



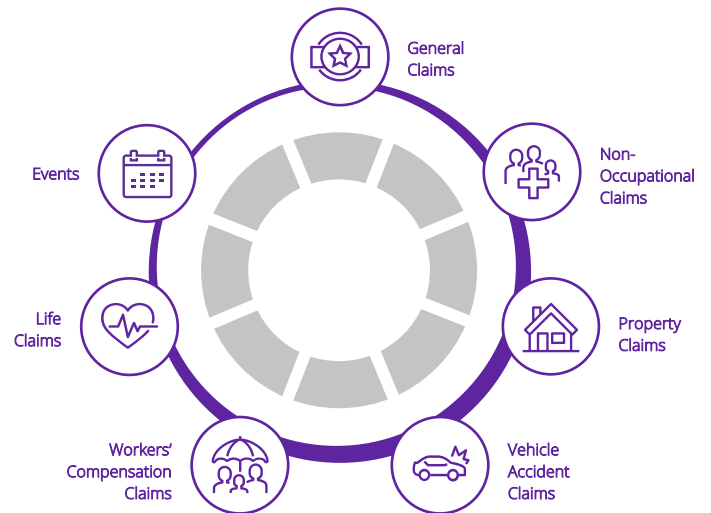
# The Electronic Claims Payments Process - User Guide

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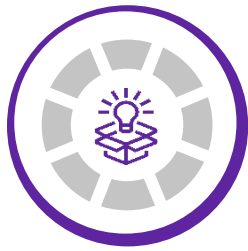
All questions regarding this documentation should be routed through customer assistance, Blythewood, SC, on Phone: 800-420-6007 or Email: [risksupp@dxc.com](mailto:risksupp@dxc.com)

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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.



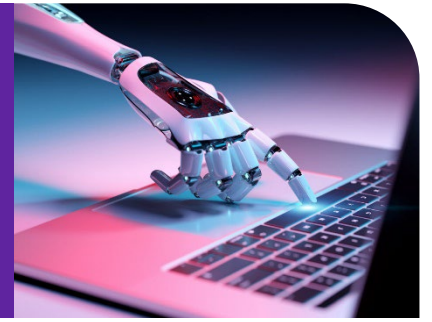
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## What's new at DXC Technology



# 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

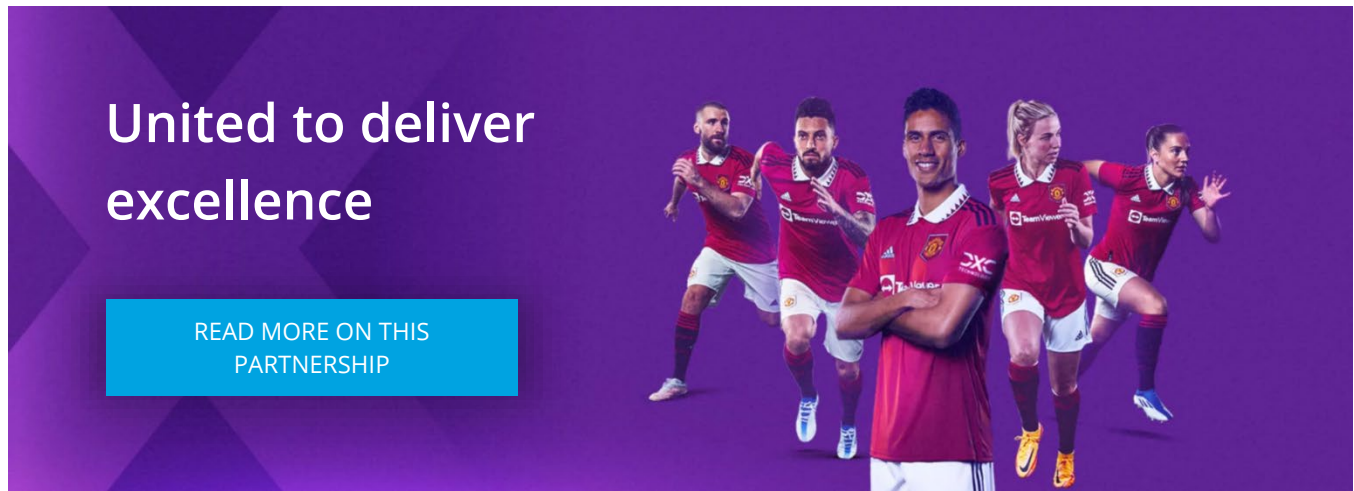


Location

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.



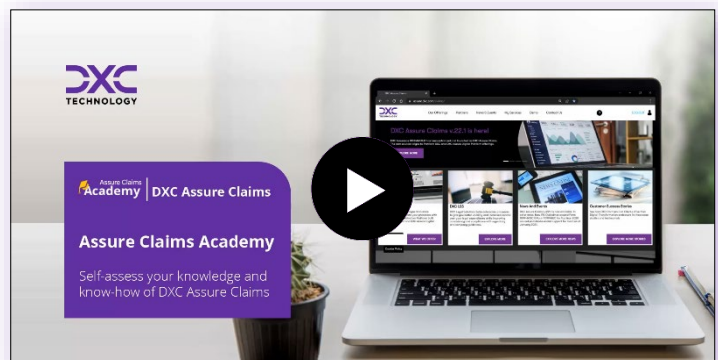
## Uses of the Assure Claims Academy

### The Assure Claims Academy portal:

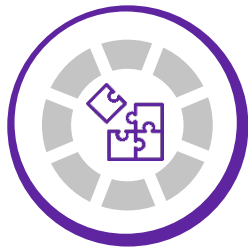
- Offers Numerous quizzes or tests
- Can be used to evaluate your know-how of the various features and functionalities from across the different zones of DXC Assure Claims
- Acts as an excellent skill & knowledge assessment tool for Customers of DXC Assure Claims, and Employees of DXC Technology.

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

VISIT ASSURE CLAIMS ACADEMY



# 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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# Overview & basic details of the Electronic Claims Payments Process



## The Electronic Claims Payments Process

With a view to facilitate the Electronic Claims Payments (ECP) for its users, DXC Assure Claims (formerly Insurance RISKMASTER) 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



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# Sending Data to the Viewpost System

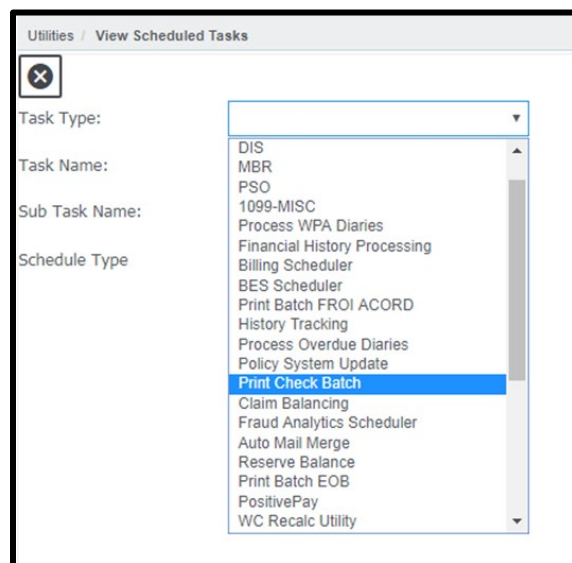


Once the initial setup is complete then in order to push data to the Viewpost System we need to perform the following steps:

## 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

Utilities / View Scheduled Tasks

**Schedule a Task**

Task Type: **Print Check Batch**

Task Name: **Print Check Batch**

SubTask Name: **None**

Schedule Type: **OneTime**

**Send Email Notification Parameter:**

Send Email Notification

**Enter the Date and Time you would like to Run the Task on:**

Date: \*  📅

Time: \* (India Standard Time)

- 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.

Utilities / View Scheduled Tasks

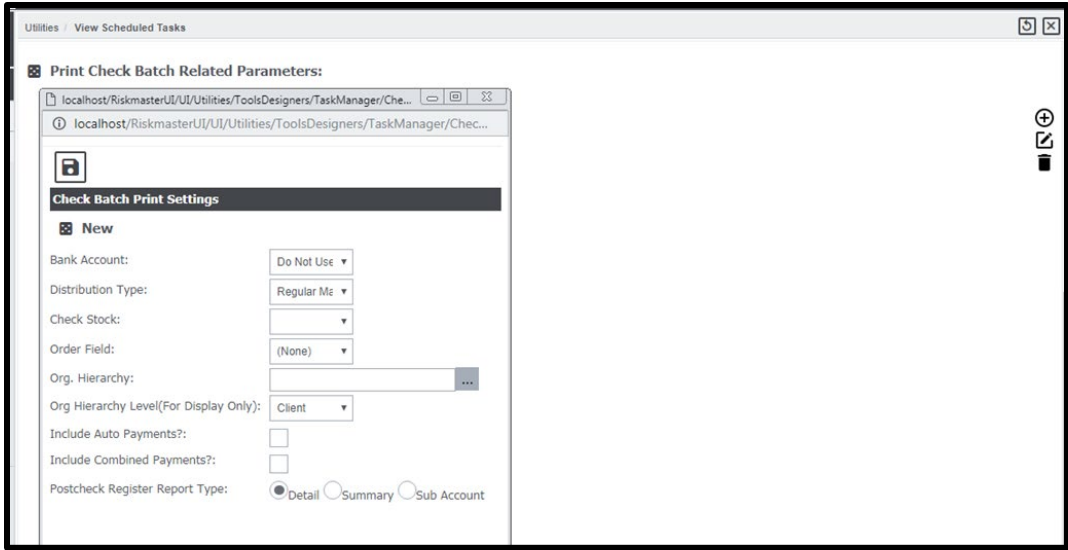
**Print Check Batch Related Parameters:**

+

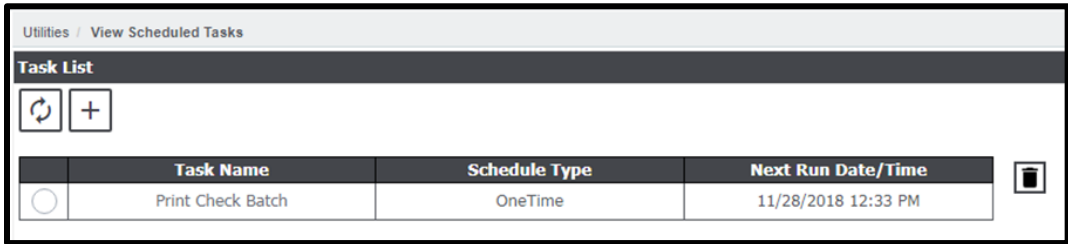
📄✎

🗑️

- 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.

Utilities => TM Jobs View

Running Jobs

Job Name	Description	Job State	Start Date/Time	End Date/Time	
Print Check Batch	PrintCheckBatch	Completed With Error	10/01/2018 4:52 AM	10/01/2018 5:07 AM	
Print Check Batch	PrintCheckBatch	Completed	10/01/2018 4:22 AM	10/01/2018 4:50 AM	
Print Check Batch	PrintCheckBatch	Completed	10/01/2018 4:04 AM	10/01/2018 4:08 AM	

Archived Jobs

1 - 25 of 31 records Page 1 of 2 First | Previous | Next

Buttons: Abort Refresh

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.

Utilities => TM Jobs View

Running Jobs

Job Name	Description	Job State	
Print Check Batch	PrintCheckBatch	Completed	10/24/2018 AM
Print Check Batch	PrintCheckBatch	Completed	10/24/2018 AM

Archived Jobs

1 - 25 of 31 records

Buttons: Abort Refresh

TM Job Status Details - Google Chrome

Not secure | rmavpdemo.dxc-rmd.com/RiskmasterUI/UI/Utilities/ToolsDesigners/TaskMan...

10/24/2018 07:13 AM - Check print batch job started.

10/24/2018 07:13 AM - Fetching Account id: 13 details

10/24/2018 07:13 AM - Print Check completed for Account: 13

10/24/2018 07:13 AM - Post data to Viewpost started.

10/24/2018 07:14 AM - Creating zip file for printed checks

10/24/2018 07:14 AM - Zip file created successfully for 4 files.

10/24/2018 07:14 AM - Attach file to database.

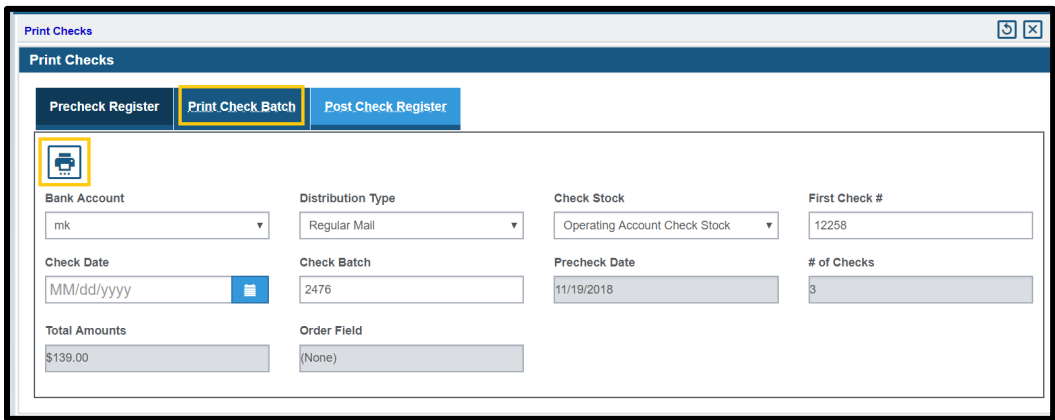
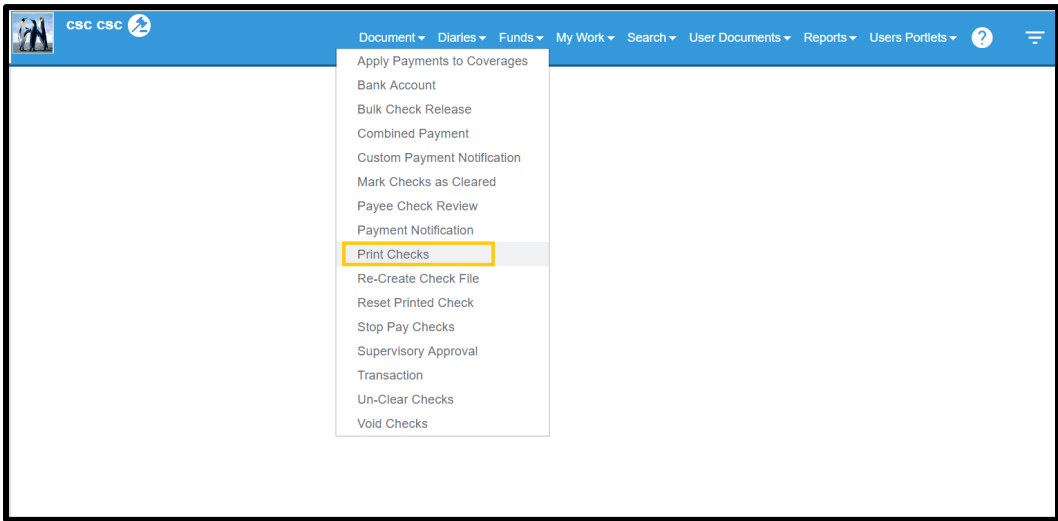
10/24/2018 07:14 AM - File attached to database successfully.

10/24/2018 07:14 AM - The Viewpost Job Completed Successfully.

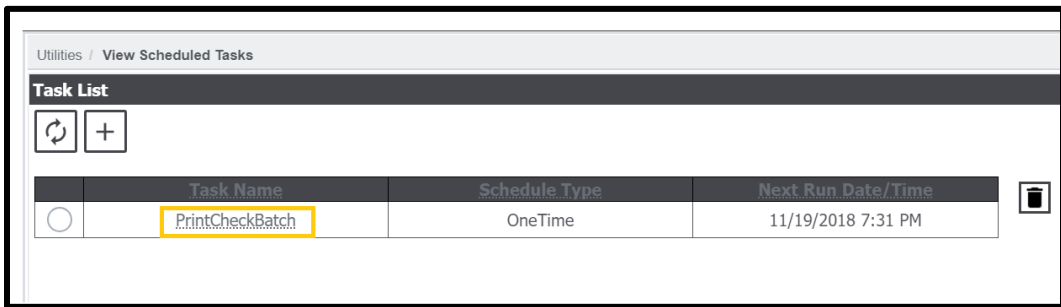
Status Details:

## 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.

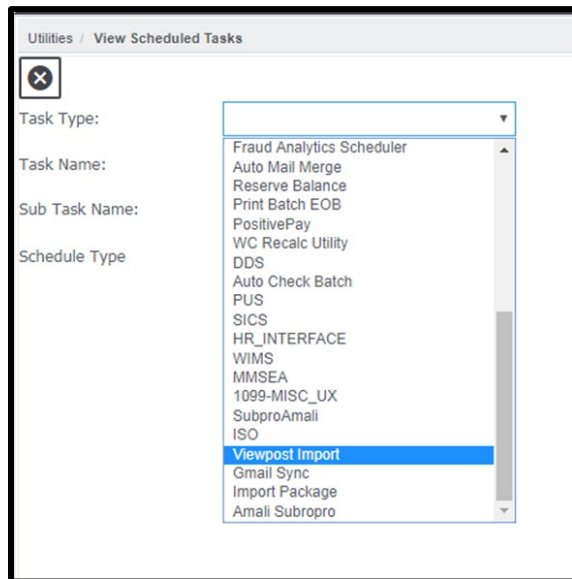
# Importing Data in to the Viewpost System

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 - ViewpostImport Utility

- 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.

Utilities / View Scheduled Tasks

**Schedule a Task**

Task Type: Viewpost Import

Task Name: Viewpost Import

SubTask Name: None

Schedule Type: OneTime

Send Email Notification Parameter:

Send Email Notification

Enter the Date and Time you would like to Run the Task on:

Date: \*  📅

Time: \* (India Standard Time)

- The Job will appear on TM JOBS View Screen.

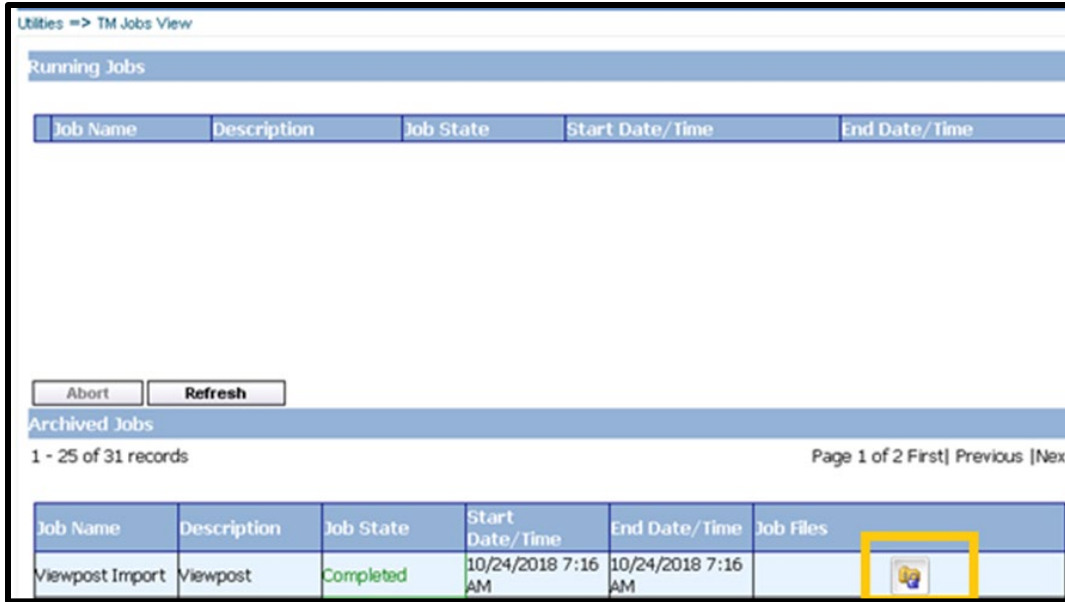
Utilities / View Scheduled Tasks

**Task List**

Task Name	Schedule Type	Next Run Date/Time
Viewpost Import	OneTime	11/30/2018 2:34 AM

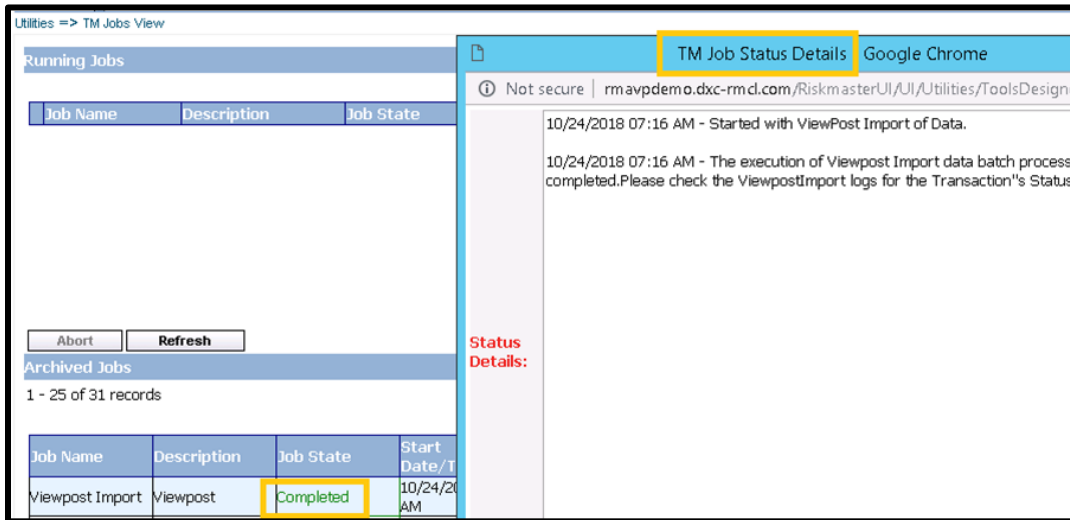
- When the job is executed, it will complete with either of the below two Job states:
  - Completed – If the data is successfully sent to Viewpost system then this status will appear.
  - Completed with Errors – If there are any errors while sending data to Viewpost then this status will appear.
- Complete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



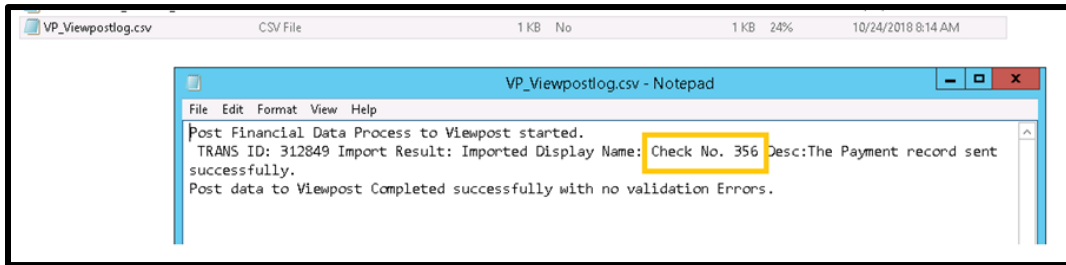
## Verifying the Data Imported from Viewpost

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

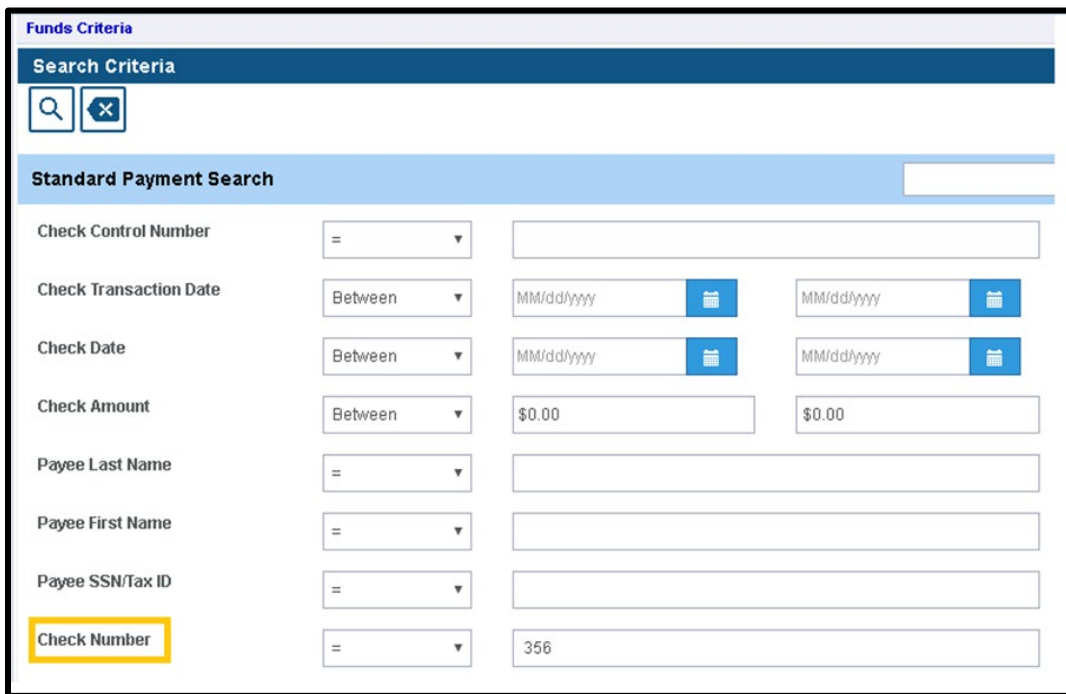
- Status of the Payment (i.e., Processed, Pending etc.).
- Method of payment used by Viewpost.

All the above-mentioned details will be visible in the “Check\_Memo” Column of the Transactions on the Assure Claims screen.

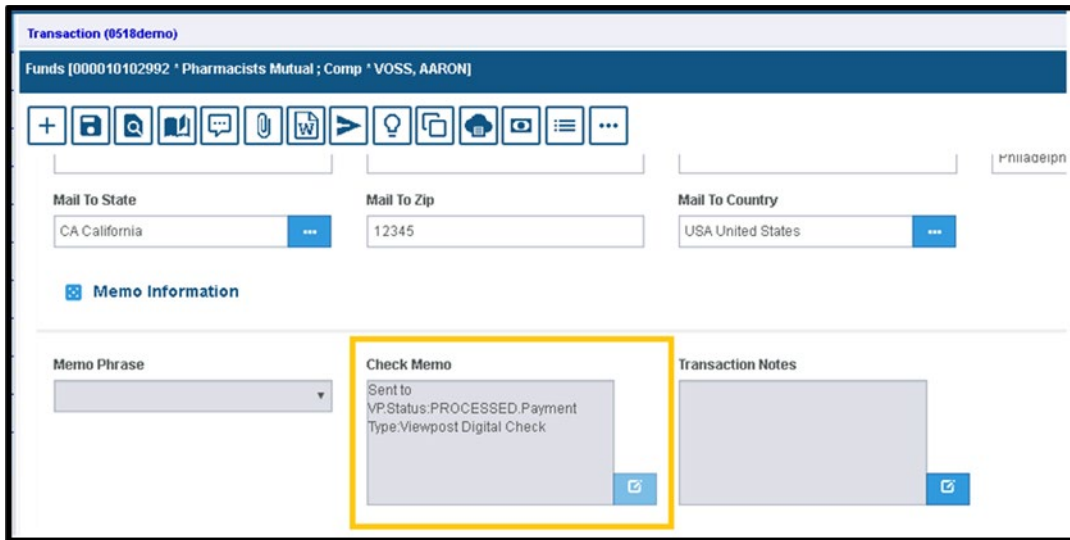
- Open the Viewpost Log from “TM Jobs View Screen” as explained earlier on.



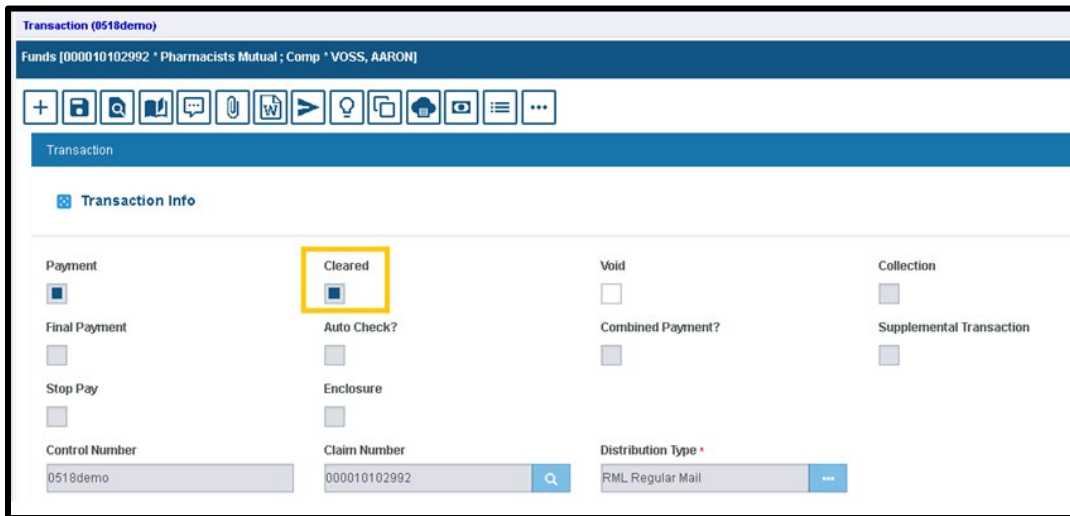
- Now go to Search -> Funds. The following screen will appear on which you must provide the check number retrieved from the above shown Viewpost Log and click on search icon.



- 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.

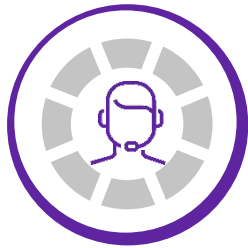


## Easier manual reconciliation during Viewpost payment reviews

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.

# 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.

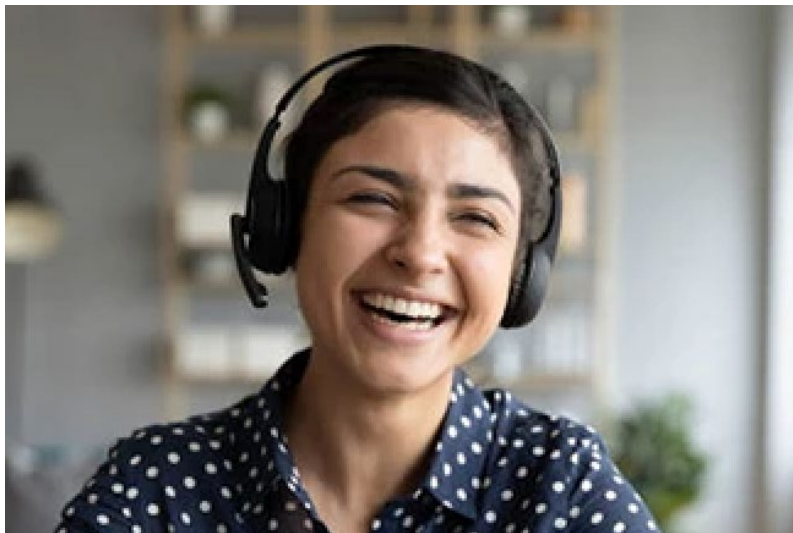
This browser-based software provides real-time analytics to help you spot trends and mitigate future losses. It gives your staff a highly efficient system that simplifies workflows and promotes best practices throughout your organization. It helps ensure that your claimants receive first-class service, 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](mailto:risksupp@dxc.com)



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



### DXC Technology

3000 University Drive,  
Auburn Hills,  
Michigan 48326





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SOFTWARE

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## Assure Claims Support Helpdesk

**DXC Technology**  
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Michigan 48326

**Phone:** 1-877-275-3676  
**Email:** [risksupp@dxc.com](mailto:risksupp@dxc.com)