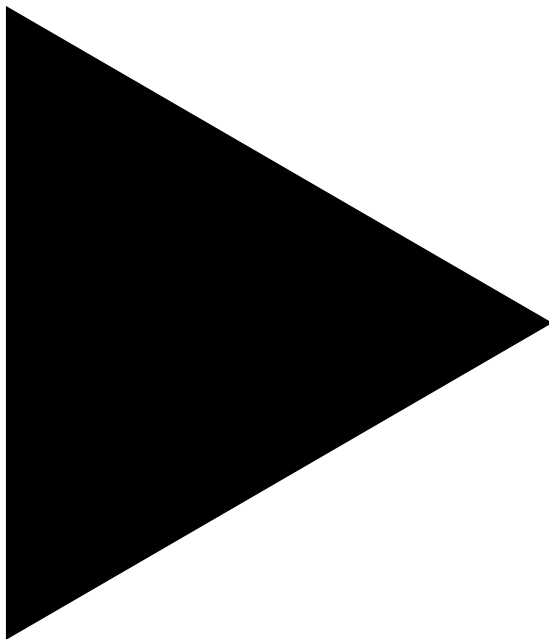
Document Purpose

The document provides an overview of the basic functioning of the PDF Forms module and how it helps the generation and processing of the various Injury forms for Workers' Compensation Claim.



PDF Forms

This section of the document brings forth the basic functioning of the module and the definition of FROI/SROI forms.



PDF Forms

With the introduction of FROI/SROI PDF module, DXC Assure Claims makes it effortless to handle Workers' Compensation Claim. Enabling the navigation through the web of rules and regulations with minimalistic effort, the functionality allows the generation and processing of FROI and SROI forms for different Jurisdiction state at a few button clicks.

Types of PDF forms

There are two types of PDF forms for injury reporting used in DXC Assure Claims. They are listed below:

- FROI (First Report of Injury)
- SROI (Secondary Report of Injury)

First Report of Injury (FROI)

The First Report of Injury or FROI is a form used by injured workers, employers or medical providers to initiate a Workers' Compensation Claim. The Employer's First Report of Injury provides information on the claimant, employer, insurance carrier and medical practitioner necessary to begin the claims process. Details of the claimant's employment and circumstances surrounding the injury or illness are also requested. Different State and Provinces have different forms.

Usually, the naming convention used for FROI form is Name of state_Date. For instance, if the name of the state is Alaska, then, the name of the form will be alaska_20130722.pdf.

Second Report of Injury (SROI)

Second Report of Injury or SROI is a report required twice a year while a claim is open; when benefits start, stop, or change; when a lump-sum payment is made or when a claim closes.

The naming conventions used for SROI is Initials of state_Form name_Date. For example, if the name of the state is Alaska, then, the name of the SROI form will be ak_07-6100_20150401.pdf.

Note

There is only one FROI form for a state.

There are many SROI forms of a state and are denoted by initials of state.




Performing FROI in DXC Assure Claims

This section of the document states the steps involved in performing FROI in DXC Assure Claims.

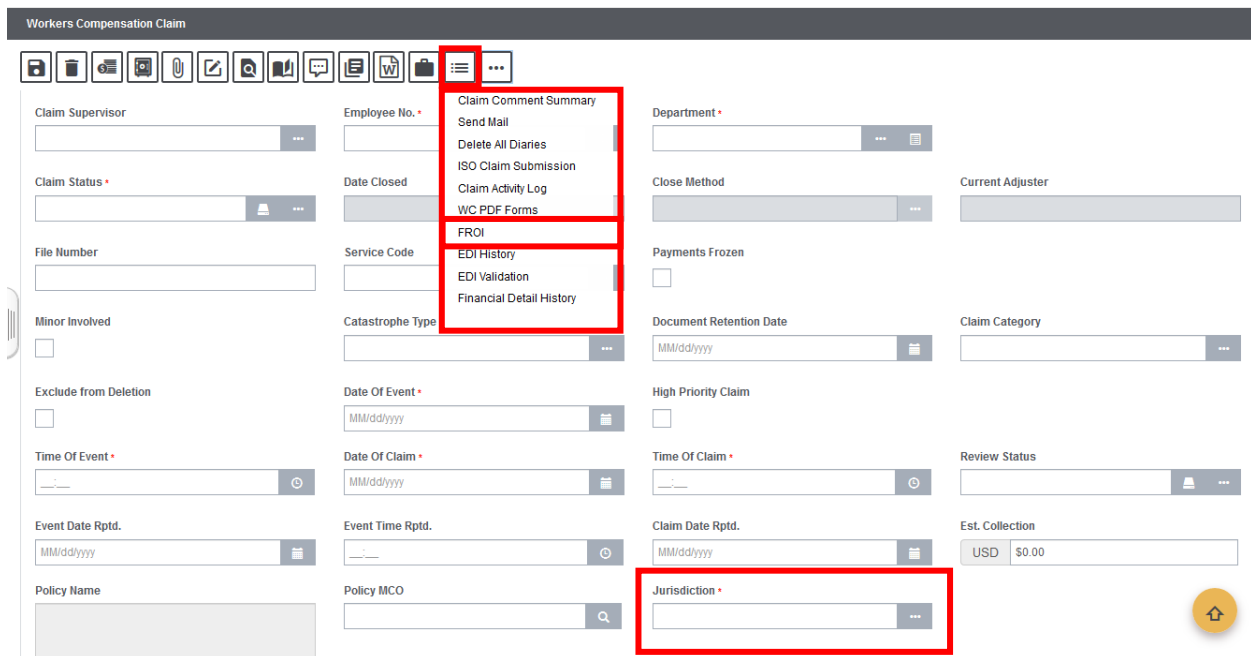


Performing FROI in DXC Assure Claims

The PDF module is only applicable on the Workers' Compensation Claim.

Go to the Workers' Compensation screen and in the Claim Info tab, enter the Jurisdiction in which OSHA is to be filed. The FROI and SROI forms will appear according to the Jurisdiction state selected. Now, expand the Menu  button on mouse-hover. [Fig. 1]

DXC Assure Claims Screen



The screenshot displays the 'Workers Compensation Claim' interface. A red box highlights the menu icon in the top toolbar, which has been expanded to show a list of actions. The 'FROI' option is highlighted in red within this menu. Another red box highlights the 'Jurisdiction' dropdown field in the bottom right section of the form.

[Fig. 1]

Select the FROI button to get redirected to the FROI Form screen. [Fig. 2]

DXC Assure Claims Screen



The screenshot shows the 'FROI Forms' section of the interface. A search bar is visible at the top right. Below the search bar, a table lists available forms. The first entry, 'First Report of Injury or Illness', is highlighted with a red box.


[Fig. 2]

Selecting the FROI form will display the Preparer Information screen if the default values of the Preparer Information is not fixed on the Utilities zone. In order to enter the default values for the same, go to Utilities > FROI Preparer Info under the Jurisdictional Options section. The values entered on this screen will be displayed on the Preparer Information screen of the Claim zone.

In case, these fields are left blank on the Utilities zone, only then, the user will get redirected to the Preparer Info screen in the Claim zone.

DXC Assure Claims Screen

Utilities / FROI Preparer Info



Preparer Name:

Preparer Title:

Preparer Phone:

Remember this information and don't prompt me again.

If the Preparer Information has already been entered from the Utilities zone, then, FROI form will be displayed once it is selected from the FROI Forms screen. **[Fig. 3]**

[Fig. 3]

The various criteria/fields to be displayed on the FROI form can be selected from the Utilities zone. For this, go to the Utilities > First Form Of Injury Options under the Jurisdictional Options section. Select the various criteria as per the business requirement and the fields on the form will be displayed accordingly. The various settings offered on this screen are mentioned below:

- Select Which Description Will Appear On The Report (Where Applicable):
- Claims Administrator (Where Applicable)
- Carrier
- Contact Information
- Use Title or Position Code
- Source of Preparer Information:
- Attach To Claim By Default
- Print Claim Number At Top Of Page:
- Claim Number Options
- Force Printing of NCCI Codes:
- Select The Organization Hierarchy Level for Employer Information:
- Select TPA As TPA Where Applicable
- Work Loss
- Jurisdiction of Nebraska: Insured or Parent Corporation
- Jurisdiction of Tennessee: Insured or Parent Corporation
- Jurisdiction of Virginia: Parent Corporation

Once the various criteria to be displayed on the form is fixed and the FROI form is selected, it will be displayed as shown below. **[Fig. 4]**

Note:

Only one form is generated for FROI. Multiple forms can be generated for SROI.



DXC Assure Claims Screen



State of New York - Workers' Compensation Board
Employer's First Report of
Work-Related Injury/Illness

WC202003102

C-2F

A work-related injury or illness must be reported within 10 days (Per Section 110) of the injury/illness or be subject to a penalty. Employers are not required to submit form C-2F to the Workers' Compensation Board if the employer's insurer will be submitting the accident information electronically to the Board on the employer's behalf. If you need assistance completing this form, please contact your insurer for guidance on the best method of reporting work-related accident information. If you submit this form to the Board, please send it to P.O. Box 5205, Binghamton, NY 13902 and provide a copy to your insurer.

Employee Name CYNTHIA L KESTER

WCB Case Number (JCN) _____ Date of Injury 04/01/2020

Claim Administrator Claim Number WC202003102

INSURER / CLAIM ADMINISTRATOR INFORMATION

Insurer Name ¹ _____ Insurer ID _____

Name Homicide

Info/Attn _____

Address _____

City _____ State _____

Postal Code _____ Country _____

Claim Admin ID _____

EMPLOYEE INFORMATION

First Name CYNTHIA Middle Name/Initial L

Last Name KESTER Suffix _____

Mailing Address 6477 SANTA ANA AVE addr2

City BOISE State _____ ID _____

Postal Code 83709 Country _____ 70 _____

Phone Number 208-230-2799 Date of Hire 12/05/2016

Date of Birth 12/08/1965 Gender Male Female Unknown

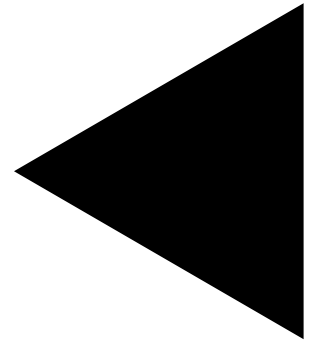
Employee SSN 556116488

Occupation Description _____




Performing SROI in DXC Assure Claims

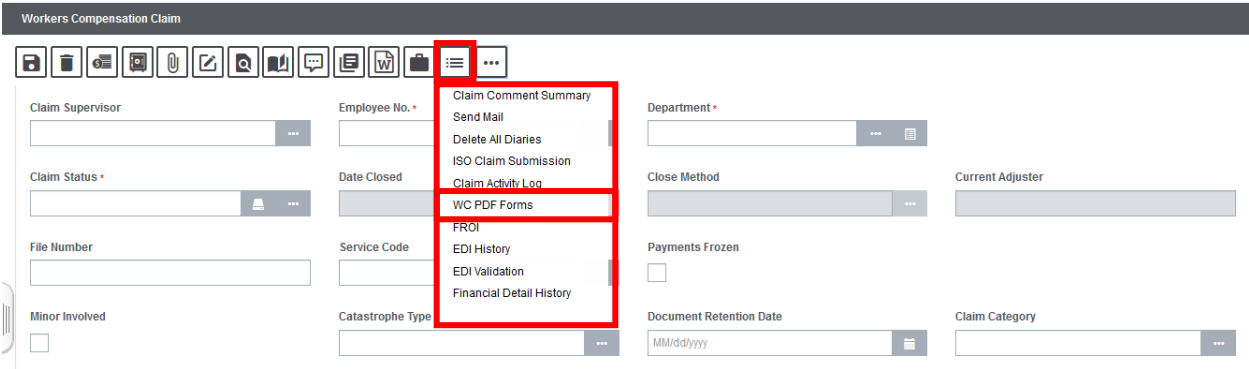
This section of the document states the steps involved in performing SROI in DXC Assure Claims.




Performing SROI in DXC Assure Claims

To generate the SROI forms, go to Workers' Compensation Claim screen and expand the Menu  button on mouse-hover and select the WC PDF Forms option to get the Preparer Information window. Enter Preparer Information for the FROIs. [Fig. 5]

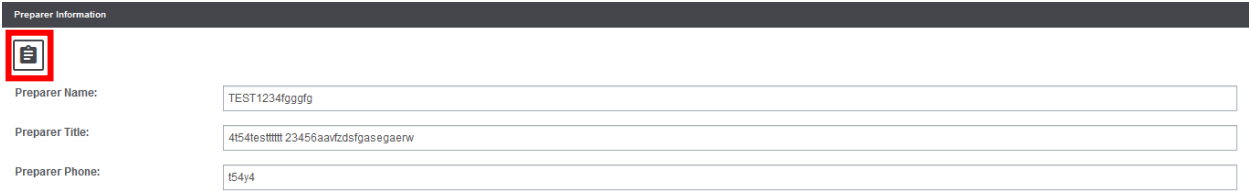
DXC Assure Claims Screen



[Fig. 5]

Once the details are entered, the First Report forms will be available for the Jurisdiction State that was selected in the previous window. Select the  button on the top left section of the screen to display the FROI form. [Fig. 6]

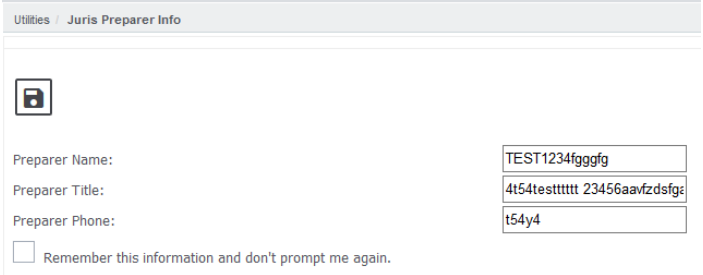
DXC Assure Claims Screen



[Fig. 6]

Just like FROI Preparer Info, the Juris Preparer Info or the Preparer Info of SROI can be entered via the Utilities zone.

DXC Assure Claims Screen



[Fig. 7]

Go Utilities and select Juris Preparer Info under the Jurisdictional Options to get redirected to the Juris Preparer Info. The details entered here is considered the default value of Preparer Info. These details can be changed on the Preparer Info screen of the Claim zone. [Fig. 7]



The list of the FROI form appears as shown below. [Fig. 8] It may differ depending on the Jurisdiction State selected.

DXC Assure Claims Screen

The Following Claim Forms are available:

Form Name and Title	Form Description
H24R:Issues form	
H-32:Controversion of Medical Claim	
H-24M:Controversion Of Medical Claim	
C90R:Request For Document Correction	
C-40D:Contesting Issues	
C-2:Statement of Wage Information	
C-06:Insurer's Termination of Temporary Total Disability Benefits	

[Fig. 8]

For instance, if Controversion of Medical Claim is selected from the form list, then, the form will be displayed as shown. [Fig. 9]



DXC Assure Claims Screen


WORKERS' COMPENSATION COMMISSION
CONTROVERSION OF MEDICAL CLAIM

INSTRUCTIONS: This form is to be used **ONLY** for the purpose of controverting an Order Nisi and **MAY NOT** be used to raise any other issue. If other issues exist WCC Form H24R "Issues" must be filed with the Commission. Pursuant to COMAR 14.09.08.06G a hearing will be scheduled on this controversion in the normal course.

WCC Claim Number: WC2020003104

Claimant Name: CYNTHIA L KESTER

Employer: Homicide

Insurer: Homicide

The Employer/Insurer Healthcare Provider hereby controverts the Order Nisi issued in this case for professional services provided by:

Healthcare Provider

Street

Suite/Additional Address

City

State

ZIP Code

A Final Order should not be issued for the following reason(s):

CERTIFICATION OF SERVICE

I hereby certify that on this 8 day of May, 2020, I mailed, postage prepaid, a copy of the foregoing "Controversion of Medical Claim" to all parties and their attorneys.

Name of Party Raising Issues

Signature

Telephone Number

10 East Baltimore Street · Baltimore, Maryland 21202-1641
410-864-5100 · Email: info@wcc.state.md.us · Web: <http://www.wcc.state.md.us>

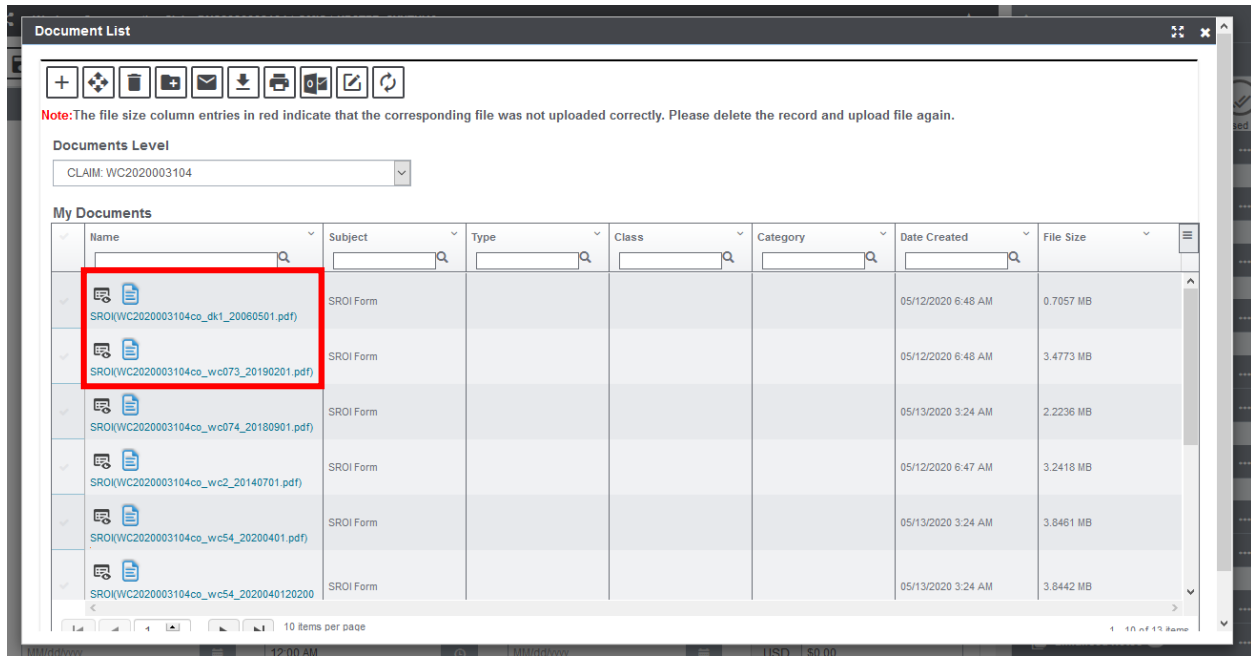
MD WCC Form H-32 3/2014

[Fig. 9]

The form appears in editable format. The fields can be edited and saved before printing the form. The saved FROI/SROI forms can be viewed on the Attach Document screen. [Fig. 10]

Go back to the Claim screen, select Attach  button from the toolbar.

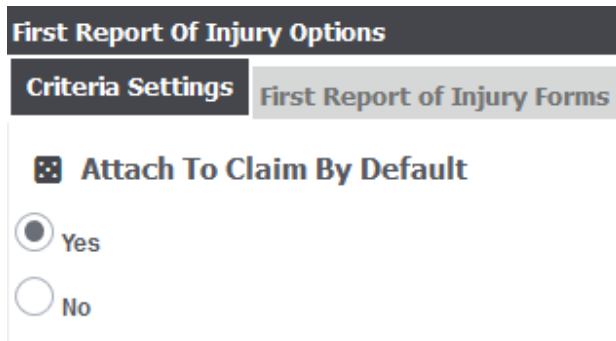
DXC Assure Claims Screen



[Fig. 10]

The forms are then treated as regular documents that can be edited, removed or downloaded. The PDF forms are attached to the Claim only if the settings for the same is enabled from the Utilities zone.

DXC Assure Claims Screen



[Fig. 11]

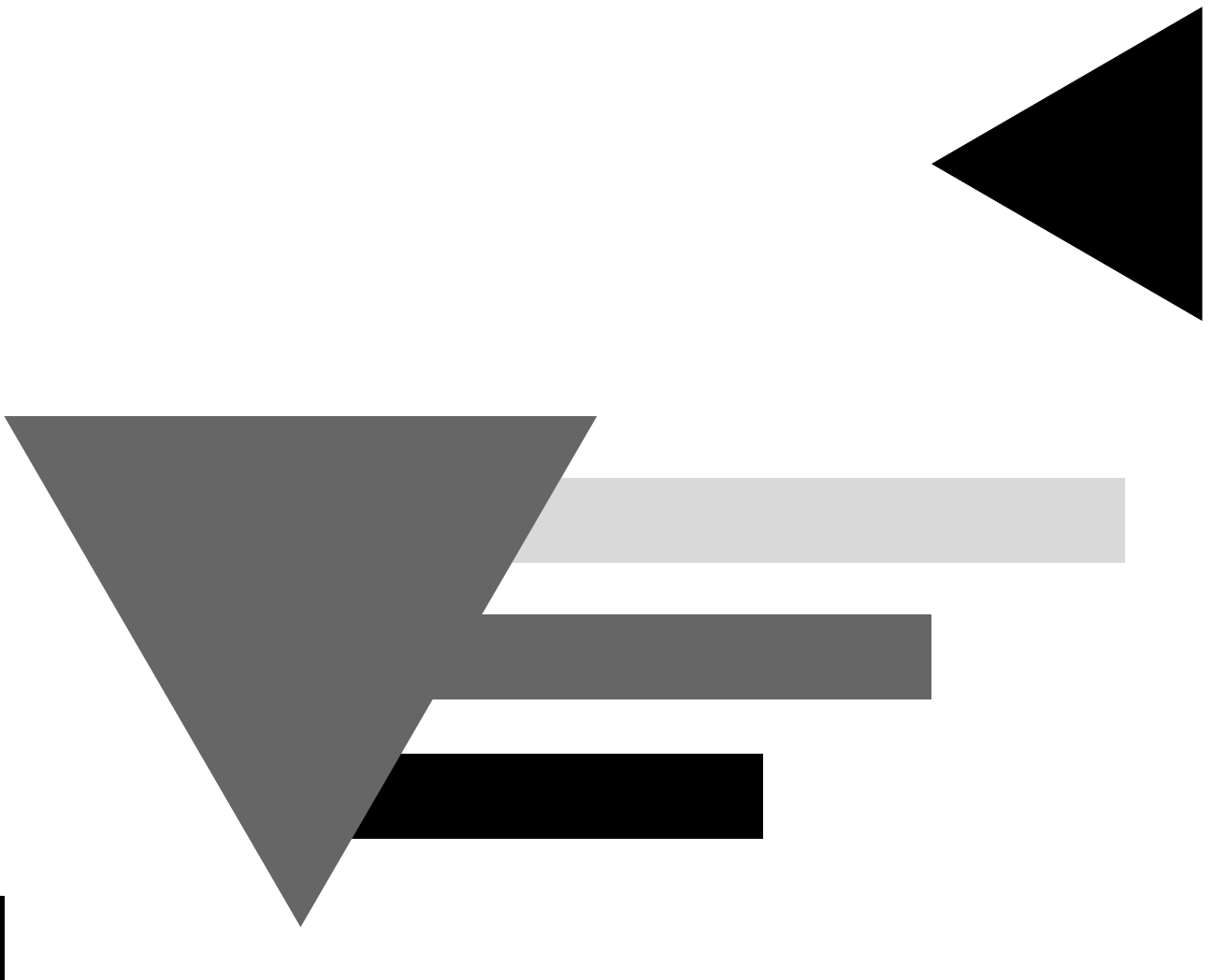
Utilities Setting:

To avail the functionality, go to the **On the First Report Of Injury** screen of the Utilities zone.

Under the **Attach To Claim By Default**, select **Yes**. Once this setting is enabled, the forms will be automatically attached to the respective Claim. [Fig. 11]

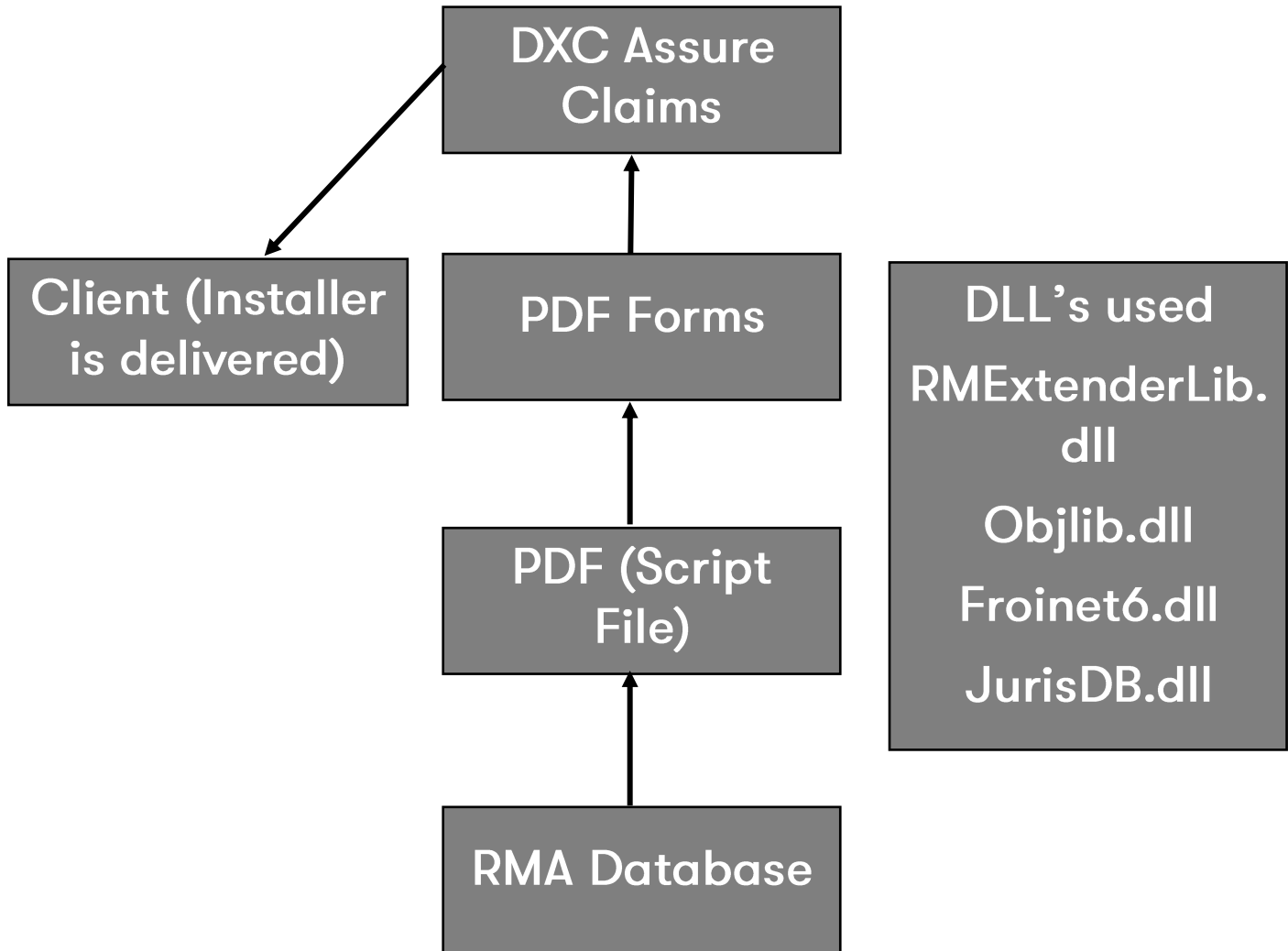
Architecture of PDF Form Module

This section of the documents depicts the basic architecture of PDF Form Module.



Architecture of PDF Forms Module

The architecture of the PDF module is depicted below:



About & Contact

DXC TECHNOLOGY. NEW. BUT NOT BORN YESTERDAY



As the world's leading independent, end-to-end IT services company, DXC Technology (NYSE: DXC) leads digital transformations for clients by modernizing and integrating their mainstream IT, and by deploying digital solutions at scale to produce better business outcomes.

The company's technology independence, global talent, and extensive partner network enable 6,000 private and public-sector clients in 70 countries to thrive on change. DXC is a recognized leader in corporate responsibility. For more information, visit dxc.technology and explore [thrive. Dxc.technology](#), DXC's digital destination for changemakers and innovators.



About & Contact

DXC Technology

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. The company's global scale, talent and innovation platforms serve 6,000 private and public-sector customers in 70 countries.

DXC Technology is recognized as a leader in [Corporate Responsibility](#) and 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 helps our customers across the entire enterprise technology stack with differentiated industry solutions. We modernize IT, optimize data architectures, and make everything secure, scalable and orchestrated across public, private and hybrid clouds.

We combine years of experience running mission-critical systems with the latest digital innovations to deliver better business outcomes and new levels of performance, competitiveness and experiences for our customers and their stakeholders.

DXC invests in three key drivers of growth: People, Customers and Operational Execution.

DXC's extensive partner network helps drive collaboration and leverage technology independence. The company has established more than 200 industry-leading global [Partner Network](#) relationships, including 15 strategic partners: Amazon Web Services, AT&T, Dell Technologies, Google Cloud, HCL, HP, HPE, IBM, Micro Focus, Microsoft, Oracle, PwC, SAP, ServiceNow and VMware.

[Click Here](#)

To read more about DXC's digital destination for changemakers and innovators.

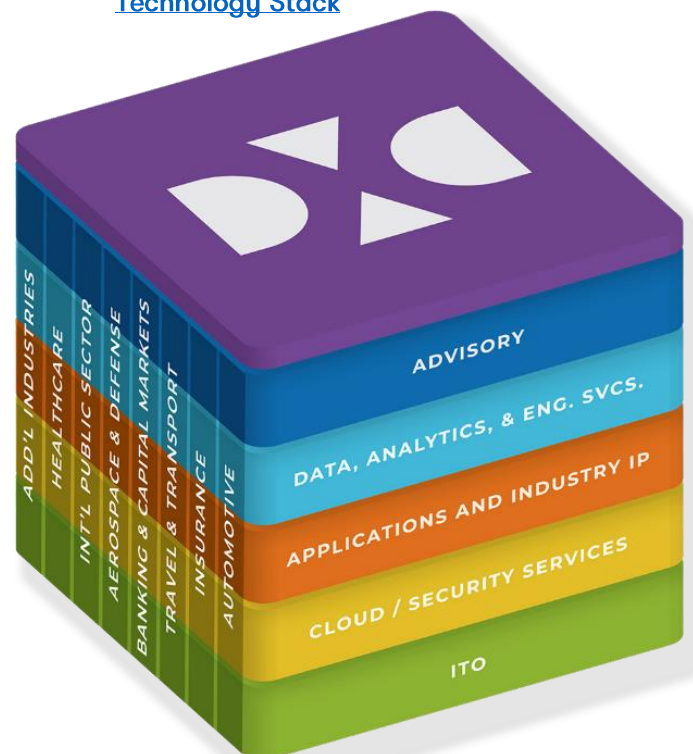
[Click Here](#)

DXC Blog – Insurance and Technology.

The DXC Technology Stack

The enterprise technology stack includes ITO; Cloud and Security Services; Applications and Industry IP; Data, Analytics and Engineering Services; and Advisory.

Watch an animation of [DXC's Enterprise Technology Stack](#)



DXC Assure Claims

DXC Assure Claims 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 DXC Assure Claims to manage all types of Claims, making it one of the industry's leading Claims Management Systems. This active client community ensures that DXC Assure Claims is continually supported and enhanced – keeping your Claims processing running smoothly today and in the future.

[Click Here](#)

To visit the DXC Assure Claims microsite.

[Click Here](#)

To read more about DXC Assure Claims on the DXC website.

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