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DXC Assure Claims & SubroPro Integration

User Guide

Release version 24.3

September 2024



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Initial Setup & Configuration

This section of the document talks about the initial setup and configuration steps.

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One-time settings involved for Assure Claims-SubroPro system integration includes the following steps:

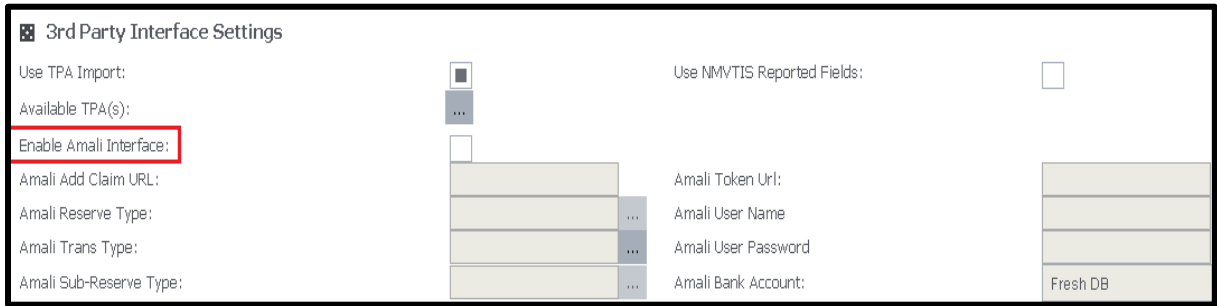
- a) ThirdPartyInterfaceAPI must be hosted along with the Assure Claims application on IIS. This API can be found at: **~\Riskmaster\ThirdPartyInterfaceAPI .**
- b) Corresponding to the ThirdPartyInterface API, Assure Claims ConnectionString must have a ThirdPartyDataSource node. Example:

```
<add name="ThirdPartyDataSource" connectionString="Driver={SQL Serv-  
er};Server=databaseservername;Database=databasename;UID=uid;PWD=pwd;"providerName="S  
ystem.Data.SqlClient" />
```

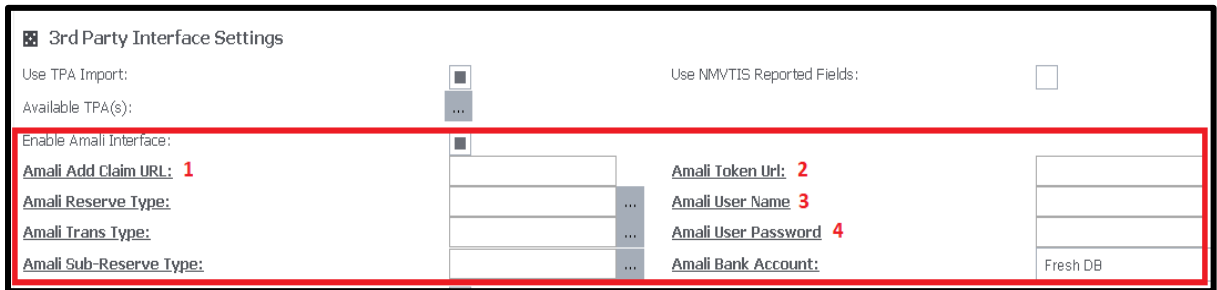
Note

- This node needs to be updated in the Assure Claims ConnectionString (at all the places where the connection string is present in Assure Claims). Also, in the Client_Detail table of MTSecurity Database if Assure Claims is MT-Environment. (In short, at all the places where other nodes of connectionstring are present. This needs to be included as well.)
- Also, in the above node the ThirdPartyDatabase is a blank database with any name which needs to be created and same name is to be updated in the node. After the database creation following scripts must be manually executed:
Create_thirdparty_schema_sql.sql – This script can be found at ~
Riskmaster\ThirdPartyInterfaceAPI\ThirdPartyDatabaseScripts

- c) Next step would be to create Amali specific blank database and the following script must be executed: create_tables_subpro_sql.sql which can be found at:
~ Riskmaster\ThirdPartyInterfaceAPI\ThirdPartyDatabaseScripts
- d) Make sure that the SubroProRMInterface.exe (a tools utility) is placed at
~WCFService/bin folder.
- e) Go to Utilities -> General System Parameter Screen
- f) Scroll down to third-party Interface Settings section.
- g) Select the Enable Amali Interface Checkbox highlighted below:



- h) After clicking on the checkbox, the fields disabled above will get enabled and will become mandatory.



Note

- Fields 1,2,3,4 marked in red above i.e., Web API URL with username and password for authentication are required from Amali SubroPro side before any further setup is done as they are mandatory in Assure Claims.

- i) Click on save button after filling all the mandatory fields.

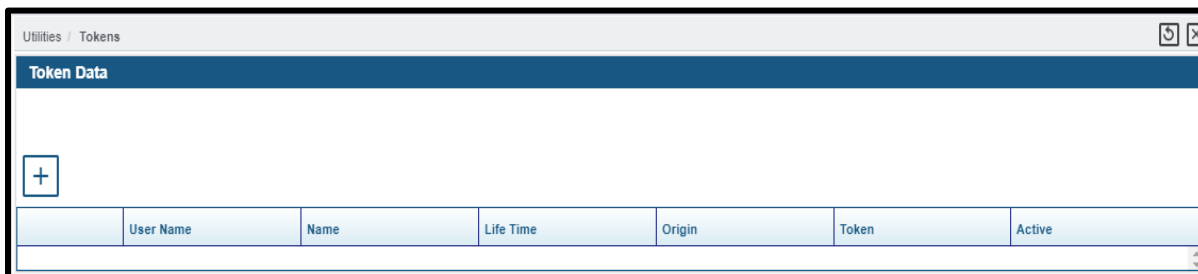
Note

- DXC Assure Claims Authentication token and rmA Add Party and Add Payment URL need to be sent to Amali SubroPro for Amali system requests to get validated in Assure Claims system.

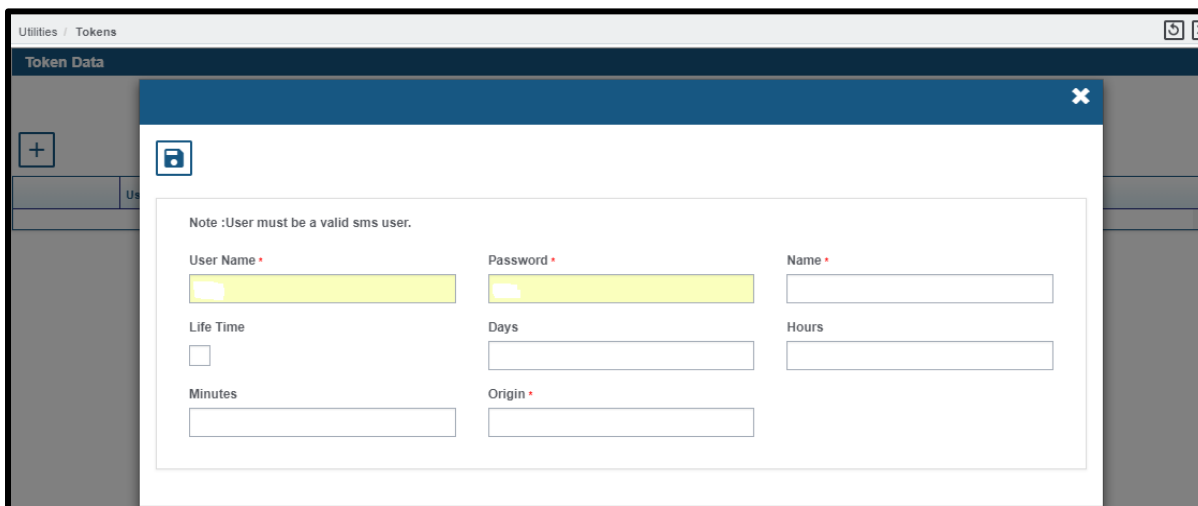
Example of rMA Add party URL: <http://servername/rmA/Amali/AddParty>
Example of rMA Add Payment URL: <http://servername//rmA/Amali/AddPayment>

To generate Authentication Token in Assure Claims follow the steps below:

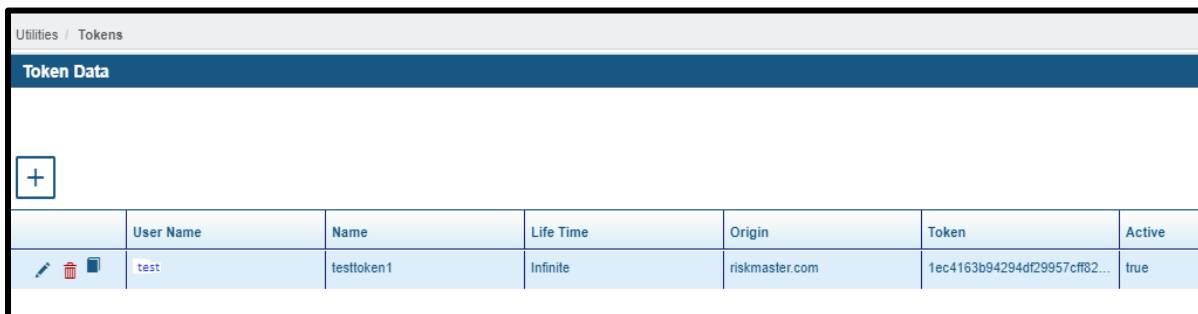
- j) Go to Utilities -> Tokens under System Parameters



- k) Click on + icon to create a new Token.



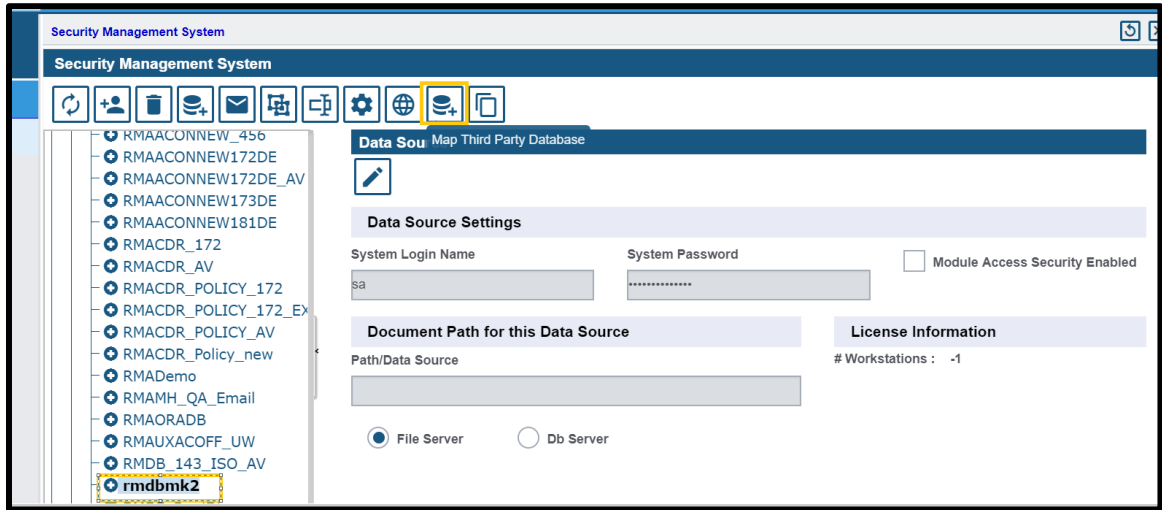
- l) Provide all the mandatory field values in the grid above. Enter "riskmaster.com" in **Origin** field. Field **Name** should contain a unique name for every user. Click on the **Save** button.



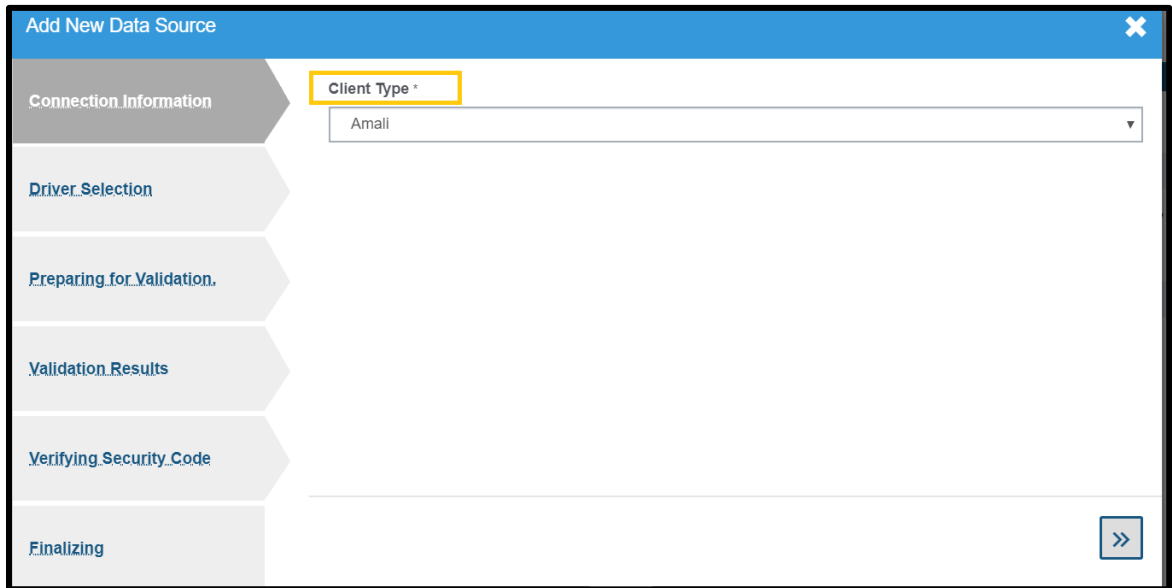
Copy the value in "Token" field which is generated and send to Amali SubroPro.

m) Next step would be to associate a DSN to Amali specific database. This is done from the SMS Screen. Go to Security -> Security Management System (SMS). Select the current DSN. On the right side a new toolbar button will be seen.

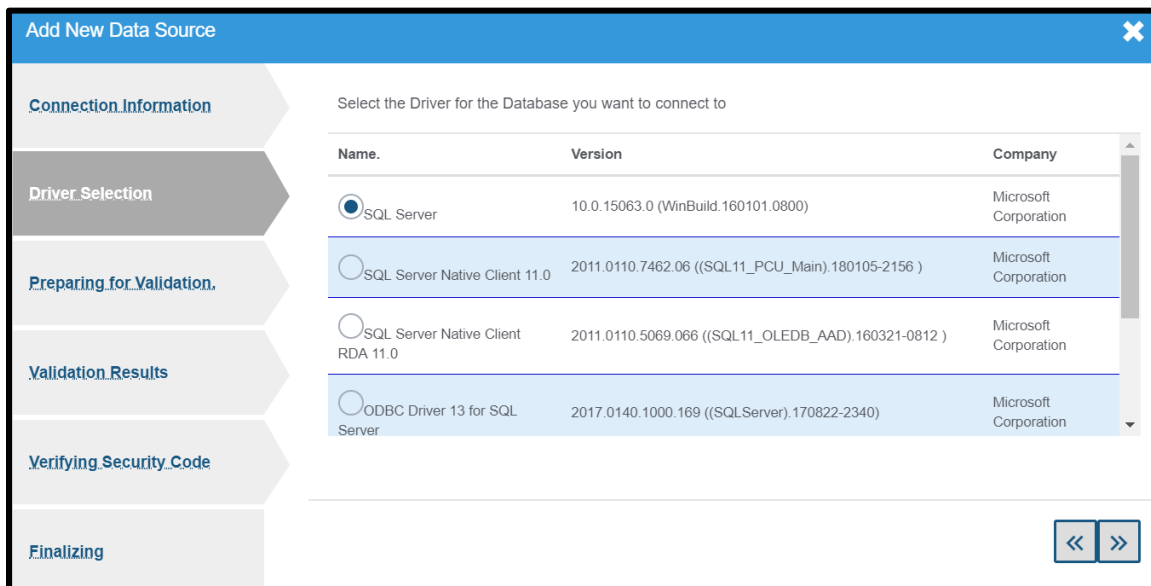
1. Click on the highlighted button and add third party Amali Database information which was created in Step "c".



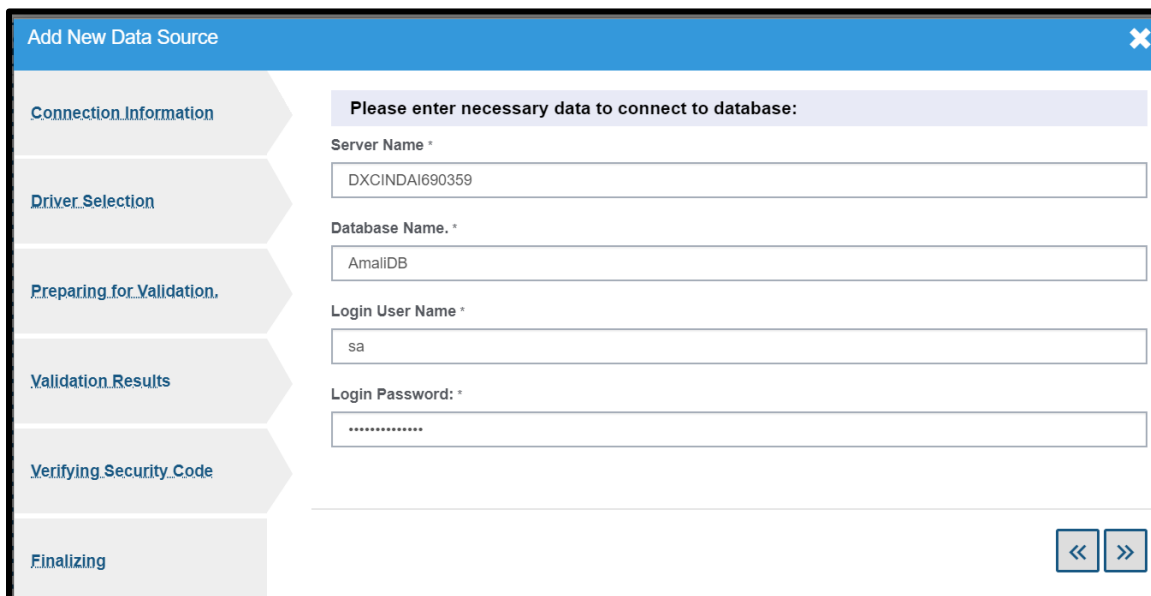
2. Select the Client Type



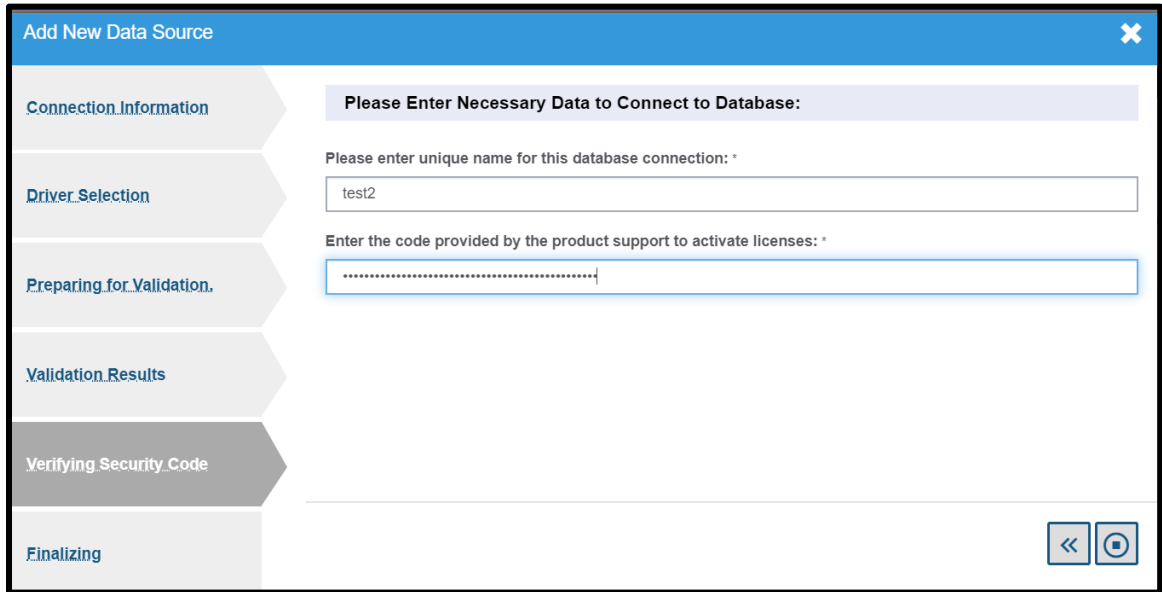
3. Select the Driver.



4. Provide Third Party Database specific to the client selected.



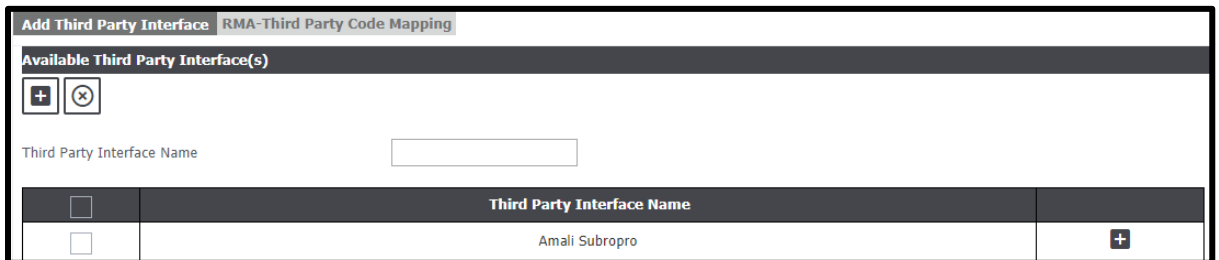
5. Provide the authentication key.



n) Next step would be to do the Third-party Mapping of codes. This step is mandatory otherwise data will not be pushed to SubroPro system because of missing code mappings. Go to **Utilities > Third Party Setup under Manager section**. If the **Third-Party Setup Node** is not visible, then, make sure “Use TPA import” checkbox is checked in **Utilities > General System Parameter** under third-party Interface settings.



o) Enter Third party name in the textbox “**Third Party Interface Name**” above. Click on “+” icon and it will show a row created in the grid below. Reload the screen.



p) Click on '+' button present in the grid above. The following screen will open. Map the Third-party code table with rMA code tables. Following are the pre-defined code tables for Amali SubroPro in rMA system for which the code mapping is required:

- SUBPRO_RESERVE
- SUBPRO_STATES
- SUBPRO_PHONECODE
- SUBPRO_CLAIM_TYPE
- SUBPRO_LOSSCODE
- SUBPRO_LOB
- SUBPRO_SUFFIX
- UBPRO_PREFIX
- SUBPRO_PARTY

Note

- These above code tables would be automatically created in Assure Claims system when Amali setting is turned ON in General System Parameter screen.

In addition to above tables, there are two more SubroPro tables which are SUBPRO_VEH_MAKE and SUBPRO_VEH_MODEL and there are no corresponding rMA code tables for the same. Hence no third-party mapping is required for them. The only requirement is to have unique IDS generated for each value in Assure Claims for them and stored via table maintenance as description.

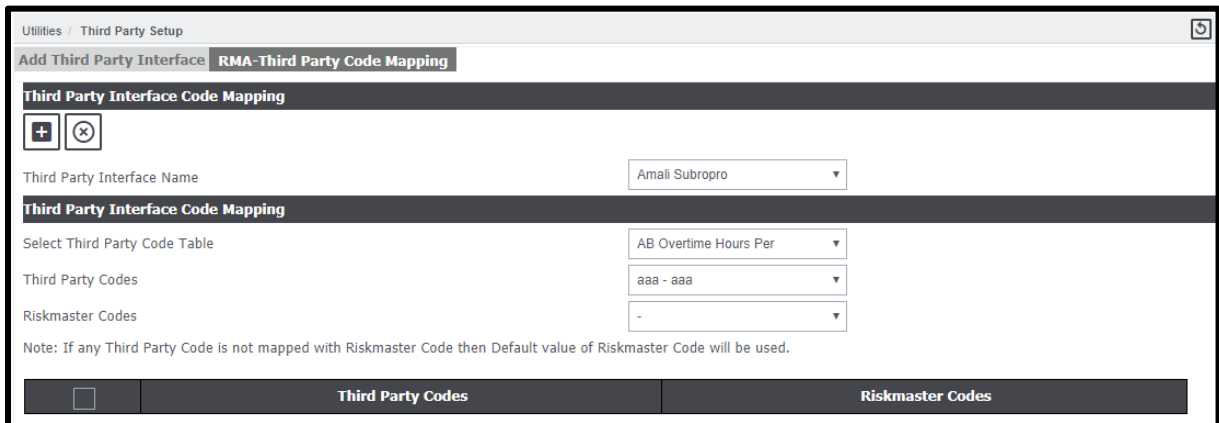
Third Party Interface Table Mapping

Amali Subropro Table Name
AB Overtim ▼

Riskmaster Table Name
AB Overtim ▼

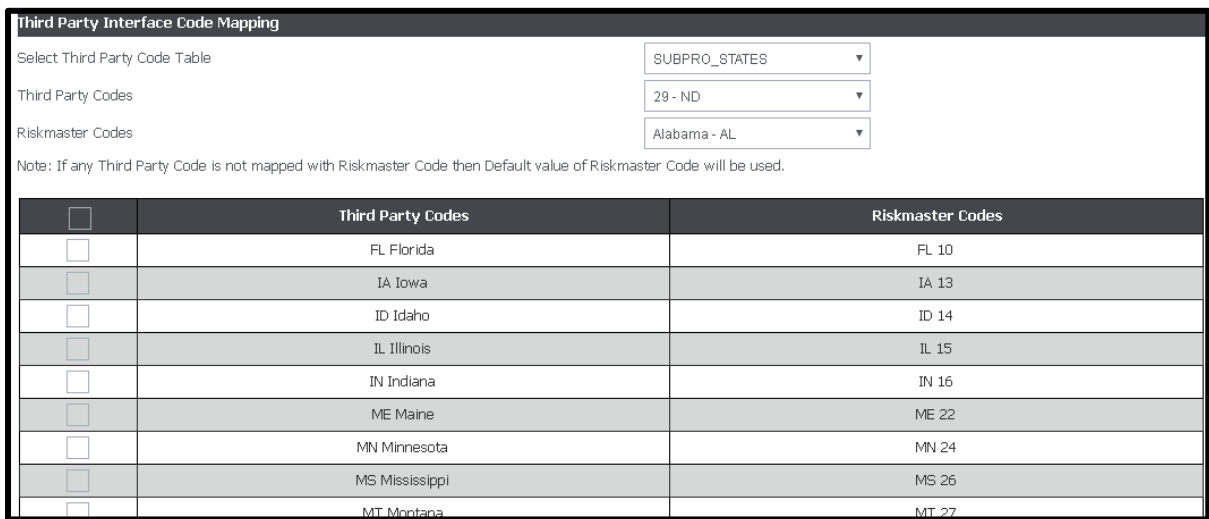
<input type="checkbox"/>	Third Party Table Name	RMA Table Name
<input type="checkbox"/>	SUBPRO_CLAIM_TYPE	Claim Type
<input type="checkbox"/>	SUBPRO_LOB	Line Of Business
<input type="checkbox"/>	SUBPRO_PARTY	Person Inv Type
<input type="checkbox"/>	SUBPRO_PHONECODE	PHONES_CODES
<input type="checkbox"/>	SUBPRO_PREFIX	Entity Prefix
<input type="checkbox"/>	SUBPRO_RESERVE	Reserve Type
<input type="checkbox"/>	SUBPRO_STATES	STATES
<input type="checkbox"/>	SUBPRO_SUFFIX	Entity Suffix
<input type="checkbox"/>	SUBPRO_LOSSCODE	Cause

q) Now click on second tab **RMA-Third Party Code Mapping** and following screen will open.



Make sure to select the correct name from Third Party Interface Name dropdown. In the code mapping section first select the “Third Party code table” from dropdown.

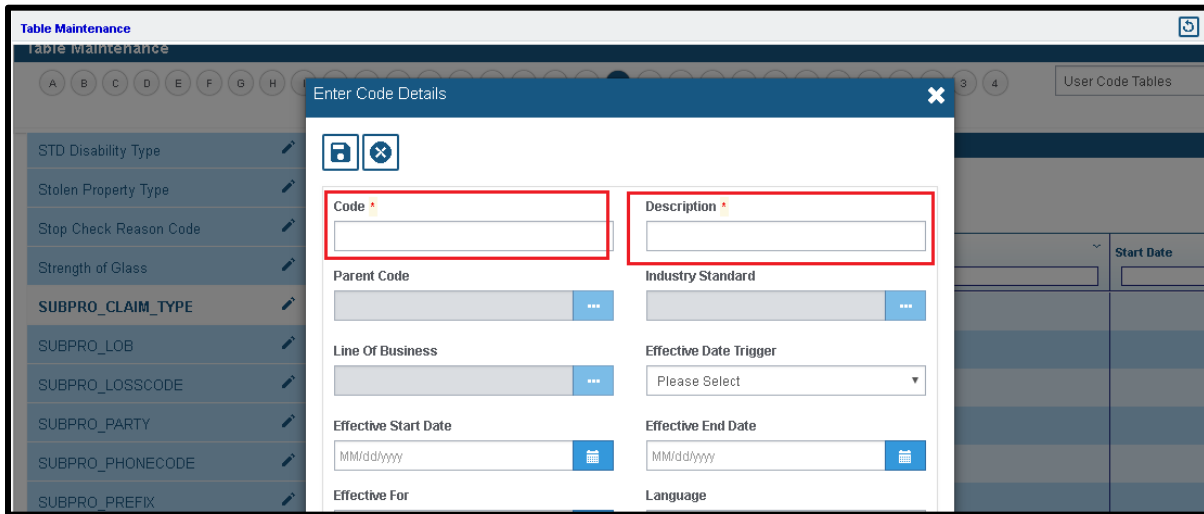
r) Select each Third-party code table one by one and its corresponding **Third-Party Code** and **RISKMASTER Codes**. Click on ‘+’ to save mapping. Mapping will be listed in the grid as follows:



Note

- There can be multiple RISKMASTER Codes for which the user might not find the appropriate pre-generated Amali SubroPro codes or vice versa. All these code tables are user defined in Assure Claims
- In this scenario, for each RISKMASTER code a corresponding code must be generated first in Amali SubroPro system and then same must be added in rMA through 'Table Maintenance' under Maintenance section for the defined Third-Party Code table.

➤ Make sure to add the Amali SubroPro generated system code for corresponding RISKMASTER code as description value (highlighted in red below) and not code value (highlighted in red below) since their code exceeds length 25 which is the maximum limit for code in rmA. The code value to be given can be the corresponding code of rmA table.



For SubroPro tables SUBPRO_VEH_MAKE and SUBPRO_VEH_MODEL, there are no corresponding rmA code tables for the same. Hence, no third-party mapping is required for them. The only requirement is to have unique IDS generated for each value in Assure Claims for them and stored via table maintenance as description.

Pushing Data to Amali SubroPro System

This section of the document discussed how to push data to Amali SubroPro system.

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Once the initial setup is completed fully, there are two ways to push the data to SubroPro System. The two methods are discussed as follows:

1. Online Mode via Reserves screen of Assure Claims UX

In this mode claims can be sent one by one. That is, only claim will be sent at a time.

Note

- In the scenario, if more than one Reserves have Subro Potential on a particular claim, then, make sure to send the claim only through OFFLINE mode, i.e., using task manager exe. Do not push the reserve one by one through online mode. This is because Amali API validates the claim number and error will occur if it gets repeated.

- a) Claim for which the Subrogation is required, go to Claims > Financial and Reserves screen.
- b) Subrogation can only be done for Reserves with parent **Indemnity** and on which at least one transaction has been made.
- c) A checkbox will be displayed in a grid under Amali Export column corresponding do the reserves satisfying point “**b**”. For all the reserves not satisfying the point (**b**) in the reserve listing grid will not have Amali checkbox visible. To indicate Subrogation potential on the Reserve, select the checkbox as highlighted below.

Reserves (General Claim [GC_123 * test 2 * test])

	LSS Export	Amali Export	Reserve Sub Type	Reserve Type	Balance	Paid	Collection	Incurred	Benefit Review Date
<input checked="" type="checkbox"/>		<input type="checkbox"/>		Indemnity	\$700.00	\$800.00	\$0.00	\$1,500.00	
<input checked="" type="checkbox"/>		<input type="checkbox"/>		C Compensation	\$50.00	\$0.00	\$0.00	\$50.00	

d) Now select the row and click on “A” (highlighted below) to push the reserve to Amali SubroPro system

	LSS Export	Amali Export	Reserve Sub Type	Reserve Type	Balance	Paid	Collection	Incurred	Benefit Review Date
<input checked="" type="checkbox"/>		<input type="checkbox"/>		Indemnity	\$700.00	\$800.00	\$0.00	\$1,500.00	
<input checked="" type="checkbox"/>		<input type="checkbox"/>		C Compensation	\$50.00	\$0.00	\$0.00	\$50.00	

e) If there are no validation errors while sending the data to SubroPro system, then, the following display message will be logged.

Res

✓ Successfully exported data to Amali Subro System.

	LSS Export	Amali Export	Reserve Sub Type	Reserve Type	Balance	Paid	Collection	Incurred	Benefit Review Date
<input checked="" type="checkbox"/>		<input type="checkbox"/>		Indemnity	\$734.00	\$500.00	\$0.00	\$1,234.00	

In addition to the above message Amali History table will be updated with the information in the database and log files will be created under Assure Claims API > uxlogs with name Amali.log.

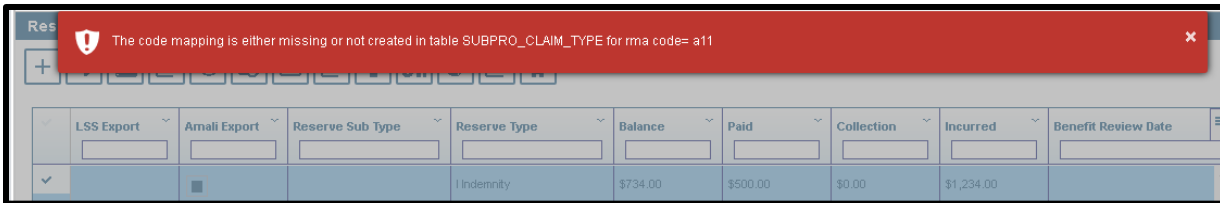
Also, the checkbox will be disabled once the record is successfully pushed to Amali SubroPro system and if user tries to re-send the row, then, an error will be displayed.

Res

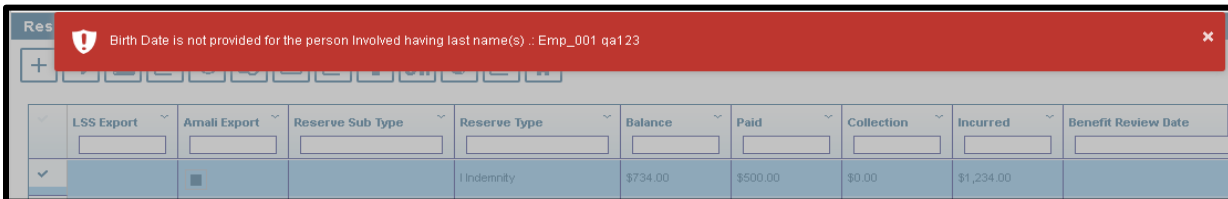
! Financial data corresponding to the selected record has already been sent to Amali Subropro.

	LSS Export	Amali Export	Reserve Sub Type	Reserve Type	Balance	Paid	Collection	Incurred	Benefit Review Date
<input checked="" type="checkbox"/>		<input type="checkbox"/>		Indemnity	\$700.00	\$800.00	\$0.00	\$1,500.00	

f) Few validations have been implemented before the data is sent to SubroPro. For e.g., any **Third Party Code** mapping is missing for the corresponding claims data sent then error will be displayed.



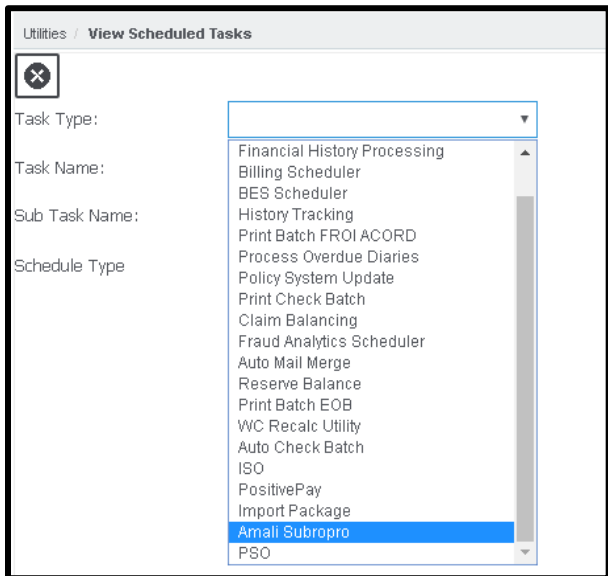
Also, for all the persons involved in the claim with subrogation potential the **Date of Birth** is mandatory. If any DOB is missing, then error will be displayed.



2. Offline Mode via Task Manager

In this mode, multiple claims with subrogation potential can be sent in batch to Amali SubroPro system.

- a. To indicate Subrogation Potential, the steps remain same as described in above section, i.e., to select the Amali export checkbox in reserve listing grid under Claims > Financial and Reserves Screen.
- b. To execute Batch job, go to Utilities > View Scheduled Tasks > Select Amali SubroPro task.



Note

- View Schedule Tasks drop down will not have Amali SubroPro value unless Amali setting is enabled in General System Parameter Settings in Utilities.

c. On the next screen provide Data and Time for running the job.

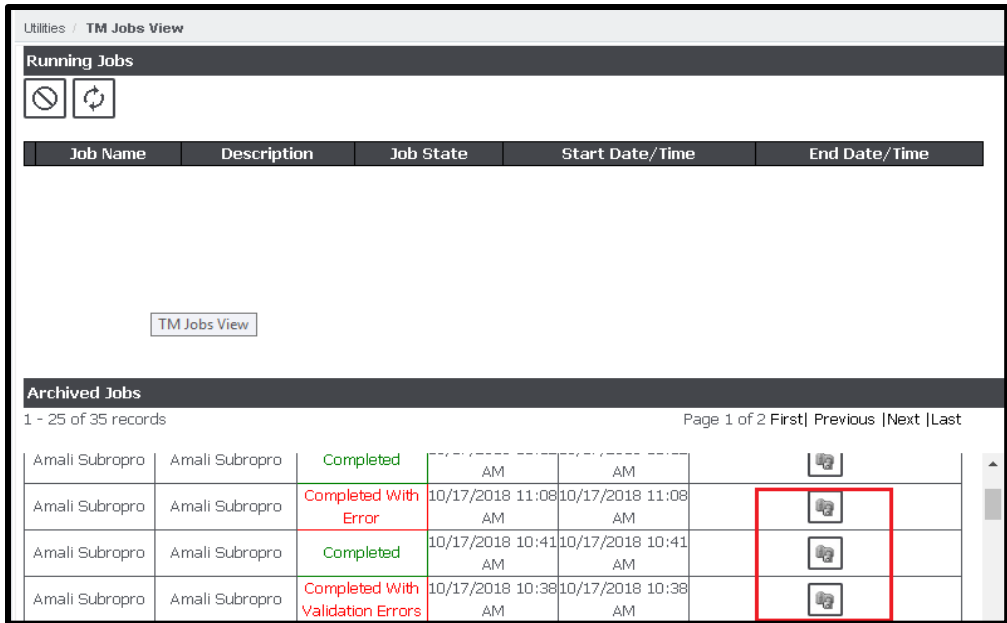
d. Click on Save button. The scheduled job will be visible in View scheduled tasks screen.

Task Name	Schedule Type	Next Run Date/Time
Amali Subropro	OneTime	10/18/2018 10:22 PM

e. When the job executes, it will complete with either of the below three Job states:

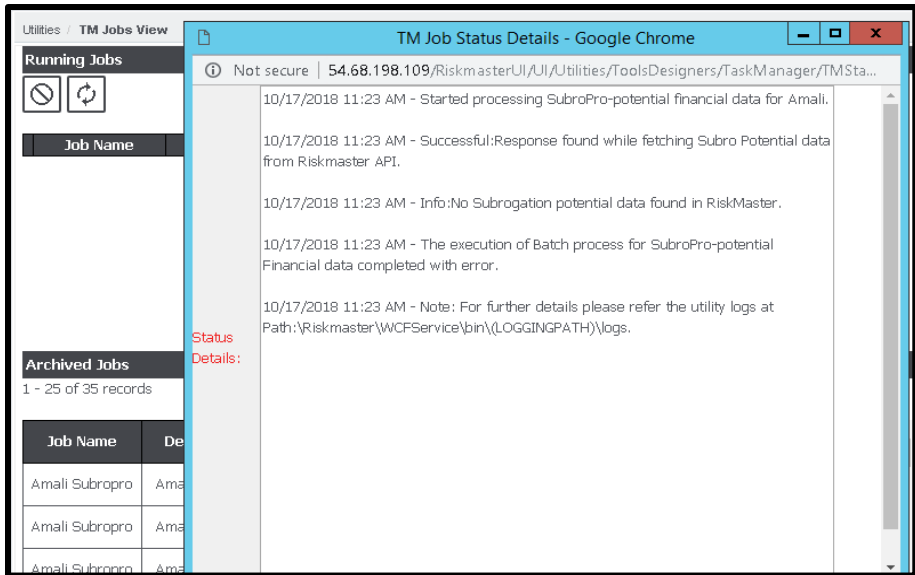
- **Completed** – If the data is successfully sent to Amali SubroPro system, then this status will appear.
- **Completed with Validation Errors** – If any validations are thrown from Amali System, then, this status will appear.
- **Completed with Errors** – If any error occurs in Assure Claims before sending the data to SubroPro, then, this status will appear.

f. Complete description of errors and process will be logged in job files that can be found in zip folder attached on TM Jobs View Screen.



In the zip folder highlighted above a complete log file will be present indicating the description of process executed.

- g. User can view the complete process by clicking on the Job State as well. A screen will open.



All the validations that can occur at Assure Claims level which are described in online section will be captured in these logs.

Verifying the Subrogation Recovered & Party from SubroPro

This section of the document discusses steps to verify the subrogation recovered and party from SubroPro.



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When the Subrogation is completed at Amali SubroPro, then, subrogation data along with party information is sent back to rmA system. In order to view the Subrogation data in Assure Claims, follow the steps:

1. Go to Assure Claims > Claims > Financial and Reserves Screen for the claim on which Subrogation is expected. A Subrogation Recovery Reserve will be created, and corresponding collection made for the Subrogation Amount sent. List of transactions done on the reserve can be viewed by clicking on highlighted icon in red below.

Reserves (General Claim [GCBItest8000004 * test 2 * at123])							
LSS Export	Amali Export	Reserve Sub Type	Reserve Type	Balance	Paid	Collection	Incurred
			Subrogation EC60DEA7-C...	\$0.00	\$0.00	\$1,750.00	\$1,750.00
			C Compensation	\$600.00	\$600.00	\$0.00	\$1,200.00

Transaction history of the Recovery Reserve can be viewed by clicking on highlighted icon in above screen.

Transaction History (General Claims [GCBtest8000004*test 2*at123])

Control #	Split Amount	Check #	Trans Date	Type	Cleared?	Void?
0000072	(\$120.00)	123	10/22/2018	Collection	No	No
0000063	(\$1,000.00)	0	10/17/2018	Collection	No	No

Transactions of the selected reserve row

Payee Name	Check Number	Date of Check	Type	Transaction type	Amount	Status	Void	Stop Pay	Stop Pay Status	Cleared	Control Number
.		10/17/2018	Collection	WC Record Copy Services	(\$100.00)	No	No			No	0000062
test emp 1.		10/17/2018	Collection	WC Record Copy Services	(\$1,000.00)	No	No			No	0000063

Reserve history of recovery reserve can be viewed by clicking on highlighted icon in above screen.

Reserves for General Claim [GCBtest8000004 * test 2 * at123]

Reserve Date	Reserve Amount	Status	User	Change Amount
10/17/2018	\$1,800.00	Open	test test	\$50.00
10/17/2018	\$1,750.00	Open	test test	\$50.00
10/17/2018	\$1,700.00	Open	test test	\$600.00
10/17/2018	\$1,100.00	Open	test test	\$1,000.00
10/17/2018	\$100.00	Open	test test	\$100.00

For the party sent by SubroPro Amali, the record will be attached as a person involved of Other type and can be viewed from Claims screen.

Other Person Involved [A_testing_001 * yareni romero]



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