



The Electronic Claims Payments Process - User Guide

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September 2022

DXC Assure Claims

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



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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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RETURN TO TOC





What's new at DXC Technology



NelsonHall names DXC a leader in Property and Casualty Operations Transformation

DXC Technology was recognized by analyst firm <u>NelsonHall</u> 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



Las Vegas, NV

FIND OUT MORE ABOUT DXC AT NATIONAL COMP 2022

Date

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 <u>technology partner</u>, 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.

Assure Claims

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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NEXT SECTION



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

8		
Tack Turper		-
ask Type.		
	DIS	
ask Name:	MBR	
	PSO	
ub Task Name:	1099-MISC	- 1
	Process WPA Diaries	- 1
chodulo Turo	Financial History Processing	- 1
chedule Type	Billing Scheduler	- 1
	BES Scheduler	- 1
	Print Batch FROI ACORD	- 1
	Presses Quardus Disting	- 1
	Policy System Lindate	- 1
	Print Check Batch	
	Claim Balancing	
	Fraud Analytics Scheduler	
	Auto Mail Merge	
	Reserve Balance	
	Print Batch EOB	
	PositivePay	
	WC Recalc 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	n Parameter:
Send Email Notification	
Enter the Date and Time	ne 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.



> Provide the required criterion setting and Click save button.

ties / View Scheduled Tasks		5
Print Check Batch Related Para	meters:	
Discalhost/RiskmasterUI/UI/Utilities/Tools	esigners/TaskManager/Che 🖸 🗵	
 localhost/RiskmasterUI/UI/Utilitie 	s/ToolsDesigners/TaskManager/Chec	
		i i
Check Batch Print Settings		
New New		
Bank Account:	Do Not Use 🔻	
Distribution Type:	Regular Ma 🔻	
Check Stock:	*	
Order Field:	(None) *	
Org. Hierarchy:		
Org Hierarchy Level(For Display Only):	Client v	
Include Auto Payments?:		
Include Combined Payments?:		
Postcheck Register Report Type:	Detail Osummary Osub Account	

> The Job will appear on TM JOBS View Screen.

Utilities / V	ew Scheduled Tasks			
Task List				
¢+]			
	Task Name	Schedule Type	Next Run Date/Time	1
\bigcirc	Print Check Batch	OneTime	11/28/2018 12:33 PM	

- > 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.

tilities => TM Jobs Vie	w						
Running Jobs							
Job Name	Description	Job St	ate Sta	rt Date/Time	E	nd Date/Time	
Abort	Refresh						
Archived Jobs	Refresh						
1 - 25 of 31 record	s				Page	1 of 2 First Pr	evious (Nex
Print Check Batch I	PrintCheckBatch	Completed With Error	10/01/2018 4:52 AM	10/01/2018 5:07 AM			
Print Check Batch I	PrintCheckBatch	Completed	10/01/2018 4:22 AM	10/01/2018 4:50 AM			
Print Check Batch I	PrintCheckBatch	Completed	10/01/2018 4:04 AM	10/01/2018 4:08 AM			
			-	•	•		

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	D	TM Job Status Details - Google Chrome		
Running Jobs	(i) Not	Not secure rmavpdemo.dxc-rmd.com/RiskmasterUI/UI/Utilities/ToolsDesigners/TaskMan		
Job Name Description Job State		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.		
Abort Refresh	Status Details:	10/24/2018 07:14 AM - Attach file to database.		
Archived Jobs		10/24/2018 07:14 AM - File attached to database successfully.		
1 - 25 of 31 records		10/24/2018 07:14 AM - The Viewpost Job Completed Successfully.		
Print Check Batch PrintCheckBatch Completed				
Print Check Batch PrintCheckBatch Completed AM				

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.

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csc csc 🔊	Document - Diaries - Funds	✓ My Work ✓	Search -	User Documents -	Reports -	Users Portlets -	2	il -
	Apply Payments to Coverages							
	Bank Account							
	Bulk Check Release							
	Combined Payment							
	Custom Payment Notification							
	Mark Checks as Cleared							
	Payee Check Review							
	Payment Notification							
	Print Checks							
	Re-Create Check File							
	Reset Printed Check							
	Stop Pay Checks							
	Supervisory Approval							
	Transaction							
	Un-Clear Checks							
	Void Checks							

int Checks			<u>১</u> ×
rint Checks			
Precheck Register	tch Post Check Register		
.			
Bank Account	Distribution Type	Check Stock	First Check #
mk 🔻	Regular Mail	Operating Account Check Stock	12258
Check Date	Check Batch	Precheck Date	# of Checks
MM/dd/yyyy	2476	11/19/2018	3
Total Amounts	Order Field		
\$139.00	(None)		

Selecting the Save button schedules the Print Check Batch Utility as depicted previously in the Offline Mode.

Utilities / View S	Scheduled Tasks			
Task List				
				_
	Task Name	Schedule Type	Next Run Date/Time	
	PrintCheckBatch	OneTime	11/19/2018 7:31 PM	

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

8		
Task Type:		۳
Task Name:	Fraud Analytics Scheduler Auto Mail Merge Reserve Balance	^
Sub Task Name:	Print Batch EOB PositivePay	
Schedule Type	WC Recaic Utility DDS Auto Check Batch PUS SICS HR_INTERFACE WIMS MMSEA	ł
	1099-MISC_UX SubproAmali ISO	
	Viewpost Import Gmail Sync Import Package	
	Amali Subropro	~

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

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Utilities / View Scheduled Tasks	
Schedule a Task	
Task Type:	Viewpost Import
Task Name:	Viewpost Import
SubTask Name:	None
Schedule Type:	OneTime
Send Email Notificat	ion Parameter:
Enter the Date and 1	fime you would like to Run the Task on:
Date:*	

> 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

Ut	ilities => TM Jobs Vie	IW .						
1	Running Jobs							
							1 - 1 - 1 - 1	
	Job Name	Description	Job S	tate Sta	rt Date/Time	End	d Date/ Time	
								ļ
	Abort	Refresh						
	Archived Jobs							
3	1 - 25 of 31 record	ls				Page 1	of 2 First Pr	evious (Next
	Job Name	Description	Job State	Start Date/Time	End Date/Time	Job Files		
	Viewpost Import	Viewpost	Completed	10/24/2018 7:16 AM	10/24/2018 7:16 AM		4	

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	D		TM Job Status Details	Google Chrome
	O Not s	secure rmavpd	lemo.dxc-rmcl.com /Riskmas	terUI/UI/Utilities/ToolsDesigne
Job Name Description Job State		10/24/2018 07:1 10/24/2018 07:1 completed.Please	.6 AM - Started with ViewPos .6 AM - The execution of View e check the ViewpostImport I	t Import of Data. vpost Import data batch process ogs for the Transaction''s Status.
Abort Refresh Archived Jobs	Status Details:			
1 - 25 of 31 records				
Job Name Description Job State Start Date/T				
Viewpost Import Viewpost Completed AM				

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.

VP_Viewpostlog.csv	CSV File	1 KB No	1 KB 24%	10/24/2018 8:14 AM	
VP_Viewpostlog.csv - Notepad					
	File Edit Format View Help Post Financial Data Process TRANS ID: 312849 Import Re successfully. Post data to Viewpost Compl	s to Viewpost started. esult: Imported Display Name: Check leted successfully with no validati	No. 356 Desc:Ti on Errors.	he Payment record sent	

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.

Funds Criteria			
Search Criteria			
Standard Payment Search			
Check Control Number	=		
Check Transaction Date	Between •	MM/dd/yyyy	MM/dd/yyyy
Check Date	Between •	MM/dd/yyyy	MM/dd/yyyy
Check Amount	Between v	\$0.00	\$0.00
Payee Last Name	= •		
Payee First Name	= •		
Payee SSN/Tax ID	=		
Check Number	= •	356	

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.

Transaction (0518demo)			
Funds [000010102992 * Pharmacists M	lutual ; Comp * VOSS, AARON]		
+ 8 8 9 9 0	▧▻▯▯		
			Philadelph
Mail To State	Mail To Zip	Mail To Country	
CA California	12345	USA United States	· · · · · · ·
Memo Information	Check Memo	Transaction Notes	
	Sent to VP.Status:PROCESSED.Payment Type.Viewpost Digital Check	Ø	G

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.

saction (0518demo)						
unds (000010102992 * Pharmacists M	utual ; Comp * VOSS, AARON]					
+80₩₽0₩>♀₲⊕¤≡…						
Transaction						
🔀 Transaction Info						
Payment	Cleared	Void	Collection			
Final Payment	Auto Check?	Combined Payment?	Supplemental Transaction			
Stop Pay	Enclosure					
Control Number	Claim Number	Distribution Type •				
0518demo	000010102992	Q RML Regular Mail				

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

"

PREVIOUS SECTION







About Us & Contact Info



DXC Technology

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

 240+
 60+

 fortune 500 customers
 60+

Delivering eXcellence for our Customers and Colleagues

130.000+

employees

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

70+

countries

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.



) 1-877-275-3676



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