DXC Technology

DXC Assure Claims

Expanding your risk management software and claims management capabilities.

DXC Assure Claims – Xybion MBR Integration

Release: v.23.4 | December 2023

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Initial Setup and Configuration

This section contains basic guidelines and preliminary advisory pertaining to the current release version of DXC Assure Claims.
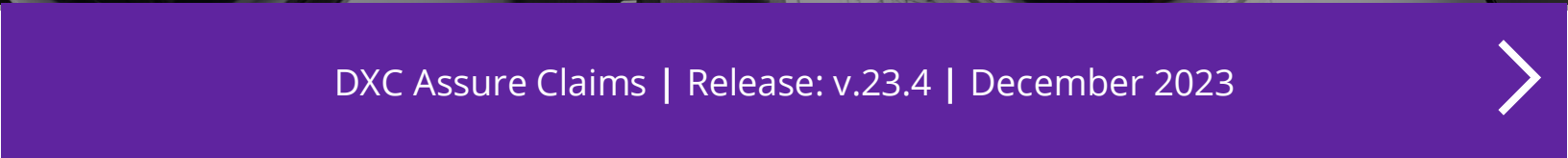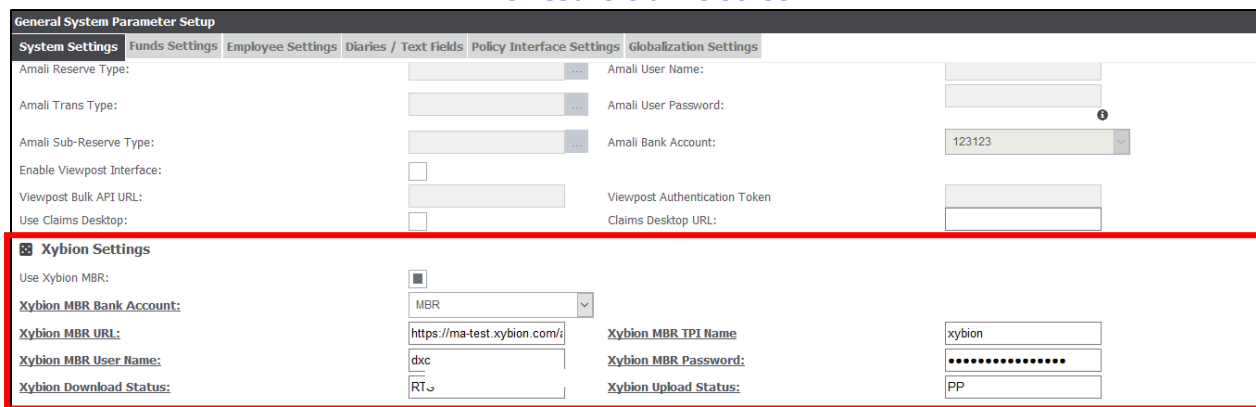
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One-time settings and configuration required for DXC Assure Claims and Xybion MBR system integration includes the following steps:

1. Go to Utilities -> General System Parameter Screen. Scroll down to third-party Interface Settings section. Select the Use Xybion MBR Checkbox highlighted below. This will pop open an authentication window asking for the License Code. Enter the license code and save.

DXC Assure Claims Screen

[Fig. 1]

Once the **Use Xybion MBR** checkbox is selected, the corresponding field of the Xybion system will be enabled. The various fields are discussed as follows:

Xybion MBR Bank Account: Select the bank account from the dropdown list. The payment imported from Xybion will be associated to the selected bank account. If the Bank Account has any owner associated to it, then, it will not be displayed in the dropdown list.

Note:

➢ Once Xybion MBR is enabled, all the other Medical billing system, such as, BRS will get disabled automatically. That is, multiple billing system cannot work simultaneously.

Xybion MBR TPI Name: Enter the name Third-party interface that is to be mapped with the Xybion MBR interface.**Xybion MBR URL:** Enter the integrated URL of Xybion MBR.

Xybion MBR User Name: Enter the User Name for accessing the integrated URL of Xybion.

Xybion MBR Password: Enter the Password for accessing the integrated URL of Xybion.

Xybion Download Status: Enter the Download Status Code of Xybion. **Xybion Upload Status:** Enter the Upload Status Code of Xybion.

Xybion Upload Status: Enter the Upload Status Code of Xybion.

Note:

➢ The users who do not use reserve sub-type can create a dummy code in the reserve sub-type table, to enter a value in this field, just to finish configuration.

Please Note:

Once Use Xybion MBR field is enabled, then, following settings in the Payment Parameter Settings of the Utilities zone will be disabled:

➢ **Print EOB Detail On Check Stub:**
➢ **Print Payee EOB:**
➢ **Print EOB Description on Checks:**
➢ **Print Claimant EOB:**

➢ **Print Check Stub Detail when printing individual EOBs:**
➢ **Print EOB Description on Checks:**
➢ **Print EOB Desc in next line:**

2. **Assure Claims now supports the mapping of multiple payment types. That is, more than one payment type code can be imported from Xybion MBR. In order to map the Xybion pay type code with the application's code, follow the steps mentioned below:**

   a. Go to Utilities -> Third Party Interface under the Managers section to get redirected to the Add Third-party Interface screen. The third-party interface name entered in the General System Parameter Setup will be displayed as shown below:
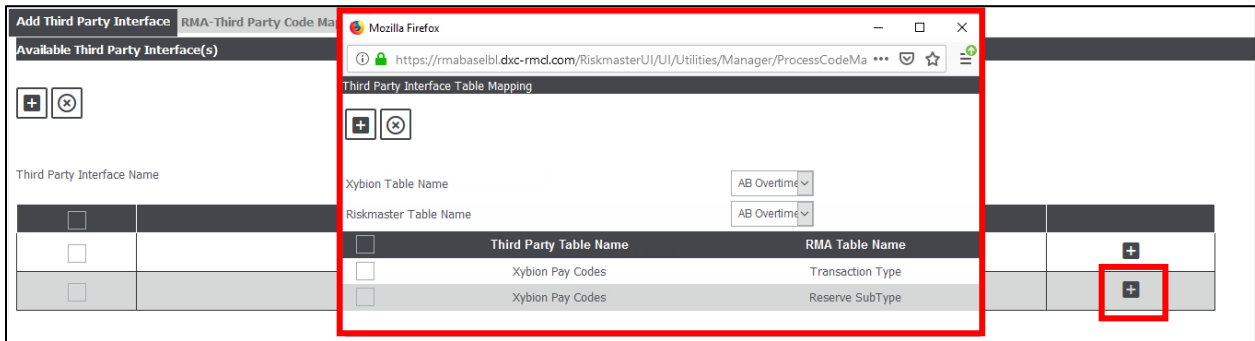
DXC Assure Claims Screen
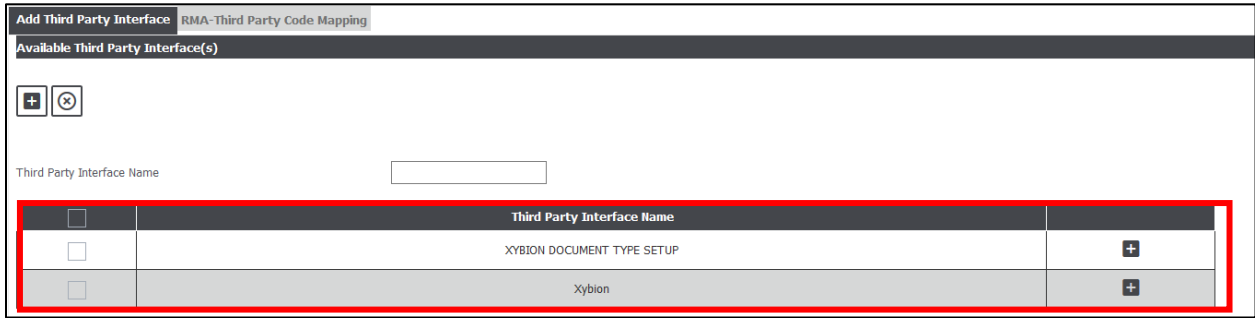
[Fig. 2]

The sign corresponding to every Third-party Interface Name enables Table Mapping. Select the same to pop open the mapping window.

DXC Assure Claims Screen

[Fig. 3]

b. Select the table name of Xybion that is to be mapped with the table of the DXC Assure Claims, typically Transaction Type and Reserve Sub-type tables, from the dropdown list of the corresponding fields. In this case, the third-party code is "Xybion Pay Codes" The mapping will be displayed in the table below.

c. Once the Xybion and Assure Claims tables are mapped, go to RMA-Third Party Code Mapping tab to map the respective codes with each other. The various fields in this screen are mentioned below:

➢ **Third Party Interface Name:** Select one third-party interface code from the dropdown list.

➢ **Select Third Party Code Table:** Select the Third party code table, Xybion Pay Codes, that is to be mapped with the Assure Claims code table.

➢ **Select Riskmaster Code Table:** Select the corresponding Assure Claims code table in this field.

➢ **Third Party Codes:** The corresponding code of the selected third party table will be listed in this field. Select the code that is to be mapped with the code of the application.

➢ **Riskmaster Codes:** Select the corresponding application code in this field.

DXC Assure Claims Screen

[Fig. 4]

Once the mapping is done, the corresponding Pay Type Code Bill will be imported to DXC Assure Claims and the transaction will be created with the mapped Transaction Type and Reserve Subtype. For instance, as per the mapping done above, the Auto Bodily Injury details will be imported in the Expense code.

3. **Once the Xybion MBR Billing system is enabled, create an Authentication Code. In order to generate Authentication Token in DXC Assure Claims follow the steps below:**

   a. Go to Utilities -> Tokens under General Parameters. On the Audience tab, click on + icon to create a new Audience.

DXC Assure Claims Screen

[Fig. 5]

   b. Provide all the mandatory field values in the grid above. Enter the Origin field. Field Name should contain a unique name for every user. Click on the Save button. The "Token" generated will be displayed as shown below:

DXC Assure Claims Screen

[Fig. 6]

a.   Now, go to the Token tab and click on the '**+**' sign to create a token for the user which the payments are to be imported from Xybion MBR. Irrespective of the logged in user, the payments will be imported from Xybion in the name of the user created here.

DXC Assure Claims Screen

[Fig. 7]

b.   Enter the relevant details and save. The created token will be displayed as shown below:

DXC Assure Claims Screen

Token Data					
User Name	**Audience Name**	**Validity Period**	**Active**	**Token**	

	User Name	Audience Name	Validity Period	Active	Token
🗑 📋	csc	Aditi	Infinite	true	eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiJ9….
🗑 📋	nsoni21	xybion	Infinite	true	eyJ0eXAiOiJKV1QiLCJhbGciOiJSUzI1NiJ9….

[Fig. 8]

Xybion billing via DXC Assure Claims

This section is a compilation of the essential requirement pertaining to the DXC Assure Claims App Launcher.

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Once the initial setup is completed fully, the data is imported from Xybion with the EOBs. The necessary steps are discussed as follows:

1. Schedule task from Utilities zone to import medical bills as Explanation of Benefits (EOBs) and payments from Xybion MBR system. In order to execute Batch job, go to Utilities > View Scheduled Tasks > Select Xybion MBR as task type.

   Note:

   ➢ The Task Type drop down will not have Xybion MBR option unless the setting is enabled in General System Parameter Settings in Utilities.

DXC Assure Claims Screen
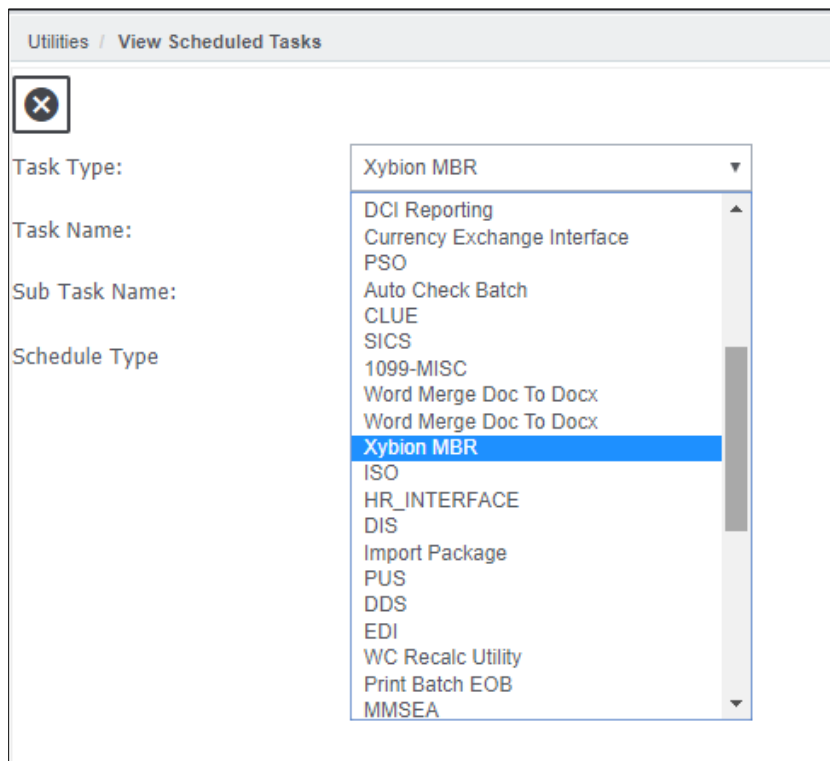
[Fig. 9]

Important Note:

➢ EOB will not be printed for the transaction if it is moved using Move Transaction function.

➢ Payments will get imported in USD only, irrespective of the currency of Claim/Base/Policy. Similarly, if the transaction is exceeding the payment limit, then, the payment will be imported with the status marked as **Hold**.

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

DXC Assure Claims Screen

[Fig. 10]

3. Click on Save button. The scheduled job will be visible in View scheduled tasks screen.

4. 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 DXC Assure Claims level which are described in online section will be captured in these logs.

Important Note:

➢ The Schedule a Task screen includes an additional **Allow Duplicate Payments** checkbox. If this setting is checked than the duplicate payments will also get saved.
➢ The duplicity of the payments will be based on the criteria fixed on the Payment Parameter Setup.
➢ On the other hand, if the checkbox is not checked, then, the duplicate payments will not be processed.

DXC Assure Claims Screen

[Fig. 11]

Verifying the Bill created by Xybion MBR

This section is a compilation of the essential requirement pertaining to the DXC Assure Claims App Launcher.

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Once the medical billing is completed at Xybion MBR, then, the data is sent back to DXC Assure Claims system. The payment will be displayed in the Transaction screen like any other payment with the **Check Status** field marked with appropriate Status.

In order to view the Medical bill in DXC Assure Claims, follow the steps mentioned below:

Go to the concerned **Claims > Financials/Reserves > Transaction History** and select the particular transaction imported to Xybion MBR. The payment details will be populated on the Transaction window. The imported Split Details can be viewed in the Funds Split Details window **[Fig. 12]**.
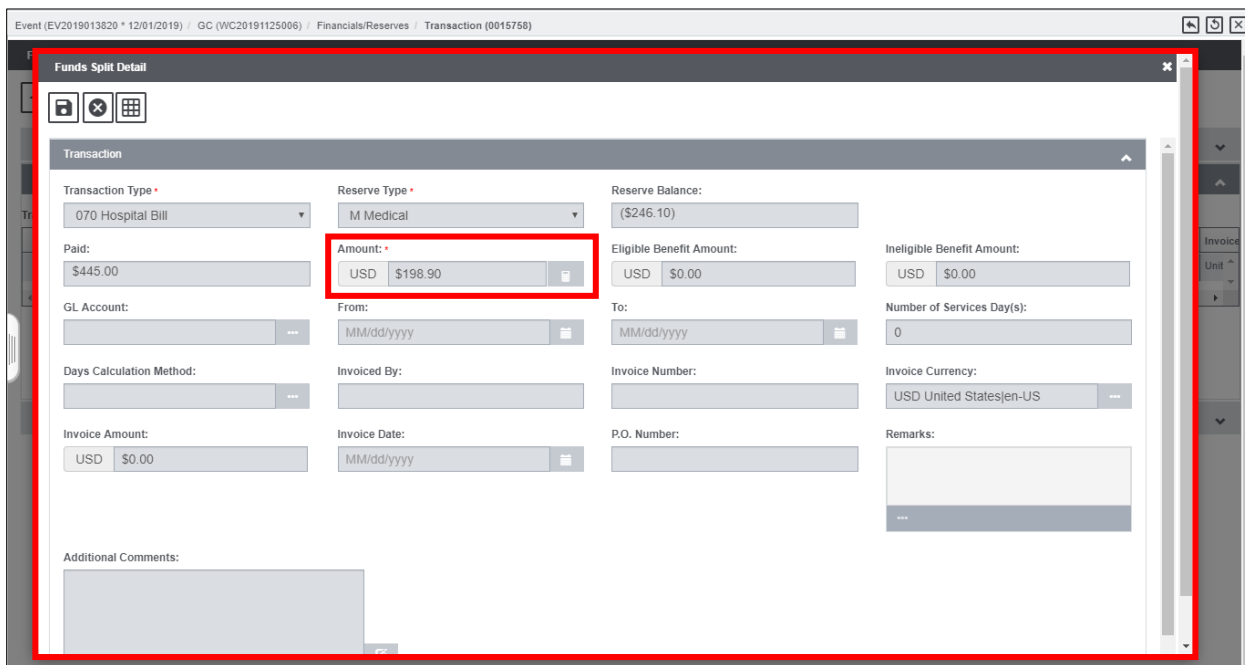
Important Note:

All the validations applied in payment creation will be applicable while importing the payment.

For instance, the payment cannot be created if the exchange rate is not fixed. In such a case, if the payment is imported from Xybion MBR, then, an error message will be received, and the payment will not be imported.

DXC Assure Claims Screen

[Fig. 12]

Additionally, the EOB and Checks of the particular payment imported from Xybion MBR can be downloaded from the Transaction window with the help of Print Check and EOB option under the 🗒 icon in the Toolbar **[Fig. 13]**.

DXC Assure Claims Screen
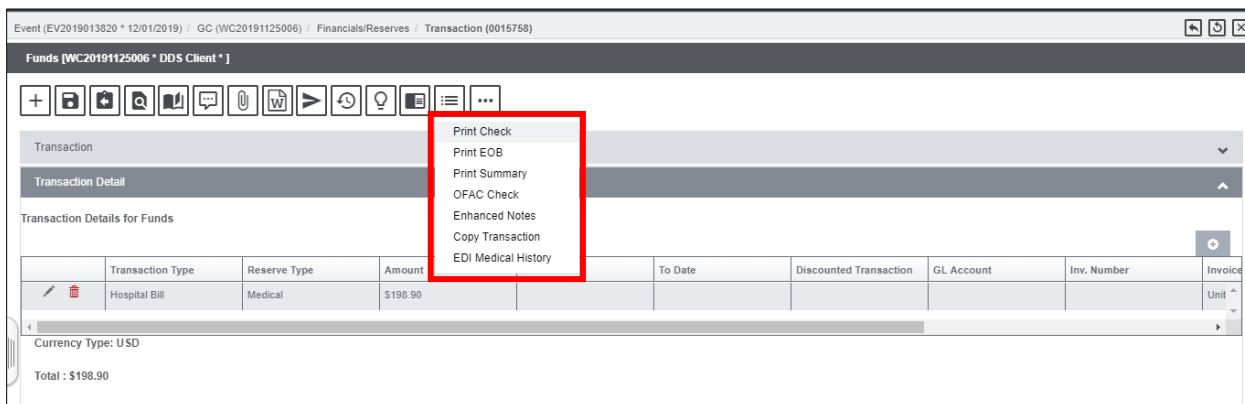
[Fig. 13]

To print the Check, select the 🗒 icon followed by **Print Check** option. This will pop open the window with the check details. Select the Print Check button from the toolbar and the check to be printed. The PDF file of the concerned check will be downloaded.

DXC Assure Claims Screen
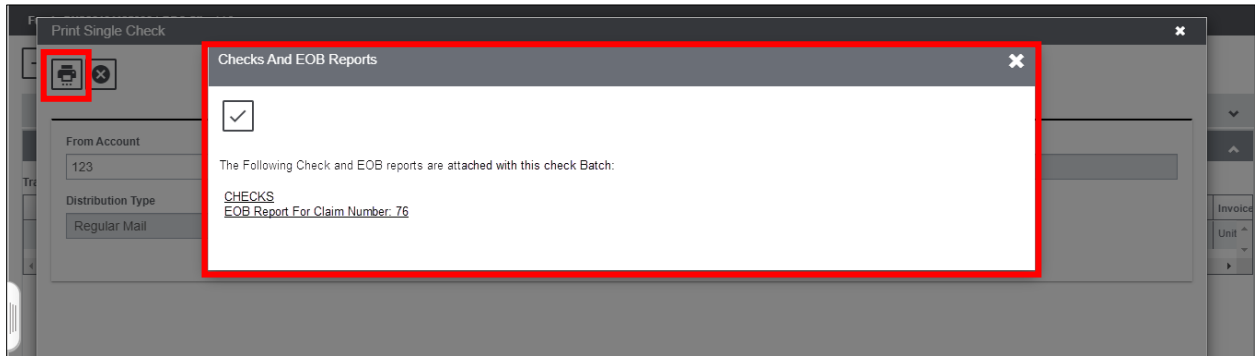
[Fig. 14]

Similarly, to download the EOB of the payment, select **Print EOB** to open the **Explanation of Benefits Report** window. Click on the **EOB Report** link and the EOB will be downloaded in PDF format **[Fig. 15]**.

DXC Assure Claims Screen

[Fig. 15]

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This section contains information on DXC Technology, brief information on Assure Claims/Legal and Customer Support Helpdesk contact details.
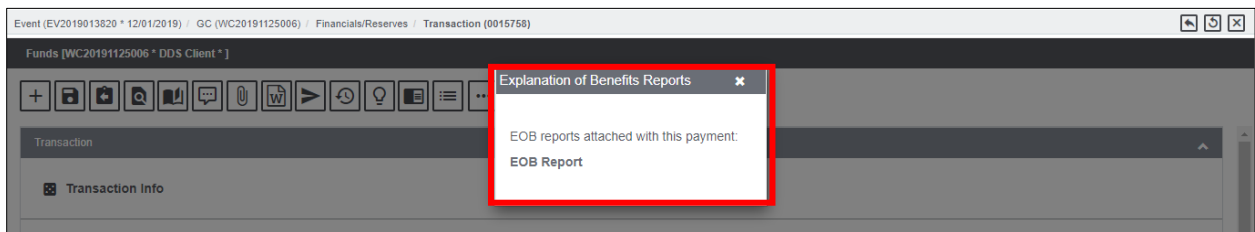
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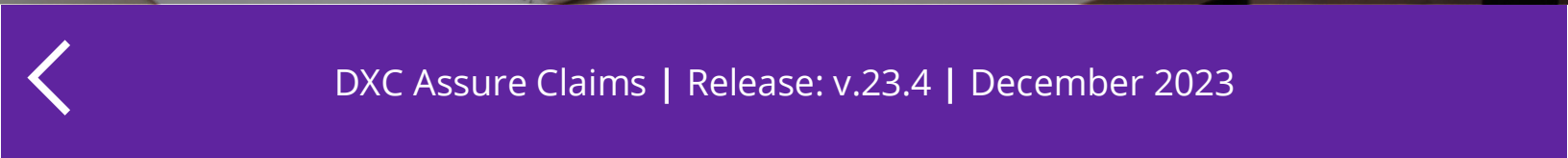
DXC Technology

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.

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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.

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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.

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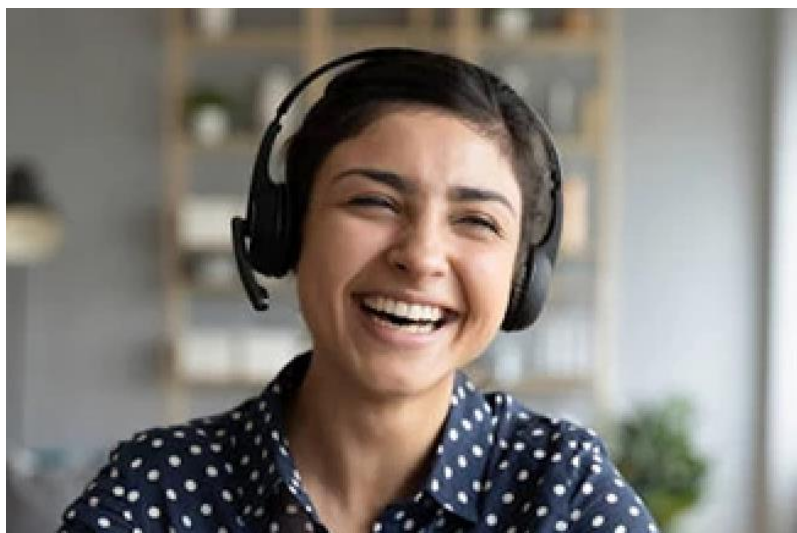
The Assure Claims Support Center provides manned telephone support services at these times –

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

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

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