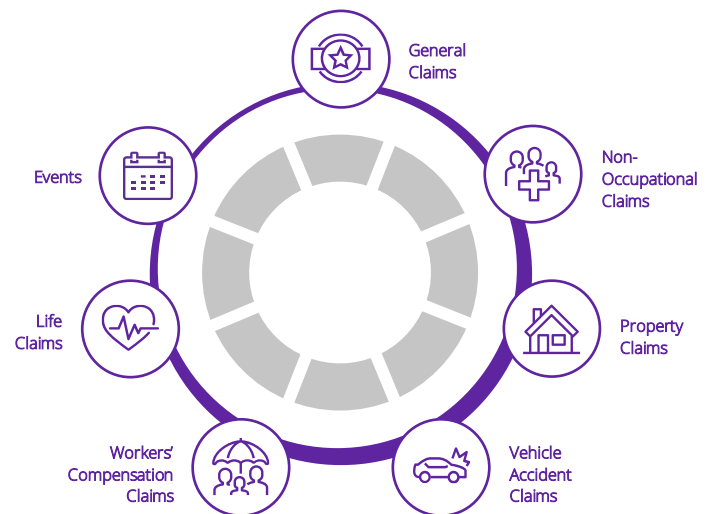# DXC Assure Claims & SubroPro Integration – User Guide

Release Version: 22.3

September 2022

DXC Assure Claims

Empowering Corporate Claims and Self-Insured Organizations with an integrated RMIS solution

General Claims

Non-Occupational Claims

Property Claims

Vehicle Accident Claims

Workers' Compensation Claims

Life Claims

Events

Table of content

What's New at DXC Technology?

THIS SECTION CAPTURES IN BRIEF, THE LATEST NEWS, AND EVENTS AT DXC TECHNOLOGY THAT HAVE A DIRECT BEARING ON OUR CUSTOMERS AND EMPLOYEES.

"

What's new at DXC Technology

NelsonHall names DXC a leader in Property and Casualty Operations Transformation

DXC Technology was recognized by analyst firm NelsonHall as a **Leader**, its highest designated ranking, in three market segments in its NEAT evaluation for 2022. DXC's capabilities were positioned as a Leader in:

- ➢ **New Business Setup/Underwriting Capability**
- ➢ **Customer/Distribution Service Administration Capability**
- ➢ **Claims Administration Capability**

Leaders are vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements.

READ MORE ON THE AWARDS & RECOGNITION PAGE

NELSONHALL P&C OPERATIONS TRANSFORMATION REPORT

DXC is proud to be exhibiting at National Comp 2022

DXC is proud to be an exhibitor at the forthcoming **National Comp 2022**, where we will feature a new release of **DXC Assure Claims**, integration of **ODG** medical treatment and return-to-work guidelines plus drug formulary, and DXC Litigation Insights.
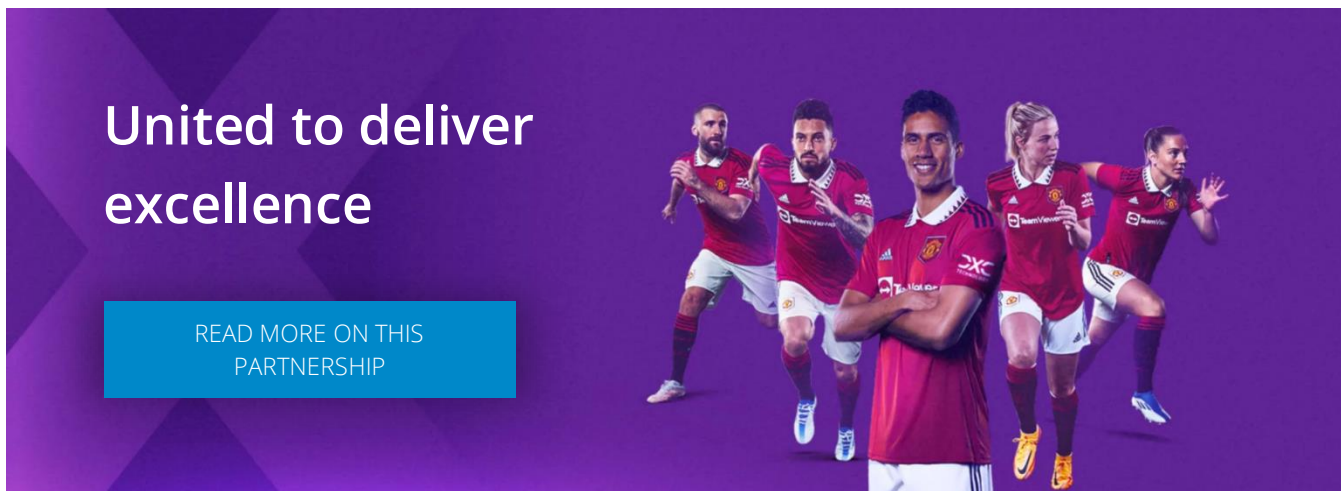
October 19 – 21, 2022

Date

Las Vegas, NV

Location

FIND OUT MORE ABOUT DXC AT NATIONAL COMP 2022

DXC and Manchester United are partnering to enhance its digital offering to fans

United to deliver excellence

READ MORE ON THIS PARTNERSHIP

DXC is proud to partner with **Manchester United** as the team's technology partner, DXC will work with United to improve the way its 1.1 billion fans around the world engage with the club, as well as to enhance its daily business operations.

DXC will also help Manchester United become more data-driven, harnessing the power of data and analytics technologies across all aspects of the club.

Newsroom and Customer Success stories

Newsroom

The DXC Technology Newsroom is your resource for the latest news, press releases and corporate information.

Find out why DXC Technology made news today!

READ THE LATEST NEWS ON DXC TECHNOLOGY

Customer Success Stories

Customer stories help us enhance our credibility in the market and increase our chance to win more business. Hear our customers share their business transformation and innovation stories in their own voices and words.

EXPLORE OUR CUSTOMER
SUCCESS STORIES

The Assure Claims Academy

The **Assure Claims Academy** portal went live on **June 10, 2022**. This portal is accessible via the **Claims Microsite** and can be used to self-assess one's knowledge, and know-how, of the DXC Assure Claims application with utmost ease.

Uses of the Assure Claims Academy

The Assure Claims Academy portal:

➢ Offers Numerous quizzes or tests
➢ Can be used to evaluate your know-how of the various features and functionalities from across the different zones of DXC Assure Claims
➢ Acts as an excellent skill & knowledge assessment tool for Customers of DXC Assure Claims, and Employees of DXC Technology.

Watch the video below to know more about the Assure Claims Academy.

VISIT ASSURE CLAIMS ACADEMY
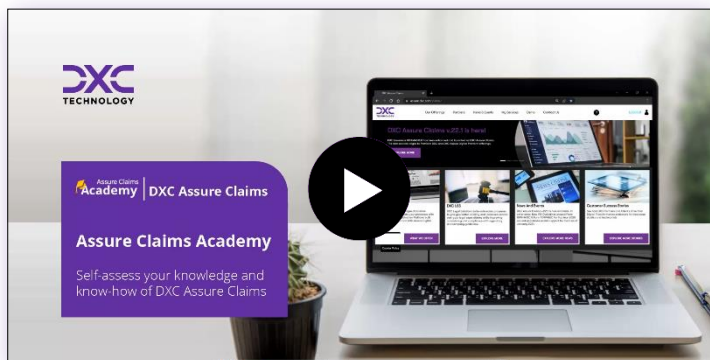
Initial Setup & Configuration

THIS SECTION OF THE DOCUMENT TALKS ABOUT THE INITIAL SETUP AND CONFIGURATION STEPS.

Initial Setup & Configuration

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 Server};Server=databaseservername;Database=databasename;UID=uid;PWD=pwd;"providerName="Sy tem.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 SubroProRMAInterface.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 user name 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.
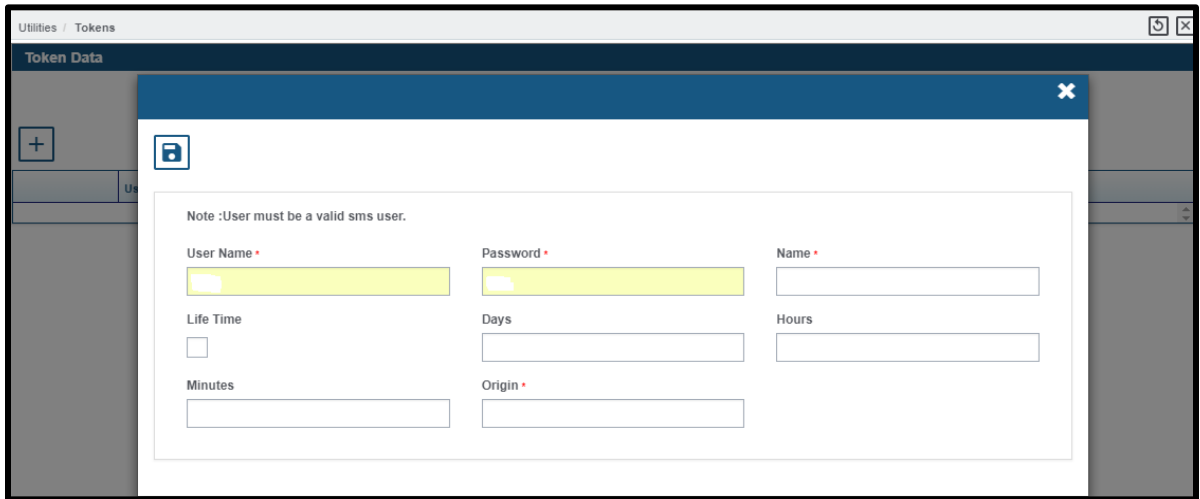>
> **Example of rmA Add party URL:** http://servername/rmA/Amali/AddParty
> **Example of rmA Add Payment URL:** http://servername//rmA/Amali/AddPayment

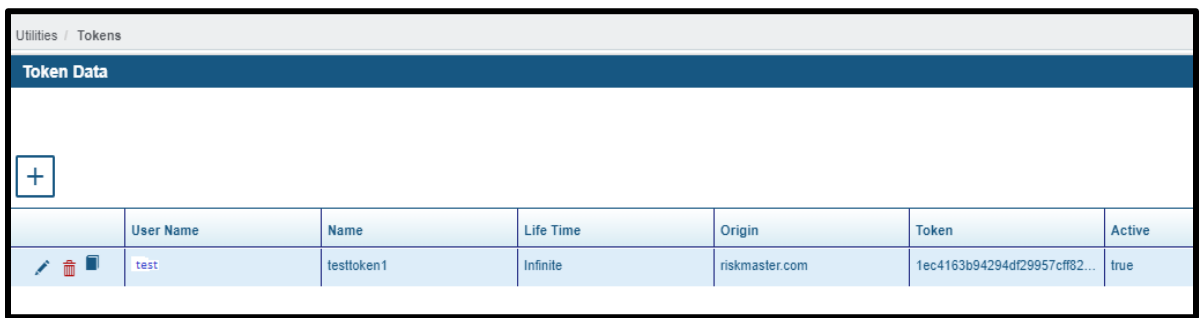**In order to generate Authentication Token in Assure Claims follow the steps below:**

j) Go to Utilities -> Tokens under System Parameters
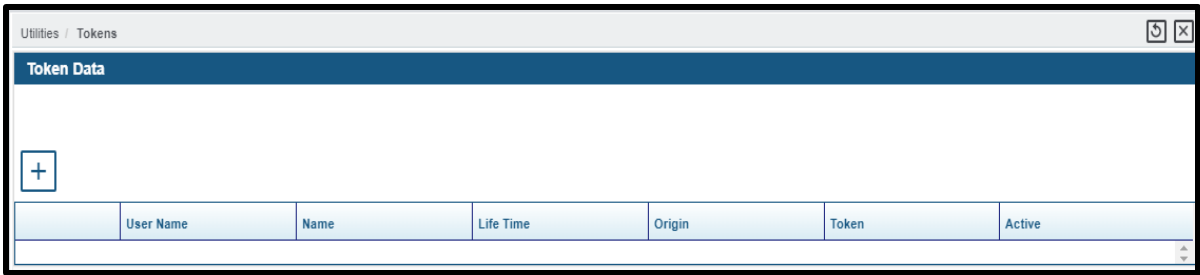
k) Click on + icon to create a new Token.

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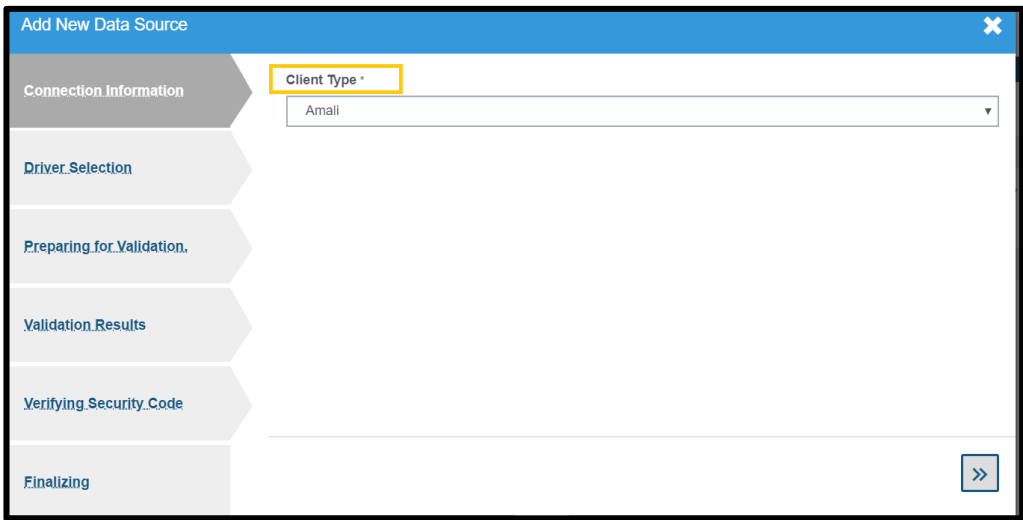
m) Next step would be to associate a DSN to Amali specific database. This is done from the SMS Screen. Go to Security -> Security Management System (SMS). Select the current DSN. On the right side a new ToolButton will be seen.

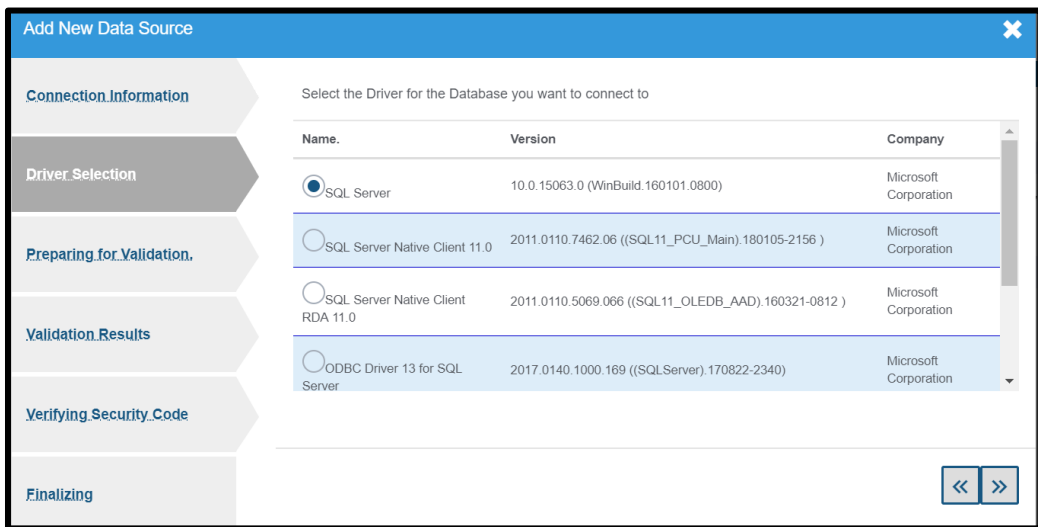1. Click on the highlighted button and add third party Amali Database information which was created in Step "**c**".
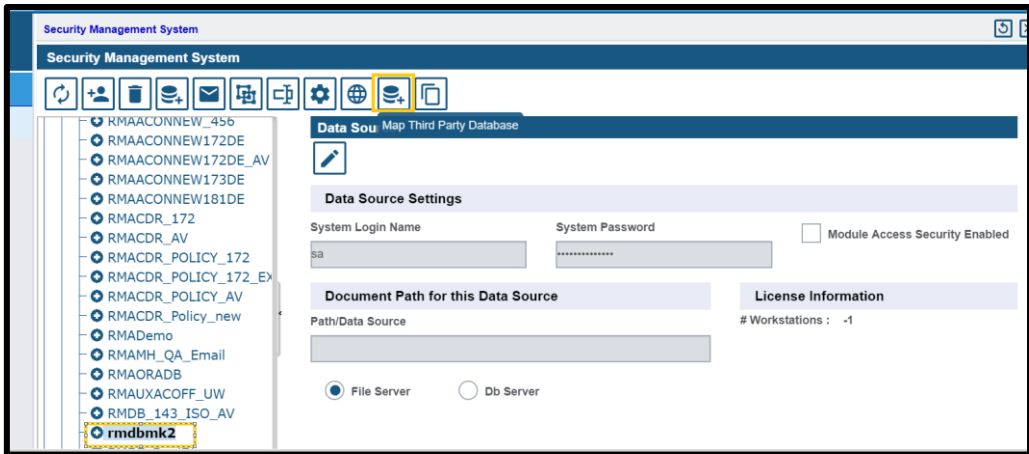
2. Select the Client Type.

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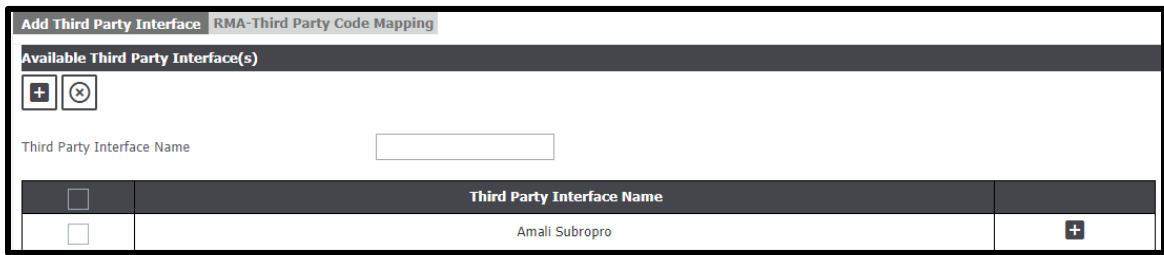
p) Click on '**+**' button present in the grid above. The following screen will open. Map the Third-party code table with rmA code tables. Following are the pre-defined code tables for Amali SubroPro in rmA system for which the code mapping is required:

➤ SUBPRO_RESERVE   ➤ SUBPRO_CLAIM_TYPE   ➤ SUBPRO_SUFFIX
➤ SUBPRO_STATES   ➤ SUBPRO_LOSSCODE   ➤ UBPRO_PREFIX
➤ SUBPRO_PHONECODE   ➤ SUBPRO_LOB   ➤ 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.
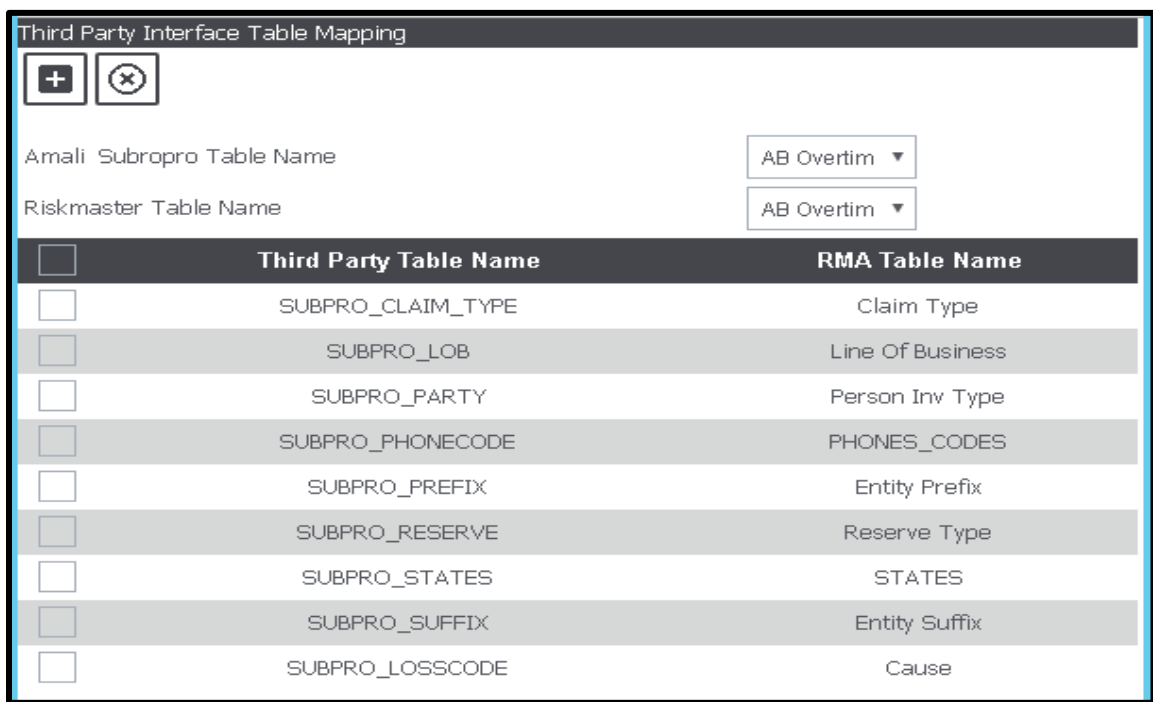
q) Now click on second tab **RMA-Third Party Code Mapping** and following screen will open.

Utilities / Third Party Setup	
Add Third Party Interface **RMA-Third Party Code Mapping**	
Third Party Interface Code Mapping	

Third Party Interface Code Mapping

Third Party Interface Name	Amali Subropro ▾

Third Party Interface Code Mapping
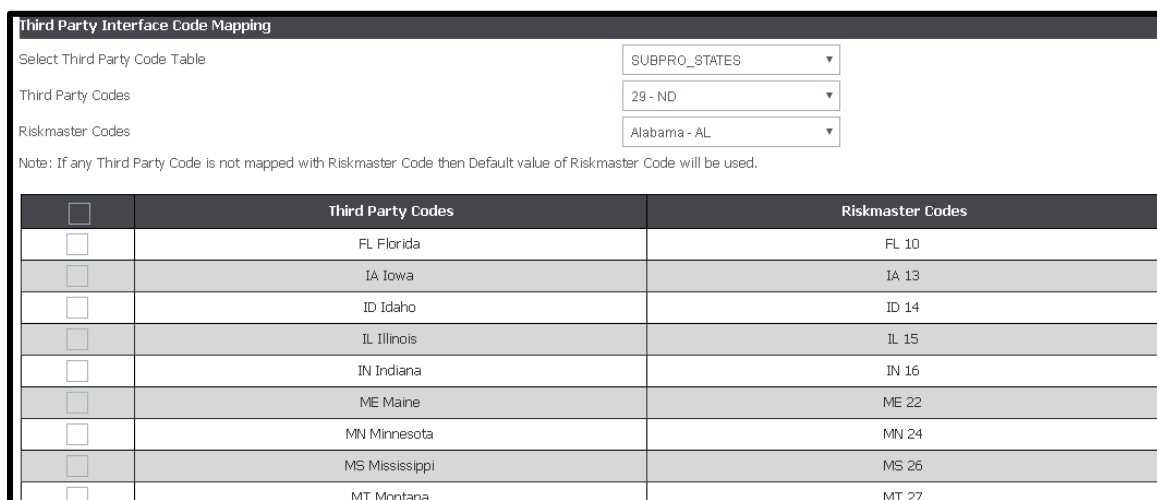
Select Third Party Code Table	AB Overtime Hours Per ▾
Third Party Codes	aaa - aaa ▾
Riskmaster Codes	- ▾

Note: If any Third Party Code is not mapped with Riskmaster Code then Default value of Riskmaster Code will be used.

☐	**Third Party Codes**	**Riskmaster Codes**

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

Third Party Interface Code Mapping

Select Third Party Code Table	SUBPRO_STATES ▾
Third Party Codes	29 - ND ▾
Riskmaster Codes	Alabama - AL ▾

Note: If any Third Party Code is not mapped with Riskmaster Code then Default value of Riskmaster Code will be used.

| ☐	**Third Party Codes**	**Riskmaster Codes**
☐	FL Florida	FL 10
☐	IA Iowa	IA 13
☐	ID Idaho	ID 14
☐	IL Illinois	IL 15
☐	IN Indiana	IN 16
☐	ME Maine	ME 22
☐	MN Minnesota	MN 24
☐	MS Mississippi	MS 26
☐	MT Montana	MT 27

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.
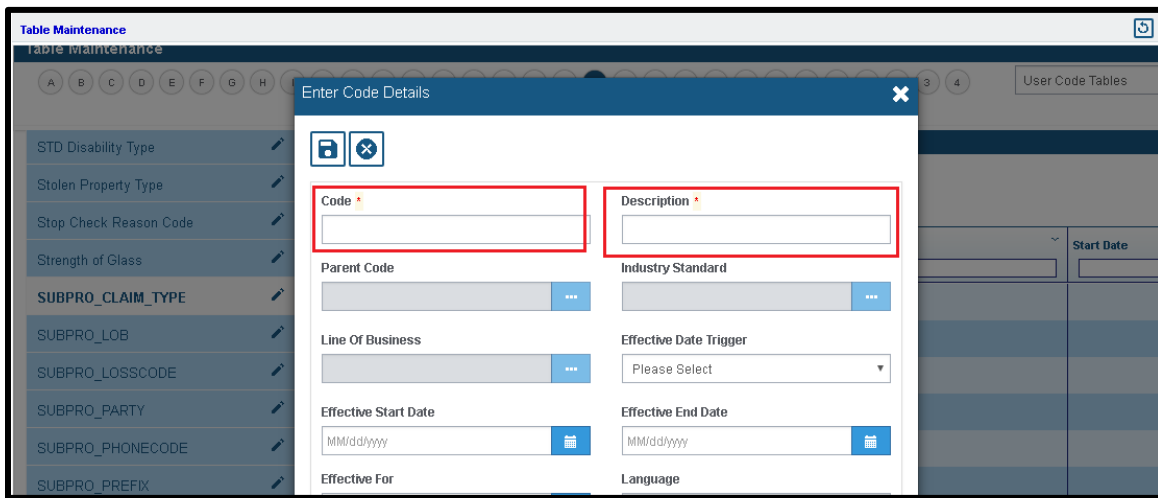
List of predefined codes created for RISKMASTER codes in Amali SubroPro system are present in the excel file below.

Catalogs SP.xlsx

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.

Pushing Data to Amali SubroPro System

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. In order to indicate Subrogation potential on the Reserve, select the checkbox as highlighted below.

	LSS Export	Amali Export	Reserve Sub Type	Reserve Type	Balance	Paid	Collection	Incurred	Benefit Review Date
✓		☐		I Indemnity	$700.00	$800.00	$0.00	$1,500.00	
✓				C Compensation	$50.00	$0.00	$0.00	$50.00	

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

d) Now select the row and click on "**A**" (highlighted below) in order to push the reserve to Amali SubroPro system.
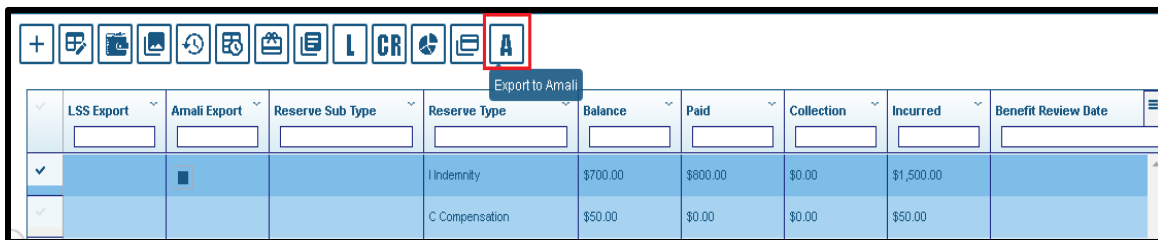
e) If there are no validation errors while sending the data to SubroPro system, then, the following display message will be logged.
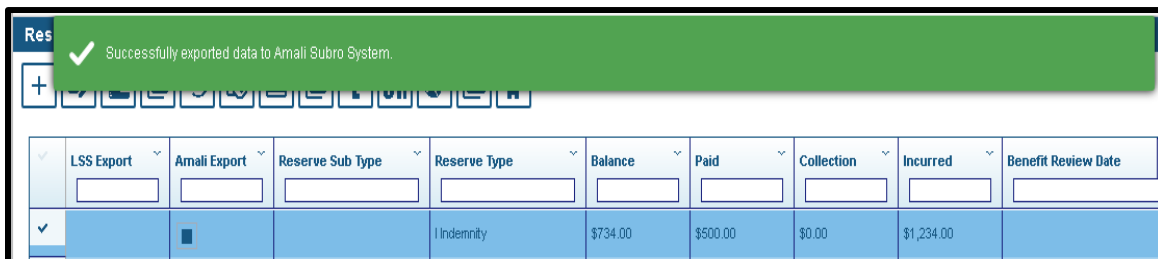

In addition to the above message Amali History table will be updated with the information in the database and log files will be created under Assure Claims API > uxlogs with name Amali.log.

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.
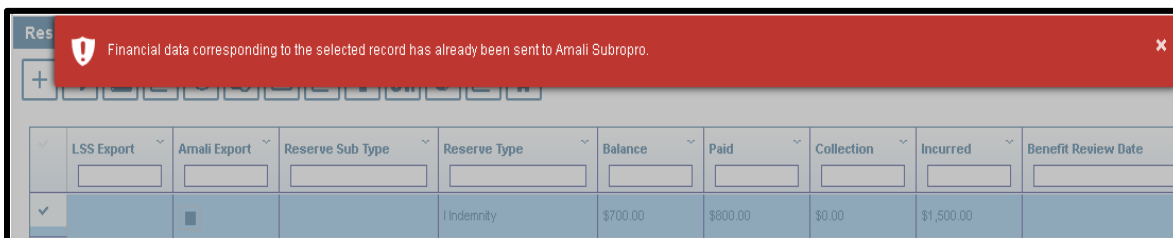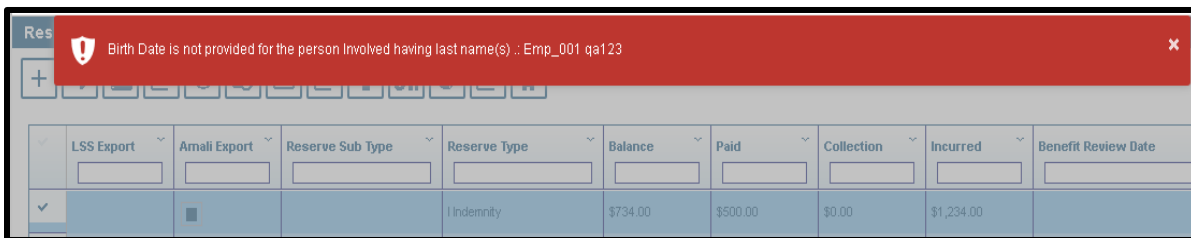

f) Few validations have been implemented before the data is sent to SubroPro. For e.g. any **Third Party Code** mapping is missing for the corresponding claims data sent then error will be displayed.
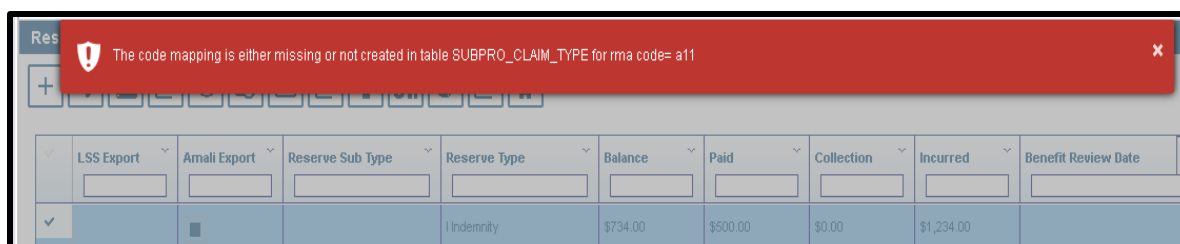
Also, for all the persons involved in the claim with subrogation potential the **Date of Birth** is mandatory. If any DOB is missing, then error will be displayed.

2. Offline Mode via Task Manager

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

a) In order 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) Now in order to execute Batch job go to Utilities > View Scheduled Tasks > Select Amali Subropro task.
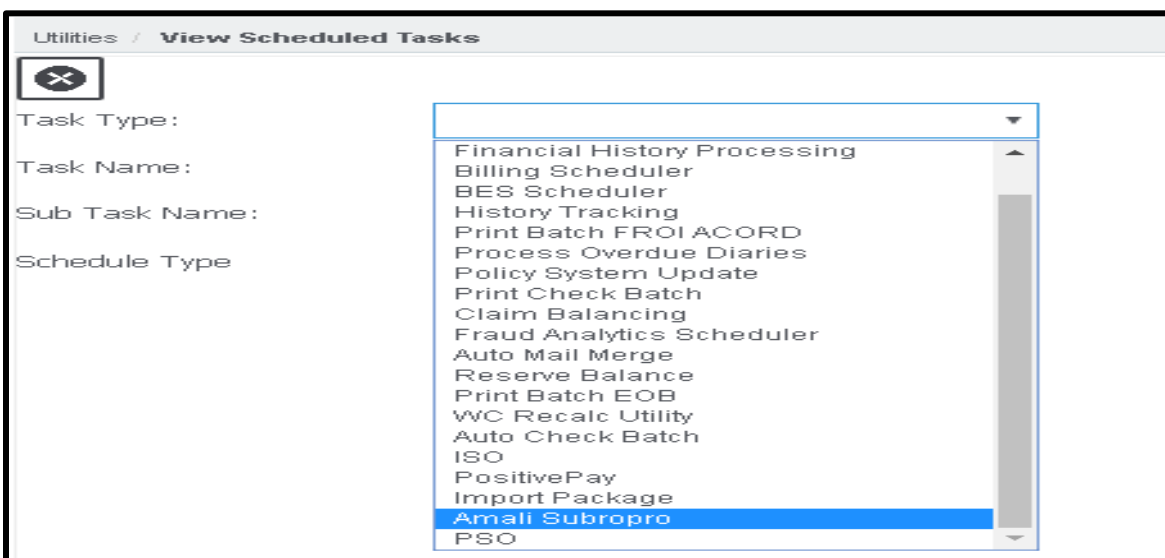
Note:

➢ 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.

e) When the job will execute, 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.

"

Verifying the Subrogation Recovered & Party from SubroPro

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.

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

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

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.

About Us & Contact Info

DXC TECHNOLOGY IS A FORTUNE 500 GLOBAL IT SERVICES LEADER. OUR MORE THAN 130,000 PEOPLE IN 70-PLUS COUNTRIES ARE ENTRUSTED BY OUR CUSTOMERS TO DELIVER WHAT MATTERS MOST. WE USE THE POWER OF TECHNOLOGY TO DELIVER MISSION CRITICAL IT SERVICES ACROSS THE ENTERPRISE TECHNOLOGY STACK TO DRIVE BUSINESS IMPACT

About Us & Contact Info

DXC Technology

We deliver the mission critical IT services that move the world.

70+ countries	130,000+ employees	240+ fortune 500 customers	60+ years of innovation

Delivering eXcellence for our Customers and Colleagues

DXC Technology is a Fortune 500 global IT services leader. Our more than 130,000 people in 70-plus countries are entrusted by our customers to deliver what matters most. We use the power of technology to deliver mission critical IT services across the Enterprise Technology Stack to drive business impact. DXC is an employer of choice with strong values, and fosters a culture of inclusion, belonging and corporate citizenship. We are DXC.

READ MORE ABOUT DXC TECHNOLOGY

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.

READ MORE ON THE DXC CLAIMS MICROSITE

DXC BLOG – INSURANCE & TECHNOLOGY

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.

Contact Us

The Assure Claims Support Center provides manned telephone support services at these times –

8:00 AM – 8:30 PM, EST, Monday through Friday.

Additional and after-hours coverage may be available upon request.

risksupp@dxc.com

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