



DXC Assure Claims & Viewpost Integration Guide

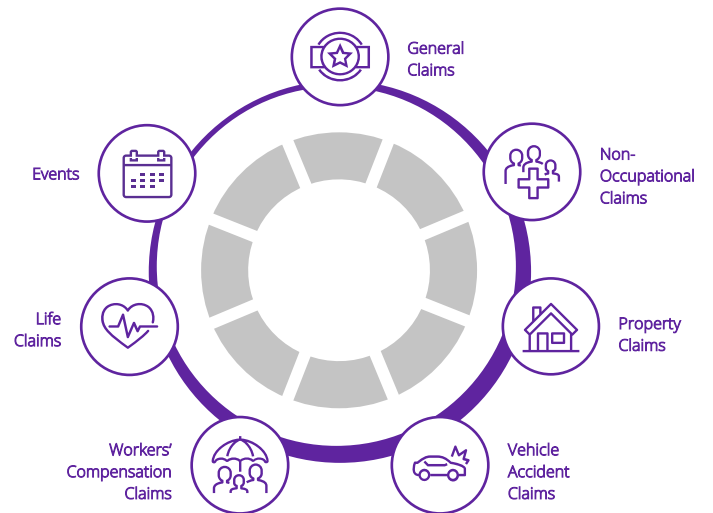
For customers of DXC Assure Claims at v.18.4 or above

Release Version: 22.3

September 2022

DXC Assure Claims

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



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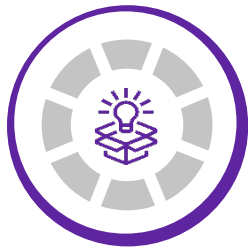
All questions regarding this documentation should be routed through customer assistance, Blythewood, SC, on Phone: 800-420-6007 or Email: risksupp@dxc.com

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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.

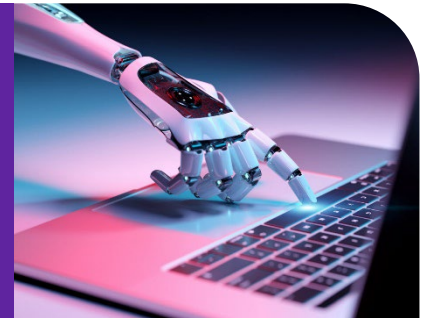


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What's new at DXC Technology



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

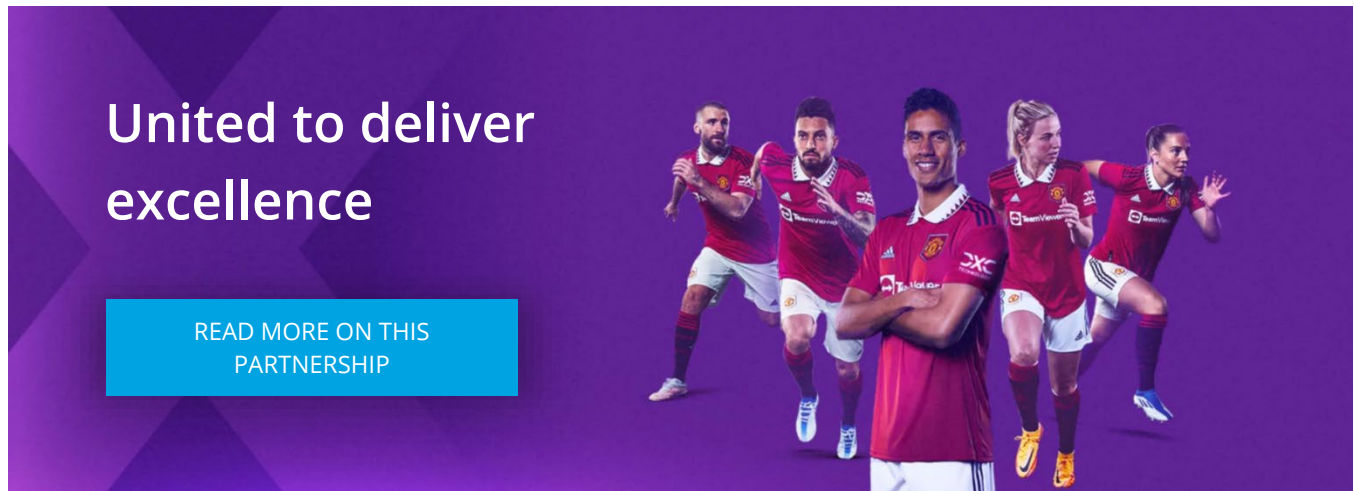


Location

Las Vegas, NV

FIND OUT MORE ABOUT DXC AT NATIONAL COMP 2022

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



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.



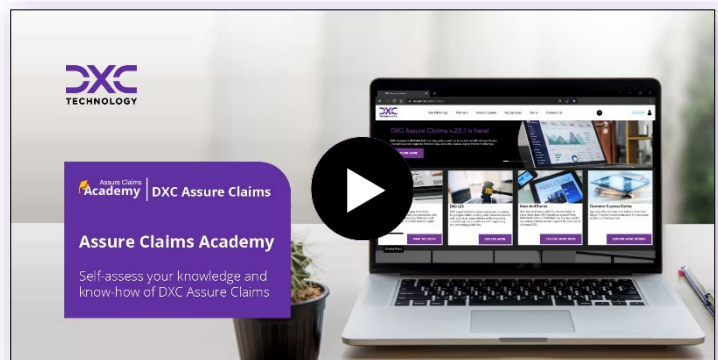
Uses of the Assure Claims Academy

The Assure Claims Academy portal:

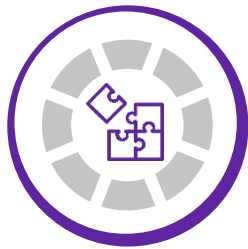
- Offers Numerous quizzes or tests
- Can be used to evaluate your know-how of the various features and functionalities from across the different zones of DXC Assure Claims
- Acts as an excellent skill & knowledge assessment tool for Customers of DXC Assure Claims, and Employees of DXC Technology.

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

VISIT ASSURE CLAIMS ACADEMY



The Electronic Claims Payments Process for v. 18.4 or above



WITH A VIEW TO FACILITATE A SEAMLESS ELECTRONIC PAYMENT PROCESS THE ELECTRONIC CLAIMS PAYMENTS (ECP) FOR ITS USERS, DXC ASSURE CLAIMS INTEGRATES WITH VIEWPOST THEREBY MAKING TRANACTING SMOOTHER ON THE PLATFORM. ASSURE CLAIMS & VIEWPOST HAVE DESIGNED A SOLUTION TO MAKE IT EASY FOR YOU TO SEND PAYMENT INSTRUCTIONS.



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The Electronic Claims Payments Process for v. 18.4 or above



With a view to facilitate a seamless Electronic Payment process the Electronic Claims Payments (ECP) for its users, DXC Assure Claims integrates with Viewpost thereby making transacting smoother on the platform. Assure Claims & Viewpost have designed a solution to make it easy for you to send payment instructions. All you need to do is register a company on Viewpost, add your bank account, Configure Assure Claims settings and then do the normal check printing process.

The Payment along with the Explanation of Benefits (EOB's) if any would be sent directly to Viewpost System. You would not need to worry about printing and mailing the actual check as everything is handled automatically by Viewpost.

Additionally, Roll Up Payments feature is also supported in the integration along with appropriate validations to ensure smooth processing of payments by Viewpost System.

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 –

- Step 1 – Creating a Viewpost Account and Registering a Bank Account
- Step 2 – Completing Enrollment
- Step 3 – Configuring RMA and Activating Payments

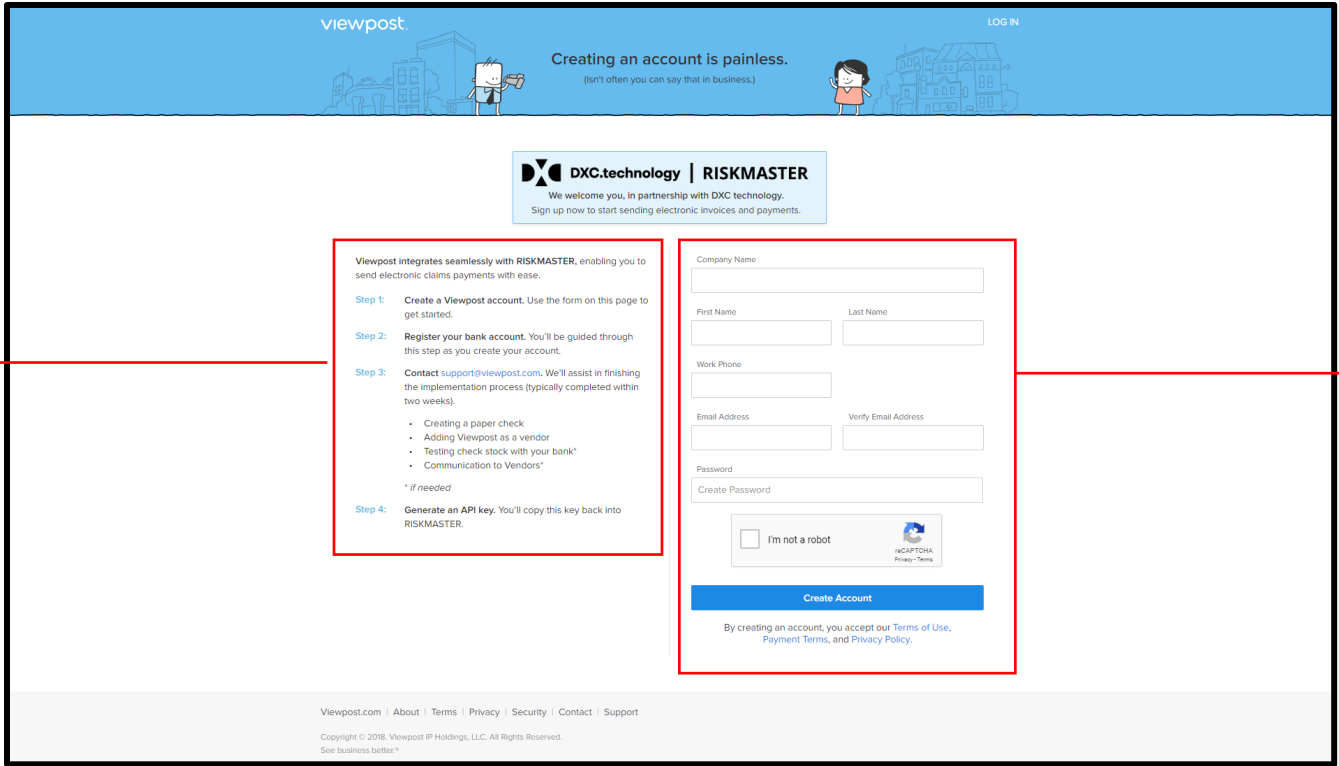
Creating a Viewpost Account and Registering a Bank Account

The Viewpost registration process, shown below, walks you through the steps you need to get started. Note that you may be presented with options to add a signature or logo, but these items aren't required initially. Your Viewpost representative will assist you with these items in Step 2.

Create Account

Follow this URL to create a Viewpost account:

<https://app.viewpost.com/register/Riskmaster>



Viewpost integrates seamlessly with RISKMASTER, enabling you to send electronic claims payments with ease.

Step 1: Create a Viewpost account. Use the form on this page to get started.

Step 2: Register your bank account. You'll be guided through this step as you create your account.

Step 3: Contact support@viewpost.com. We'll assist in finishing the implementation process (typically completed within two weeks).

- Creating a paper check
- Adding Viewpost as a vendor
- Testing check stock with your bank*
- Communication to Vendors*

** if needed*

Step 4: Generate an API key. You'll copy this key back into RISKMASTER.

Company Name


First Name Last Name

Work Phone

Email Address Verify Email Address

Password

Create Password

I'm not a robot 

reCAPTCHA
Privacy - Terms

Create Account

By creating an account, you accept our [Terms of Use](#), [Payment Terms](#), and [Privacy Policy](#).

Completing Enrollment

Once you've created your account, a Viewpost representative will contact you and assist in completing the enrollment process, which typically requires seven business days or less and involves:

- Creating a paper check
- Adding a logo and check signature
- Adding Viewpost as a vendor
- Testing check stock if required by your bank
- Communicating with vendors as needed

Note

Upon completion you will receive an email from Viewpost that will include the Bulk API URL.

Add Company Details

Additional company information is required for payment transactions.

Account Setup: 24-Seven Marts - Store 008

Company Details Connect Your Bank Sign & Secure Account

Let's get to know each other.
Tell us more about your business. * required

Address Line 1 * Address Line 2
888 Howard Street 12th Floor

City * State * ZIP Code * Work Phone
San Francisco CA 94105 123 456-7890

Business Type Industry Accounting Package
Select... Select... Select...

Continue

Connect a Bank Account

Enter your bank routing and account numbers to register a bank account.

The screenshot shows the 'Connect your bank account' step of an account setup process. At the top, a blue header reads 'Account Setup: 24-Seven Marts - Store 008'. Below it is a progress bar with three stages: 'Company Details', 'Connect Your Bank' (which is the current stage), and 'Sign & Secure Account'. The main heading is 'Connect your bank account.' followed by the instruction 'Enter your routing and account numbers and get verified in 1-3 days.' and a red asterisk indicating required fields. The form includes an 'Account Nickname' field with the value 'Business Checking'. Below this are three input fields: 'Routing Number *' with '012345678', 'Account Number *' with '987654321', and 'Verify Account Number *' with '987654321'. A 'Sample Check' image is shown with yellow callouts pointing to the 'Routing Number' and 'Account Number' on the check. To the right of the check is a 'Bank Name' field with 'Fifth Third Bank'. At the bottom left, there is a security notice: 'Your security is important to us.' with a lock icon. At the bottom right are 'Back' and 'Continue' buttons.

Secure Your Account

Viewpost enables you to use two-factor authentication to secure your account with a mobile phone (top) or by answering unique security questions (bottom).

The screenshot shows the 'Sign and secure your account' step of the account setup process. The header and progress bar are identical to the previous step. The main heading is 'Sign and secure your account.' followed by the instruction 'Keep your account safe by enabling two-factor authentication. Don't want to use a smartphone? [Answer security questions.](#)' The form contains a 'Step 1 of 2' section with the text 'Enter phone number to receive a verification code.' To the right of this text is an input field containing the phone number '(925) 789-0123' and a blue 'Send' button. At the bottom right of the form is a greyed-out 'Continue' button.

Account Setup: 24-Seven Marts - Store 008

Company Details Connect Your Bank Sign & Secure Account

Sign and secure your account.

Keep your account safe by answering these security questions. Prefer to use a smartphone?
[Enable two-factor authentication.](#)

Security Question 1... Your answer

Security Question 2... Your answer

Security Question 3... Your answer

Continue

Configuring DXC Assure Claims and Activating Payments

After enrollment is complete, you can generate an API Authentication Token in Viewpost. The 2 steps involved in the process include configuring the:

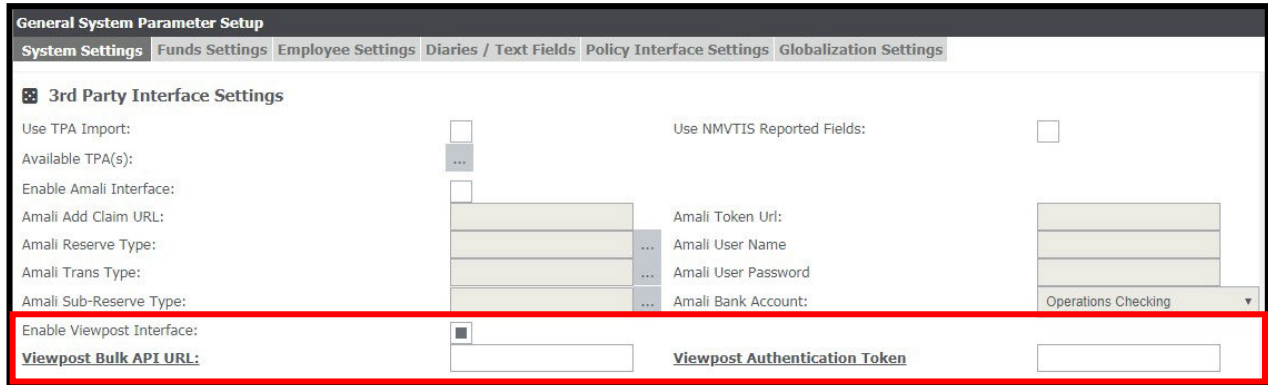
- General System Parameter Setup Screen
- Payment Parameter Setup Screen

General System Parameter Setup Screen

You will then need to configure the System Parameters Setup in Insurance RISKMASTER. Under the third-party area you will need to:

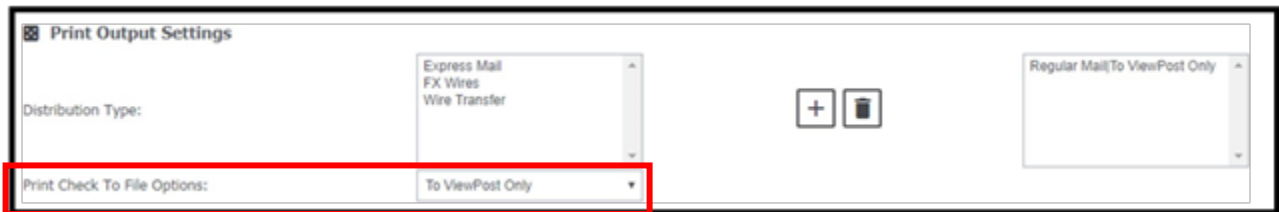
- Enable the Viewpost interface
- Add the Viewpost Bulk API URL supplied in an email by Viewpost
- Copy the API Authentication Token to the Viewpost Authentication Token

Please refer to the screenshot below to view these settings under General System Parameters Setup.



Payment Parameter Setup Screen

For all payments which need to be pushed to Viewpost, their distribution type needs to be mapped to the Print Check To File option as **Viewpost** only.



Configuring the Bank Account in Assure Claims

A new Viewpost Account checkbox field will be displayed on the Bank Account window once the Viewpost setting is enabled from the General System Parameter Setup screen.

If this setting is selected, then, the bank account will be eligible of making or receiving electronic payment via Viewpost.

This implies that when a Viewpost distribution Type is selected for a Transaction/Payment, then, that payment will be considered a Viewpost payment. Additionally, only Viewpost Bank can be selected for such payments. Otherwise, an error message will be displayed.

However, Print Check button will not be displayed on a Viewpost payment as the checks of these payments can only be printed via Task.

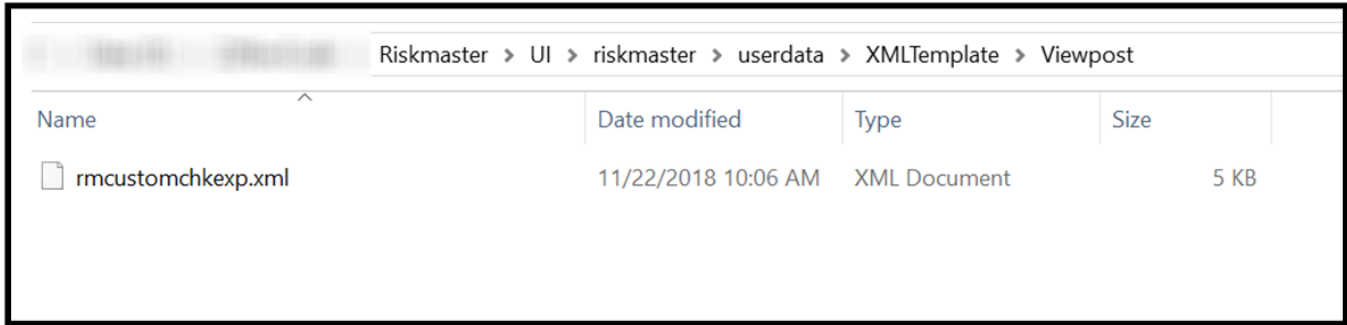
Similarly, if a Viewpost Distribution Type is mapped with a regular mail, then, that mail will not be displayed on the Print Checks window. For instance, if the Xpress Mail is mapped with a Viewpost Distribution Type, then, the option will not be displayed in the Distribution Type field of the Print Checks window. That is, the respective Viewpost checks can only be printed through Task Manager and not via any other method.

Furthermore, the Roll Up functionality has now been available in Viewpost as well. This implied that multiple payments can now be rolled up and printed as a single check.

Copy the Viewpost Custom XML in the Print Check folder of the Assure Claims Application

To extract data as per the Viewpost standards, we need to provide the Viewpost Custom XML file in the Print Check folder of the Insurance RISKMASTER application. Please follow the steps as mentioned below:

- Copy XML “mcustomchkexp.xml” from “riskmaster\userdata\XMLTemplate\Viewpost” and
- Paste it in “riskmaster\userdata\PrintChecks”.

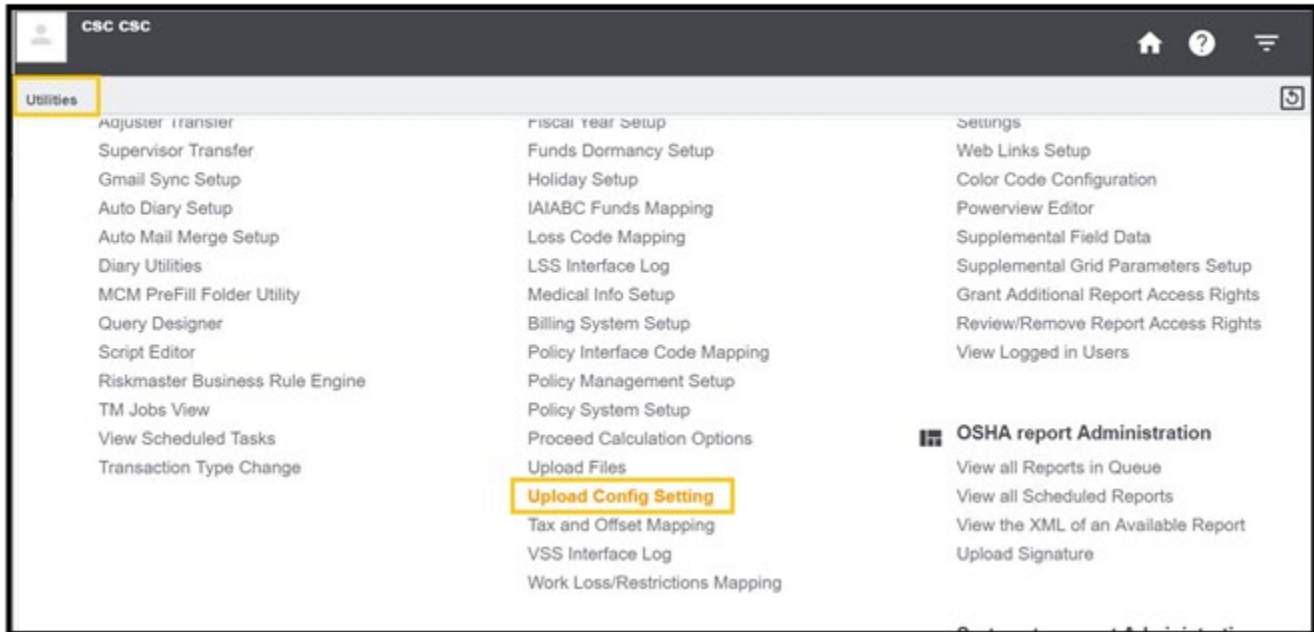


Name	Date modified	Type	Size
rmcustomchkexp.xml	11/22/2018 10:06 AM	XML Document	5 KB

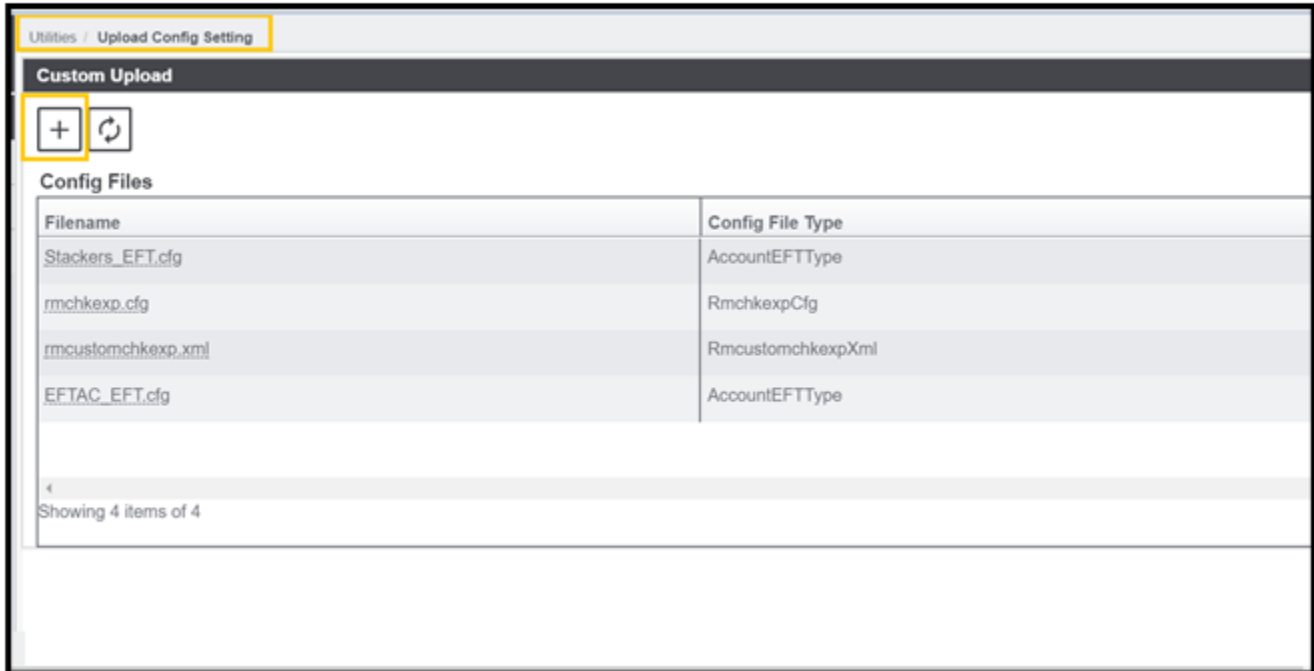
Viewpost Custom XML Steps for Multitenant Environment

In case the DXC Assure Claims, environment is over a Multitenant Environment (MT) then, the following steps need to be carried out:

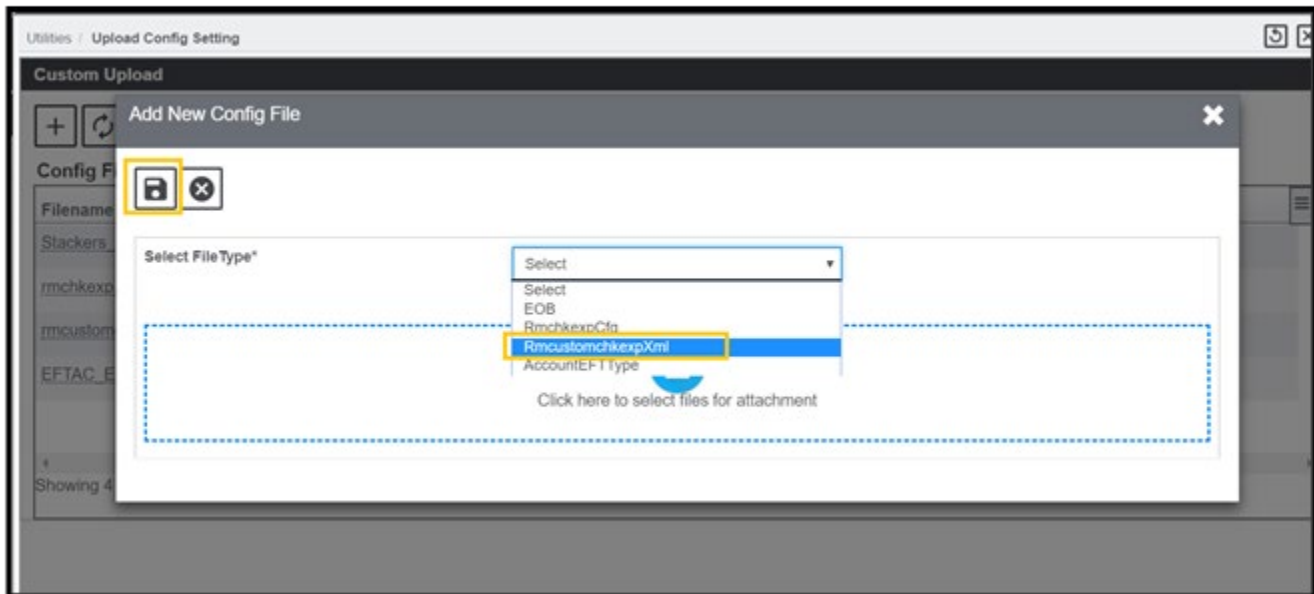
- Select Upload Config Setting under Utilities.



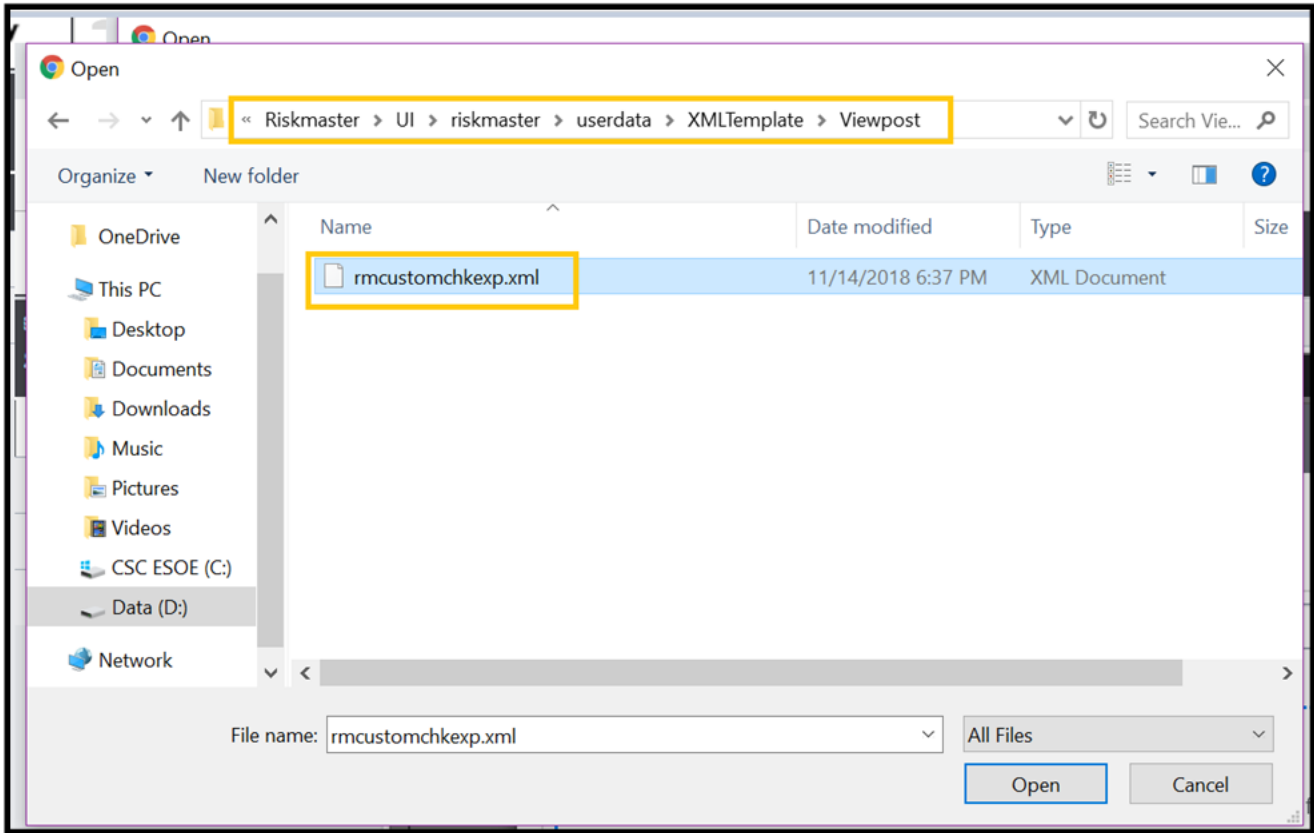
- Select the "Add New" command button.



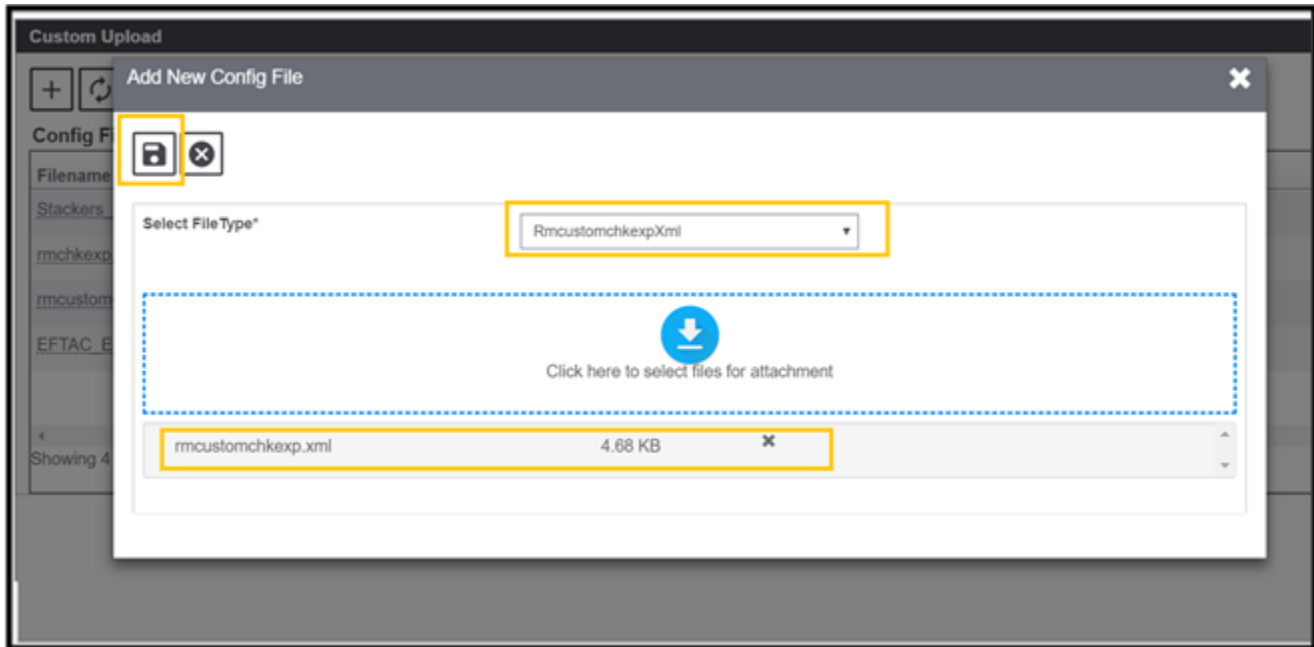
- Select "mcustomchkexp.xml" from the Select File Type dropdown.



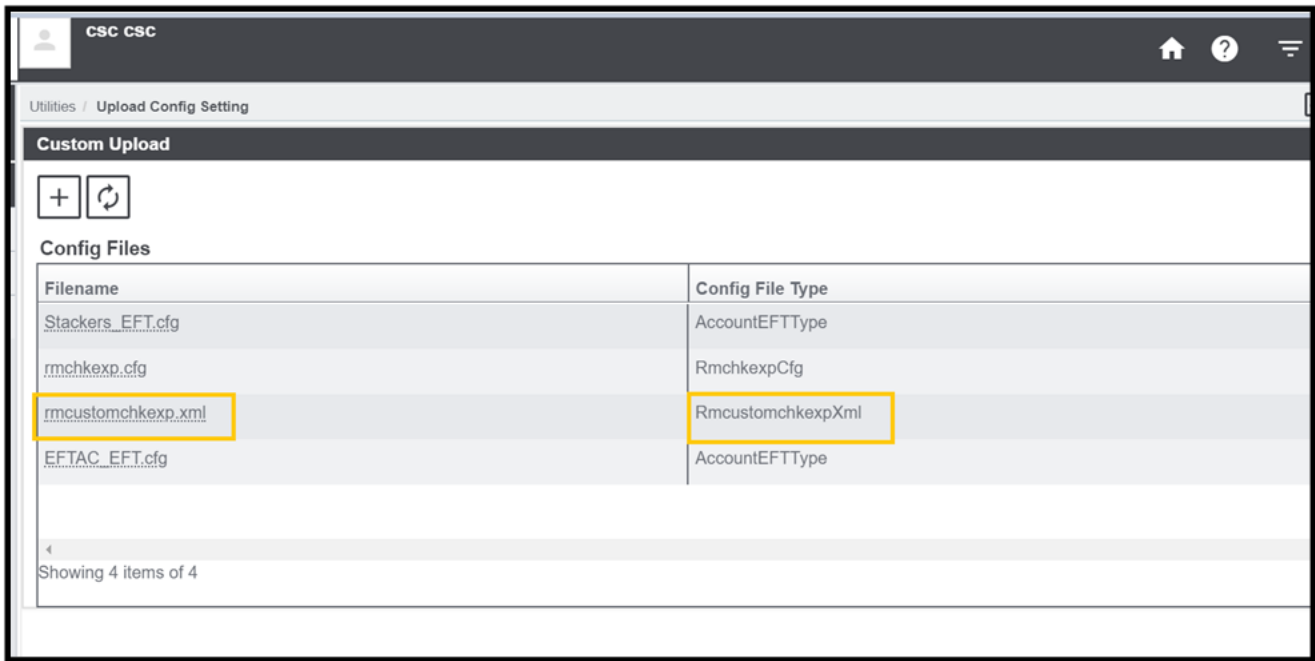
- Browse the XML from the below mentioned path of your server where the Insurance RISKMASTER application is installed.
 - "riskmaster\userdata\XMLTemplate\Viewpost"



➤ Click the Save command button.



- The Custom Upload screen will get displayed as shown below.



Viewpost Support

You can contact Viewpost Support in case you require any assistance.

Email: support@viewpost.com

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



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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



[1-877-275-3676](tel:1-877-275-3676)



DXC Technology

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Auburn Hills,
Michigan 48326





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innovation, now and in the future.

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