DXC TECHNOLOGY

DXC Assure Claims

Meet consumer expectations and optimize processes with a flexible, scalable, and configurable claims management system.

The Electronic Claims Payments Process with Viewpost – User Guide

Release version 24.3
September 2024

All questions regarding this documentation should be routed through customer assistance, Blythewood, SC

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Overview & basic details of the Electronic Claims Payments Process

This section contains basic guidelines, preliminary advisory, and settings pertaining to the Electronic Claims Payments process.

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The Electronic Claims Payments Process

With a view to facilitate the Electronic Claims Payments (ECP) for its users, DXC Assure Claims integrates with Viewpost thereby making transacting smoother on the platform.

This integration involves two steps:

➢ Sending Financial Data to Viewpost.
➢ Importing the status of financial data sent to Viewpost back into the Assure Claims system.

Initial Setup and Configurations in Assure Claims

Users of Assure Claims must carry out the below mentioned one-time exercise to be able to complete this integration process. The process entails the following 3 steps –

➢ Creating a Viewpost Account and Registering a Bank Account
➢ Completing Enrollment
➢ Configuring RMA and Activating Payments

Please select an appropriate Insurance RISKMASTER/DXC Assure Claims & Viewpost initial setup user guide.

Integration User Guide for customers at v.18.3 or lower

Integration User Guide for customers at v. 18.4 or above

Sending Data to the Viewpost System

This section contains details of the various processes and steps involved in the sending data to Viewpost

Once the initial setup is complete then in order to push data to the Viewpost System we need to perform the following steps:
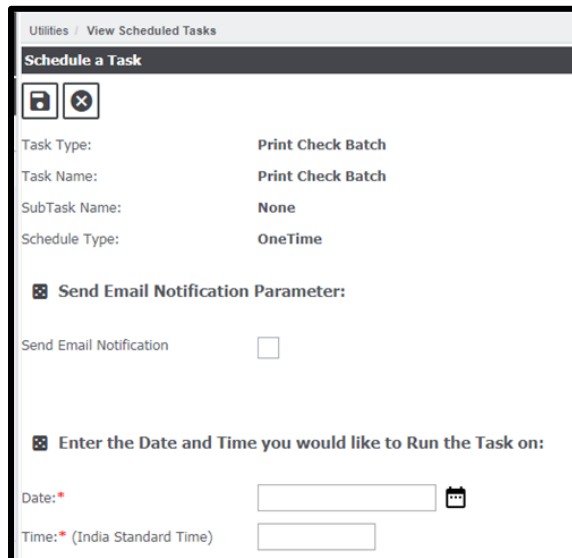
Task Manager Utility – Offline Mode

All the Transactions for the distribution type mapped to Viewpost will be extracted in the Viewpost standard and will be pushed to Viewpost.

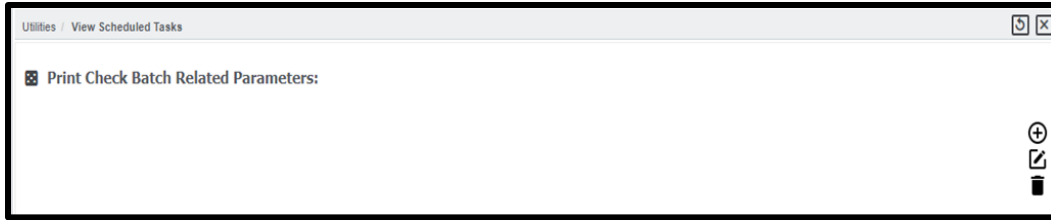➢ Now to execute Batch job go to Utilities -> View Scheduled Tasks -> Select Print Check Batch Utility
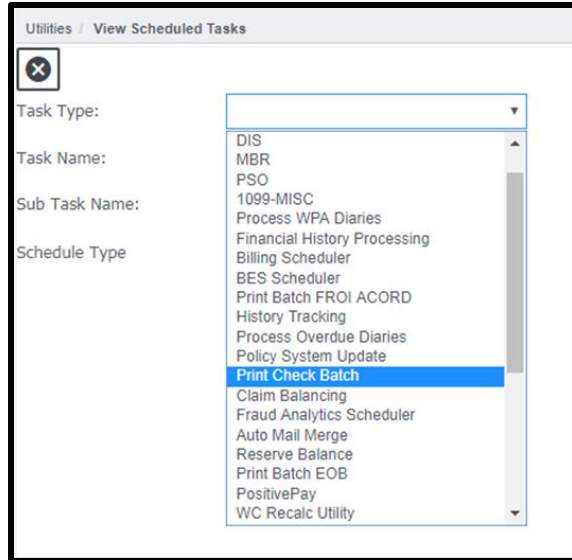
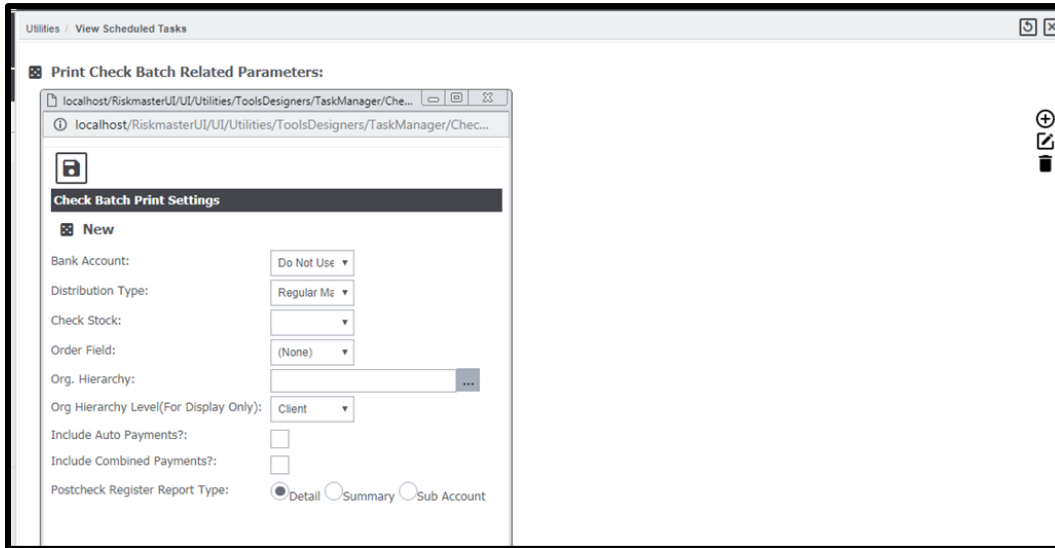➤ On the next screen provide Data and Time for running the job

➤ On the same screen shown in point b) below there will be shown a "Print Check Button Related Parameters."
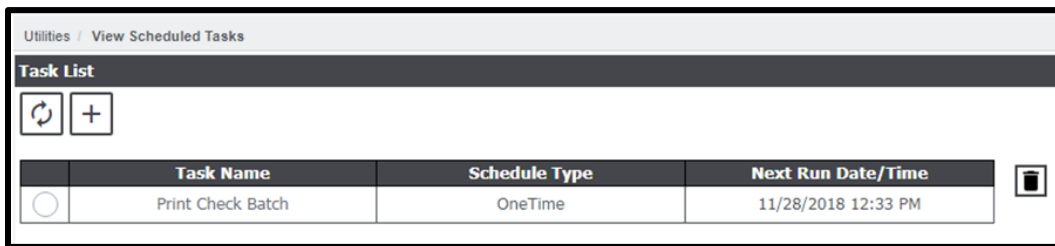
Click on the Add Button on the right-hand side and a screen will open.

➢ Provide the required criterion setting and Click save button.

➢ The Job will appear on TM JOBS View Screen.

➢ When the job is executed, it will complete with either of the below two Job states:
- Completed – If the data is successfully sent to Viewpost system then this status will appear.
- Completed with Errors – If there are any Validation/System Errors while sending data to Viewpost then this status will appear.

➢ 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.

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

Online Mode

The Print Check Batch Utility can be scheduled from the UX screen as well. To do this, you need to go to the Print Checks tab under the Search Tab.
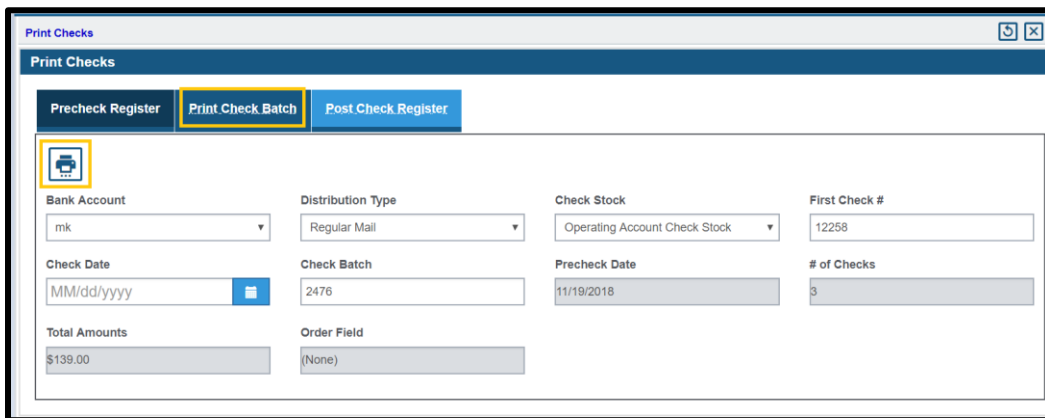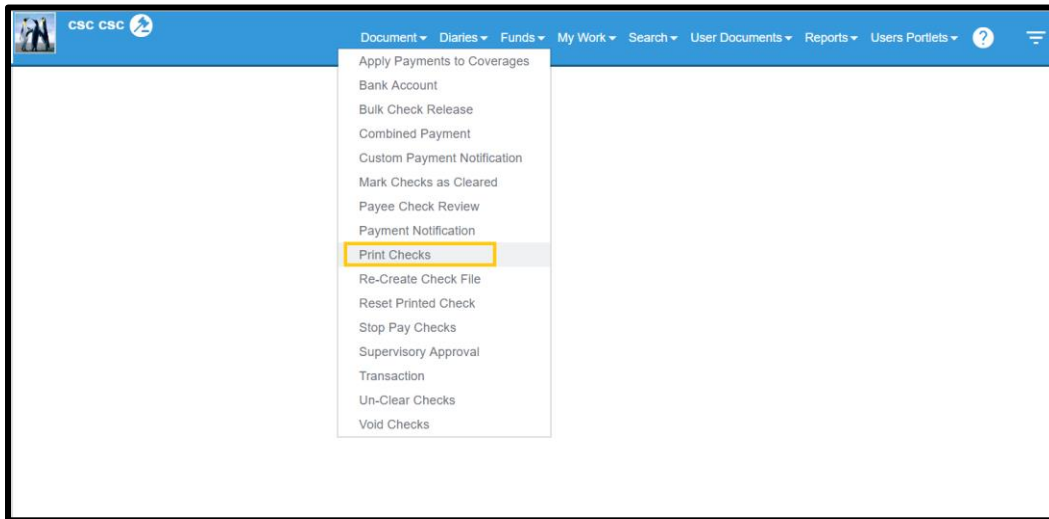
Selecting the Save button schedules the Print Check Batch Utility as depicted previously in the Offline Mode.
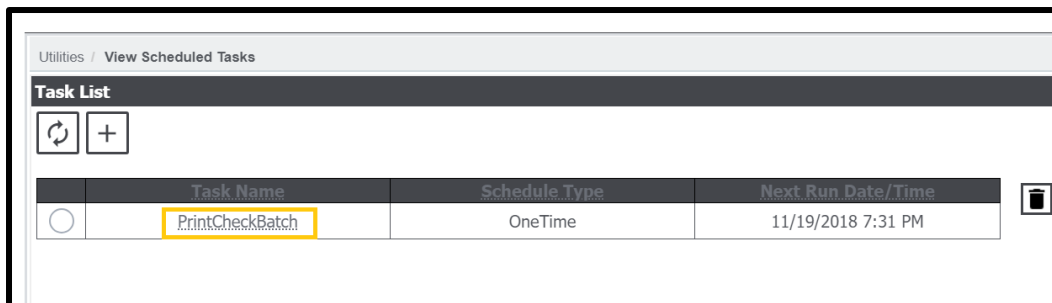
Hereafter, the steps mentioned in the Offline Mode need to be followed. This is especially for those clients who find working on the UX screen convenient.

Importing Data in to the Viewpost System
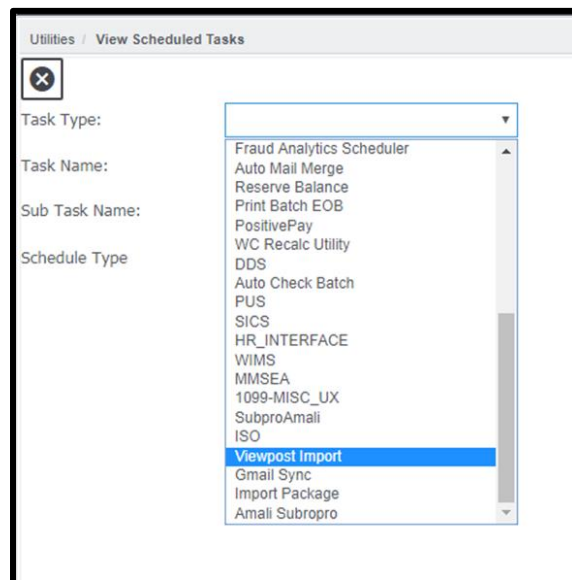
The Data Imported from Viewpost will include the details about the:

- ➢ Status of the Payment (i.e., Processed, Pending etc.).
- ➢ Method of payment used by Viewpost

Task Manager Utility – Viewpost Import

- ➢ Now to execute Batch job go to Utilities -> View Scheduled Tasks ->

    Select Viewpost Import Utility

- ➢ On the next screen provide Date and Time for running the job.

➢ The Job will appear on TM JOBS View Screen.

➢ When the job is executed, it will complete with either of the below two Job states:
   - Completed – If the data is successfully sent to Viewpost system then this status will appear.
   - Completed with Errors – If there are any errors while sending data to Viewpost then this status will appear.

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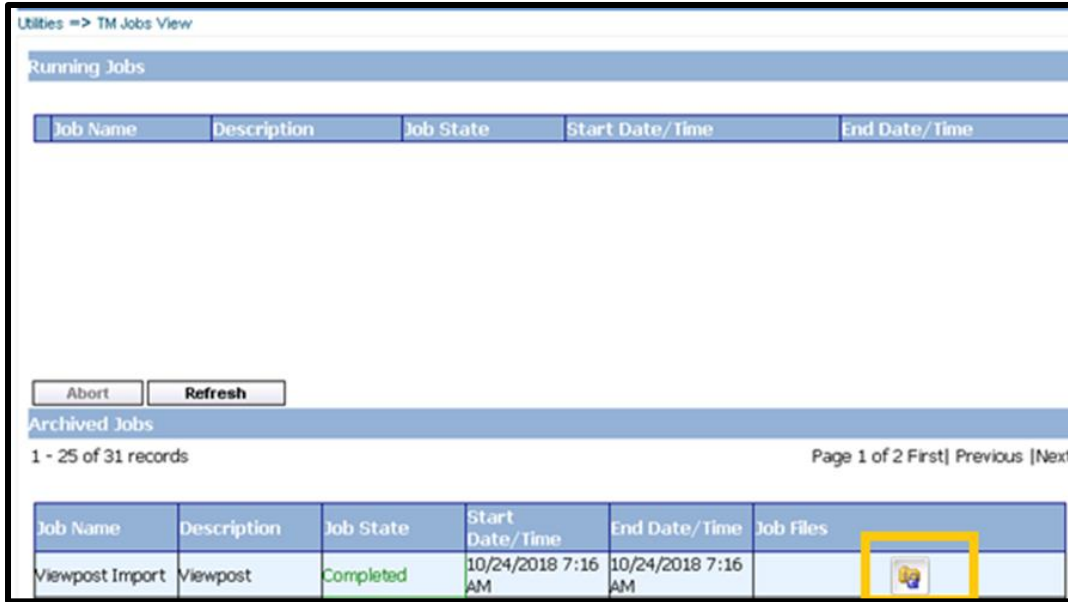
In the zip folder highlighted above a complete log file will be present indicating the description of process executed.

➢ User can view the complete process by clicking on the Job State as well. A screen will open.
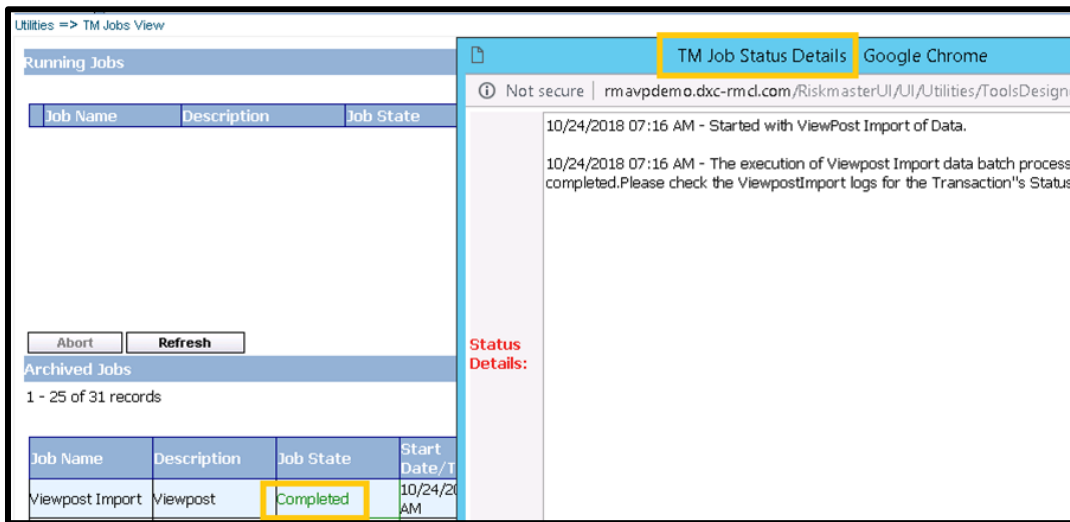
Verifying the Data Imported from Viewpost

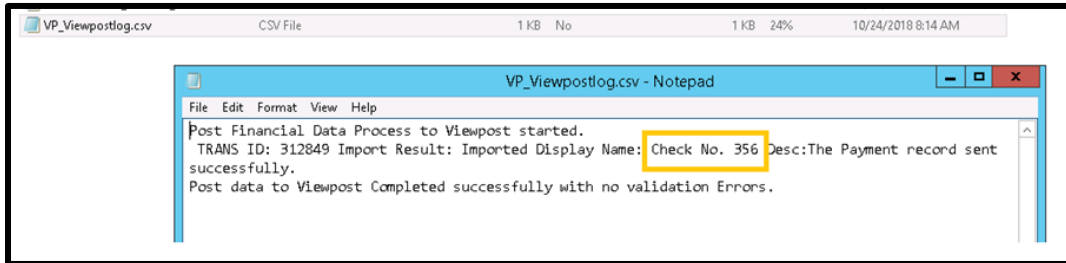The Data Imported from Viewpost will include the details about the:

- Status of the Payment (i.e., Processed, Pending etc.).
- Method of payment used by Viewpost.

All the above-mentioned details will be visible in the "Check_Memo" Column of the Transactions on the Assure Claims screen.

- Open the Viewpost Log from "TM Jobs View Screen" as explained earlier on.

- Now go to Search -> Funds. The following screen will appear on which you must provide the check number retrieved from the above shown Viewpost Log and click on search icon.
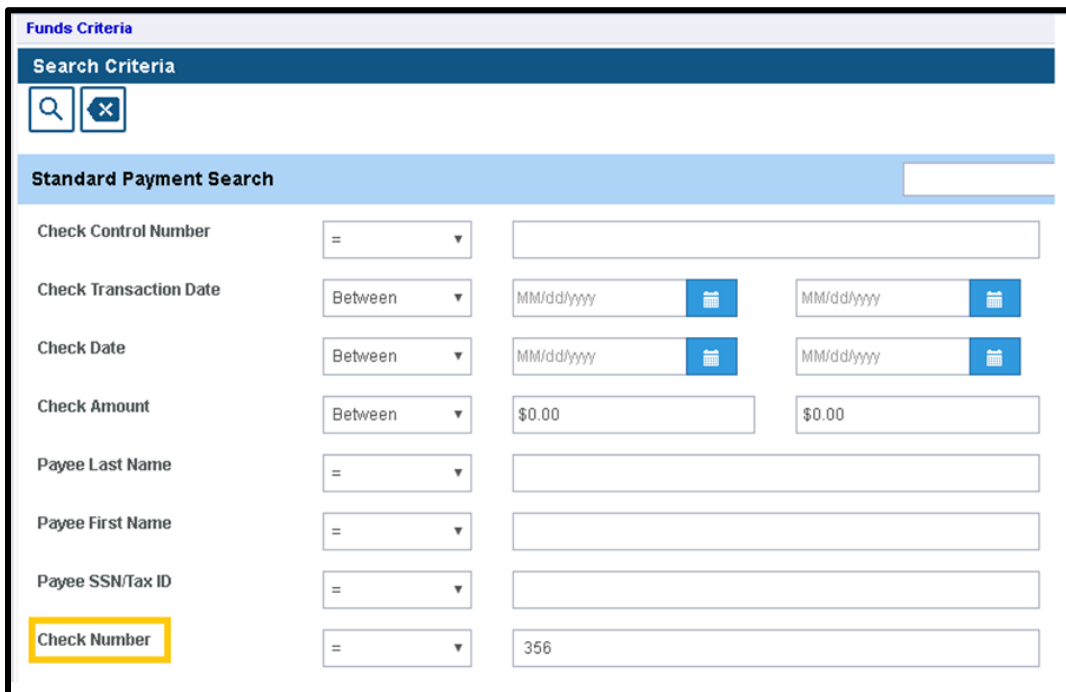
- Now Transaction Screen will open. Look for Check Memo Column on the Transaction screen. The Check Memo will show the status/ mode of payment used by the Viewpost.
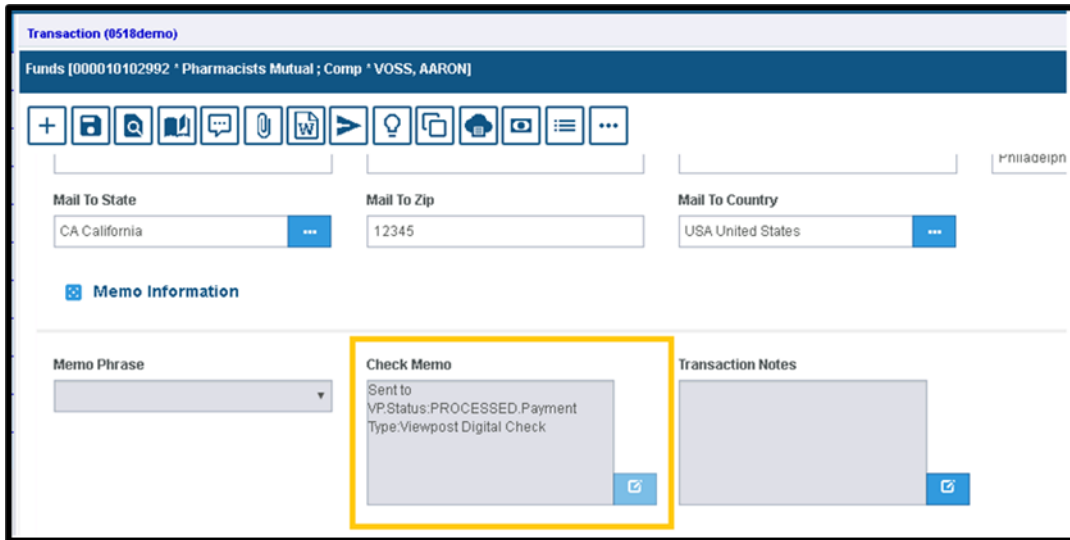
> ➢ Also look for Cleared Flag on the same Transaction screen and if the Status of that transaction is processed in the Check Memo column the cleared flag will be selected.
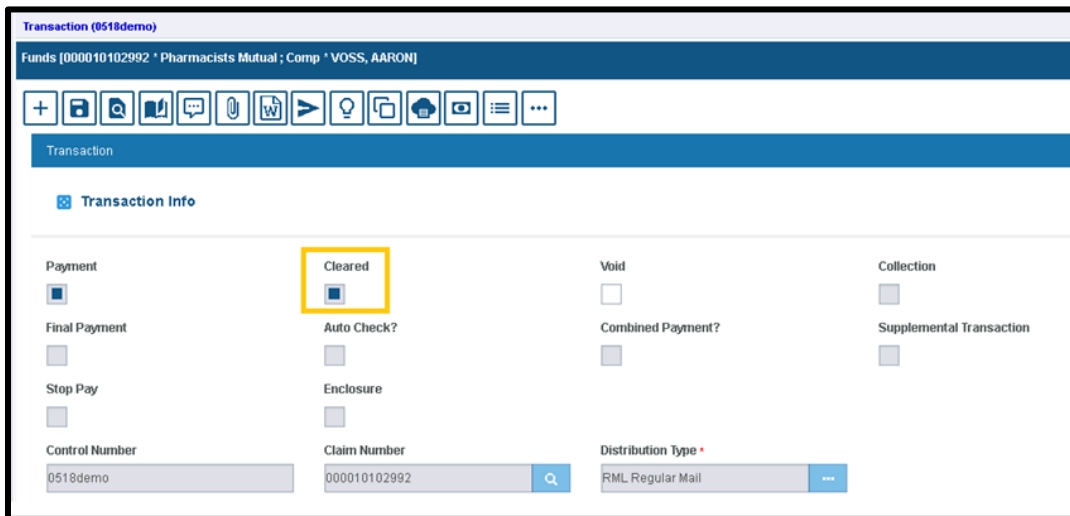
Easier manual reconciliation during Viewpost payment reviews

Up until the previous release, the Job File (PrintCheck.csv) generated after running a Viewpost Print Check Batch job did not have an easy way to reconcile with individual payments thereby making payment reviews a difficult task.

Now, with the inclusion of Control Number in the job file, it would be easier to reconcile the same. Please note that this control number is not sent to Viewpost and is only added for ease of manual review.

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