



Leading the **DIGITAL**  
transformation of the  
**Insurance Industry**

# DXC Insurance RISKMASTER™

Streamline and integrate your  
claims and risk management

## Release Notes

Release: v.19.2

July 2019

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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)**

# GENERAL OVERVIEW

## Document Purpose

Pursuant to the release of Insurance RISKMASTER v.19.1, this **Release Notes** document contains descriptions of all **New Features, Enhancements, Administrative & Security Enhancements** and **Customer Resolutions** introduced in the latest release of Insurance RISKMASTER v.19.2.

It is recommended that customers desirous of upgrading their version of Insurance RISKMASTER must go through the Release Notes of their present version up to the version that they wish to upgrade to.

## Advisory

Please go through of the following documents/sections on the Insurance RISKMASTER website for information and advisory prior to installing/upgrading to Insurance RISKMASTER v.19.2:

[Click Here](#)

To visit the Insurance RISKMASTER website.

- **Technical Specifications** document for Server hardware, software requirements and browser settings.
- **New Installation Instructions / Upgrade Installation Instructions** documents for knowhow on installing/upgrading to Insurance RISKMASTER v.19.2.
- **DA/Legacy Instructions** section for details on installing/upgrading to Data Analytics Templates, please refer to the DA/Legacy instructions. It is highly recommended to upgrade to the latest DA/Legacy products to ensure better experience and optimum utility.



# Table of Contents

|   |    |
|---|----|
| <b>EXECUTIVE SUMMARY</b> .....  | 5  |
| <b>NEW FEATURES</b> .....   | 8  |
| Video Demonstrations of Select New Features .....                               | 9  |
| <i>Move Transactions Across Claims</i> .....                                    | 9  |
| <i>New Dashboard Zone</i> .....   | 9  |
| <i>Improved Enhanced Notes Navigation</i> .....                                 | 10 |
| <i>Claim Document Search*</i> .....   | 10 |
| Ability to Mark Select Claims as Important or Favorite .....                    | 10 |
| Displaying Financial Summary Data on Claim Screen.....                          | 11 |
| Integration of Insurance RISKMASTER with ODG (by MCG) for RTW* .....            | 12 |
| Easy Navigation to Entity Maintenance.....                                      | 13 |
| Adding Default Addresses for Claimants in POINT Databases .....                 | 14 |
| Availability of Global Level Search on Primary Menu Bar.....                    | 15 |
| <b>ENHANCEMENTS &amp; IMPROVEMENTS</b> .....                                    | 17 |
| Displaying Vehicle Model on the Claim & Reserve Screens* .....                  | 18 |
| <i>Displaying Vehicle Model on the Claim Screen</i> .....                       | 18 |
| <i>Displaying Vehicle Model on the Reserve Screen</i> .....                     | 18 |
| Option to Hide Claim Info on Combined Payment Check Stubs .....                 | 19 |
| Read Only Option for PowerView.....   | 21 |
| Improved Look & Feel of Right-hand Pane and Grids .....                         | 23 |
| Multi-currency Improvements for Schedule Checks.....                            | 23 |
| Allocate Reserves for Auto Checks.....  | 24 |
| Enhanced EDI Validation Framework*.....   | 24 |
| Improved Time and Expense Functionality .....                                   | 25 |
| Improvements to Life Claim LOB* .....   | 27 |
| <b>ADMINISTRATIVE &amp; SECURITY ENHANCEMENTS</b> .....                         | 28 |
| Displaying the “Type” of Person Involved.....                                   | 29 |
| Admin Tracking Lookup on Case Management Supplemental Screen .....              | 29 |
| Ability to Restrict Access to Claim Types* .....                                | 31 |
| <b>CUSTOMER RESOLUTIONS</b> .....   | 32 |
| Defaulting the Role of Additional Policy Insured for POINT Policy Download..... | 33 |
| <b>IMPORTANT INFORMATION</b> .....  | 35 |
| Abrogating the Need for Clearing Browser Cache.....                             | 36 |
| Introduction of ODG & Redundancy of Presley Reed.....                           | 36 |
| Browser Recommendation .....  | 36 |
| JSON Web Tokens (JWT).....  | 36 |

|  |           |
|--|-----------|
| Time & Expense Module .....                  | 36        |
| Antivirus Warning .....                      | 36        |
| Crucial Information for Select Features..... | 37        |
| <b>LOOKING BEYOND v.19.2.....</b>            | <b>38</b> |
| <b>ABOUT &amp; CONTACT.....</b>              | <b>38</b> |

## EXECUTIVE SUMMARY

### DXC Insurance RISKMASTER™

Release: v.19.2

July 2019



...With the release of **Insurance RISKMASTER™ v.19.2**, **DXC Technology** takes a **customer centric**, outside-in view of the product by creating **unique customer experiences** through new combinations of **feedback, information, business resources** and **DIGITAL TECHNOLOGIES** to inch closer to the fruition of its vision to provide **DIGITAL INSURANCE**.

## EXECUTIVE SUMMARY

The traditional insurance company is set up to at best serve a type of customer that, in the very near future, may no longer exist.

As consumers of all ages become more comfortable with not just using **DIGITAL** interfaces, but also with **electronic transactions** in general, **DXC Technology** has through the years of evolution of **DXC Insurance RISKMASTER™** metamorphosed and reengineered this product offering by embracing contemporary & emerging **DIGITAL** technologies and forging **partnerships** with service providers, not just to attract new customers but also to retain, nurture and service the existing ones.

With the release of **Insurance RISKMASTER v.19.2**, **DXC Technology** takes a **customer centric, outside-in** view of the product offering by **creating unique customer experiences** through new combinations of **feedback, information, business resources** and **DIGITAL technologies** to come closer to the realization of its vision to provide **DIGITAL Insurance**.

In keeping with **DXC's** trend of continuously keeping abreast with technological changes and upgrades, **Insurance RISKMASTER v.19.2** introduces a multitude of **New Features** addressing the specific business needs of its global user community and **Enhancements** to preexisting features, to make the application more efficient & user friendly. The inclusion of several **Administration & Security** related enhancements makes this release a unique one. Besides these, the inclusion of specific **Customer Resolutions** and another section **Looking Beyond v.19.2** go on to show the company's customer centricity and futuristic orientation respectively.

This **Release Notes** document captures the details of all **New Features** introduced in application's current version. To begin with, this release boasts of a completely redesigned and highly customizable **Dashboard zone**. The application's user-friendliness gets a boost with the introduction of the ability to **Move Transactions Across Claims & LOBs**.

Besides these, there are modules offering improvement in navigating **Enhanced Notes** and **Entity Maintenance** screens. Furthermore, **Global Level Search** capability via the primary menu bar along with new **Search Options** for **Claims & Documents** has been provided. The ability to **Mark Select Claims as Important or Favorite** makes identifying & accessing them easy. Also, the new **Financial Summary** feature displays key financial data for Claims without the hassle of scouting for them. This release also includes a new feature which avoids the situation where Reserves do not get pushed to the **POINT** database when Claimant(s) had no addresses. **Insurance RISKMASTER** brings a new & enhanced **Return to Work (RTW) & Medical Disability Guidelines (MDG)** interface by integration with **ODG by MCG**.

This release also boasts of several **Improvements & Enhancements** to its existing feature & modules, user interface and system performance that accord greater agility and improved usability.

With the intent to facilitate business operations, the application now offers the ability to **Display Vehicle Model Number** on **Claim & Reserves** screens, along with the ability to **Hide Claim Information** on **Combined Payment Check stubs** and a **Read Only** option for **PowerView** users. The overall **look & feel and performance** of the **Insurance RISKMASTER** application is enhanced with **improvements** in the **Right-hand Pane** and **Grids** along with **Multi-currency Compliant Columns** on the **Scheduled Checks** screen. The **Auto-checks** screen is also enhanced with the introduction of an **Allocated Reserves** column.

Besides these, the release also introduces enhancements to the **EDI Validation Framework**, **Time and Expense** functionality and the **Life Claim LOB**.

Key **Administrative & Security** related enhancements introduced in **Insurance RISKMASTER v.19.2** include the **Displaying of Type of Person Involved**, **Administrative Tracking** for **Case Management Supplementals** and the introduction of the ability to **Restrict Access to Claim Types**.



As part of **Customer Resolutions**, the process of **Defaulting the Role of Additional Policy Insured for POINT Policy Download** has been enhanced.

The **Important Information** section covers important guidelines for smoothly running Insurance RISKMASTER v.19.2 along with information on procuring and using select new features and enhancements.

The newly added section – **Looking Beyond v.19.2**, provides a glimpse into **forthcoming new features and alliances aimed at transforming DXC Insurance RISKMASTER™** into a thorough **DIGITAL Insurance platform**.

Besides the descriptions of all the above, this Release Notes document also includes **Video Demonstrations** of selected New Features to aid their better understanding. These can be accessed directly through this document or via the Help navigation option in the Insurance RISKMASTER application.

To sum up, all New Features, Functional Upgrades, Feature Enhancements and Performance Improvements not only engender greater versatility, maneuverability and control over the application, but also address issues pertaining to privacy, information security and specific business needs of users across regions, thus, benefiting the global customer community.



## NEW FEATURES

### DXC Insurance RISKMASTER™

Release: v.19.2

July 2019



This section of the **Release Notes** document describes all the **New Features** that make **DXC Insurance RISKMASTER™ v.19.2** more **robust and flexible** to accommodate business scenarios to perform operations.

This section consists of **detailed video demonstrations** of New Features along with **descriptions of innovations** introduced in this release.



# NEW FEATURES

## Video Demonstrations of Select New Features

Insurance RISKMASTER v.19.2 brings about several novelties in this release. Click on the images below to get redirected to the Insurance RISKMASTER website for a fuller understanding of the corresponding New Features.

Alternatively, the Help navigation on the primary menu bar of the Insurance RISKMASTER application (v.17.1 & onwards) can also be selected to access the video demo on this enhancement.

### Move Transactions Across Claims

#### DXC Insurance RISKMASTER™ v.19.2



[Demo Video 1]

Insurance RISKMASTER's user-friendliness gets a major boost with the introduction of the ability to move Transactions across different Claims allowing for the rectification of mistakes without going through the hassle of voiding Transactions manually.

Click on the adjoining image to get redirected to a detailed video demonstration for this enhancement.

[Click Here](#)

To read a detailed document for a knowhow on this module & all Move Transaction scenarios.

### New Dashboard Zone

#### DXC Insurance RISKMASTER™ v.19.2



[Demo Video 2]

The New Dashboard Zone incorporated in this release version engenders greater versatility and a much-refined Dashboard interface with a variety of widgets for better and real time data representation.

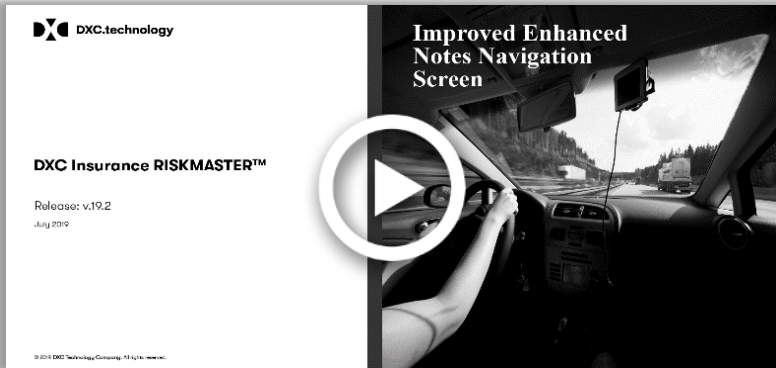
Apart from a predefined set of widgets the Dashboard widgets can be personalized to suit one's needs via a new and intuitive Admin interface.

Click on the adjoining image to get redirected to a detailed video demonstration for this enhancement.



## Improved Enhanced Notes Navigation

### DXC Insurance RISKMASTER™ v.19.2



[Demo Video 3]

Navigating through Progress Notes has been rendered easier with a much-improved Enhanced Notes popup window.

The Next & Previous command buttons or the Left/Right arrow keyboard keys can be used to toggled various Notes.

Click on the adjoining image to get redirected to a detailed video demonstration for this enhancement.

## Claim Document Search\*


### DXC Insurance RISKMASTER™ v.19.2



[Demo Video 4]

Also unveiled in this release is an effective Document Search feature that enables precise and easier navigation at Claim and Event level.

Click on the adjoining image to get redirected to a detailed video demonstration for this enhancement.

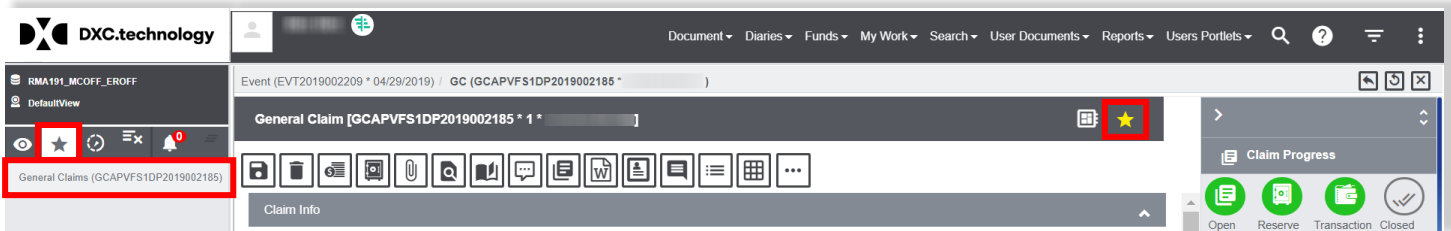
[Click Here](#)  For information on procuring this feature.

[Click Here](#) To read a detailed technical document for knowhow on the Claims Document Search module.

## Ability to Mark Select Claims as Important or Favorite

Insurance RISKMASTER v.19.2 facilitate differentiating amongst Claims by introducing the option to mark them as Important with a help of a star icon has been introduced in this release version. [Fig. 1]

### DXC Insurance RISKMASTER™ v.19.2



[Fig. 1]



### Important Claim Tab

A new tab – Important Claim has been added on the left-hand pane. All Claims that have been marked as Important are enlisted under this tab.

### Star Icon

The star icon can be clicked to select or deselect for marking claims as Important or normal respectively.

### Marking Important Claims

#### Starred Claim – Important



#### Un-starred Claim – Normal



### Note:

- Only existing or saved Claims can be marked as Important.
- All Claims marked Important will be displayed in the left-hand pane under the Important Claim tab.
- Marking Claims as Important is user specific.
- By default, a total of 15 Claims can be marked as Important.
- The number of Important Claims displayed can be customized by editing the ImportantClaimCount key under Utilities > Config Settings

## Displaying Financial Summary Data on Claim Screen

One of the key new features introduced in this release of the application is the Financial Summary popup window which gives an overview of all financials performed on a Claim [Fig. 2]. This financial information represented tabularly and graphically, thus, making the application more user-friendly by negating the necessity to open the Claim to search for financial data.

### Financial Summary Button



The adjoining button is available on the right end of the Claim header.

The Financial Summary popup is available only on Claim with Reserves across all Claim LOBs. When a Claim (with existing Reserves) is accessed, the Financial Summary popup window opens (maximized) by default and can be minimized by selecting the Minimize Financial Summary command button. This behavior can be changed by unchecking the Show Maximized checkbox at the bottom left corner of the window. If minimized, this window can be accessed again by selecting the new Financial Summary button placed on the right end of the Claim header.

### DXC Insurance RISKMASTER™ v.19.2

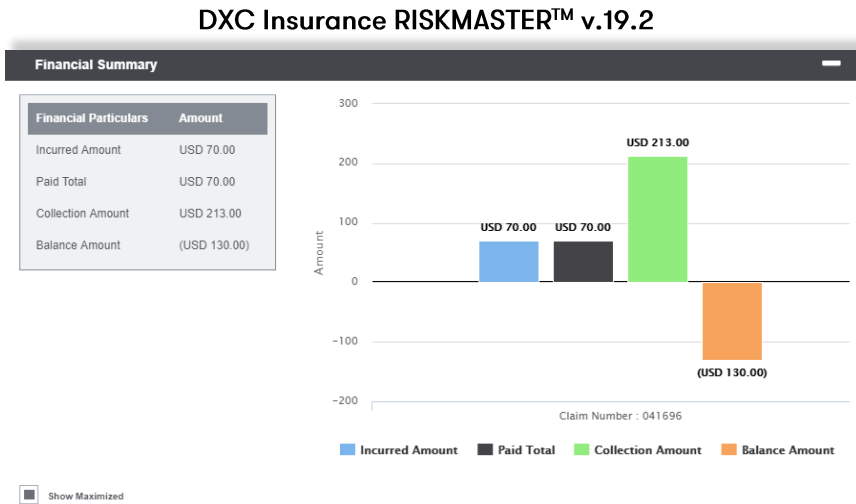


[Fig. 2]



### Financial Summary – For Negative Reserves

A bar graph on the Financial Summary screen is also displayed even when the Reserves are negative. [Fig. 3]



[Fig. 3]

### Data Captured

The following financial data is captured in the Financial Summary popup & displayed as a color-coded bar graph:

- Incurred Amount
- Print Total
- Allocated Total
- Collection Amount
- Balance Amount

### Note

- The Reserves checkbox must be selected under Security Management Settings to enable the Financial Summary popup.
- If Multicurrency is turned on, then amounts will be displayed in the Claim's currency.
- Settings pertaining to Allocated Amount & Printed Amount must be turned on.

## Integration of Insurance RISKMASTER with ODG (by MCG) for RTW\*

Insurance RISKMASTER brings a new & enhanced Return to Work (RTW) & Medical Disability Guidelines (MDG) by integration with ODG by MCG.

This integration provides **Medical Disability Guidelines** to estimate the length of disability in terms of restricted days and lost days. Medical Disability Guidelines address the need to improve communication during a disability life cycle, and to calculate the **Return to Work (RTW) in an industry accepted and uniform way.**

The Medical Disability Guidelines give an estimate of the approximate time required for workers to return to work after various work-related injuries and treatments. The guidelines are specific to the **International Statistical Classification of Diseases and Related Health Problems (ICD)** codes and take into account that the worker need not lose time away from work if modified or alternate job duties are available or work duties may be safely performed using uninjured limbs, without compromising treatment. [Fig. 4]



### Note

The **Return to Work (RTW)** feature can be accessed via **Workers Compensation Claim > Case Management > Medical Info** (accordion).

[Click Here](#)



For information on procuring this feature.

[Click Here](#)

To visit the MCG website & explore more about ODG.

[Click Here](#)

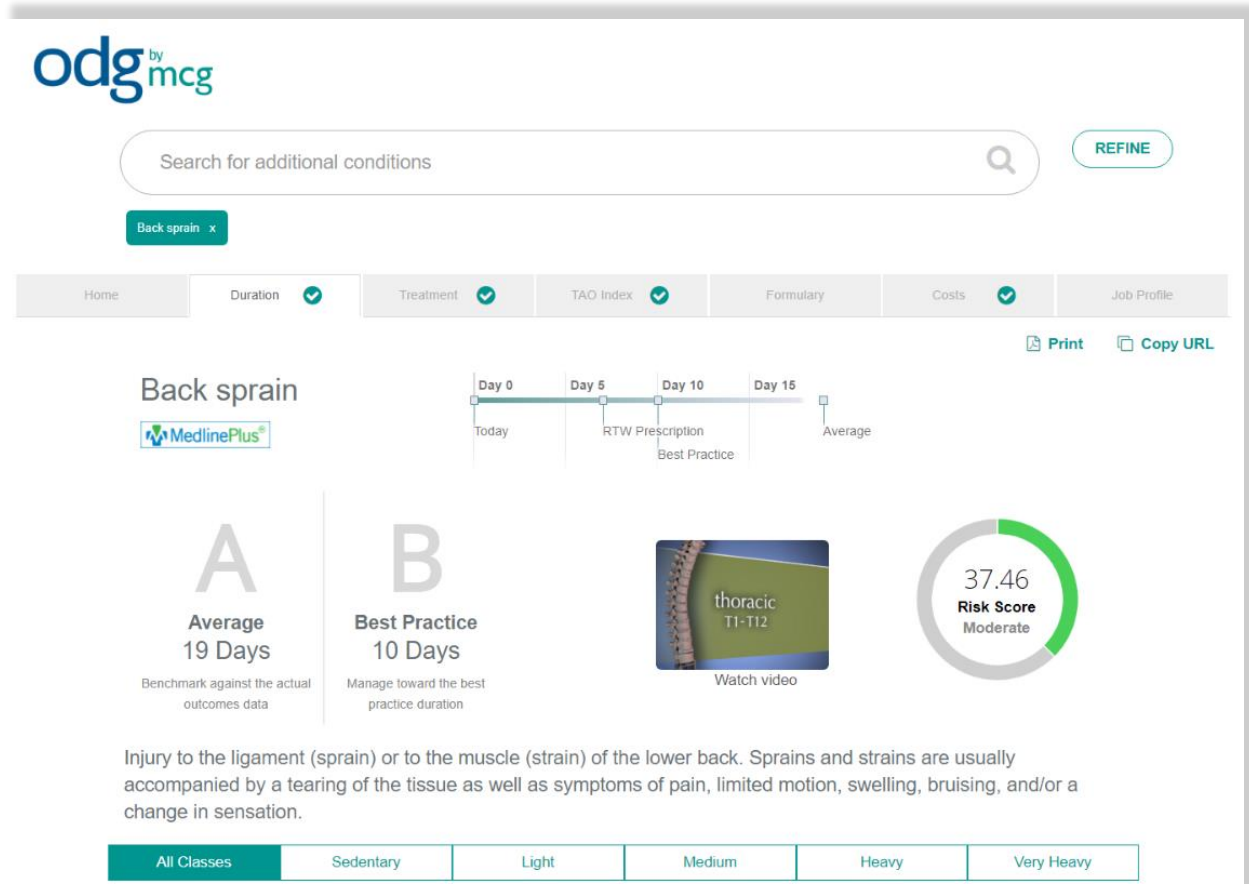
To explore more about Medical Disability Guidelines.

[Click Here](#)

To visit the National Center for Health Statistics & explore ICD-10 CM.



## ODG by MCG




[Fig. 4]

## Easy Navigation to Entity Maintenance

In the previous versions, the Entity search was done to find the relevant Entity. To make the navigation easier, link to the Entity Maintenance screen has been added on the Claimant, Adjuster, Person Involved screen.

To display the Entity Maintenance link on the various screen, enable the same from Security Management System screen.

Go to Security > Security Management System, select the Data Source and then expand Module Security Group. In the Module Access Permission section, expand RISKMASTER to view the access permission granted to the various options and check the Entity Maintenance field.

If enabled, Entity Maintenance icon  will be displayed on the Claimant, Adjuster and Person Involved screen [Fig. 5]. Click on the icon to get redirected to the Entity Maintenance screen.

### Note

In case, the Entity Maintenance Link is disabled from Security Management System screen, then, the icon for the same will not be displayed on the Claimant, Adjuster, Litigation or Person Involved screen.



DXC Insurance RISKMASTER™ v.19.2

[Fig.5]

**Adding Default Addresses for Claimants in POINT Databases**

Release 19.2 adds the capability to set default addresses for those Claimants that do not have address information linked to them. This new feature also avoids the situation where Reserves did not get pushed to the POINT database when Claimant(s) had no addresses.

**Note**  
 ➤ This new feature supports only POINT Databases.

To implement this, a new checkbox **Set Default Values for Upload** has been added under Utilities > Policy System Setup > (select a POINT policy followed by the edit button) > Policy System Web Settings (popup window). [Fig. 6]

DXC Insurance RISKMASTER™ v.19.2 screen

| Policy System Name | Mapping Table Prefix | Policy System Type  | CAS Service URL | Financial Update | URL Parameters | Version | Set Reserve balance to zero for closed reserve | Set default values for upload       | Default Address | Default State |
|--------------------|----------------------|---------------------|-----------------|------------------|----------------|---------|--|-------------------------------------|-----------------|---------------|
| Internal           |                      | RMA INTERNAL POLICY |                 | False            |                |         |  |                                     |                 |               |
| INTEGRAL           | INTEGR               | INTEGRAL            |                 | True             |                |         |  |                                     |                 |               |
| PD4.3              | PD4.3                | POINT               |                 | True             | http://        |         |  | <input checked="" type="checkbox"/> | Address1        | SD            |
| RMSTG              | RMSTG                | STAGING             |                 | False            |                |         |  |                                     |                 |               |

[Fig. 6]


When the checkbox **Set Default Values for Upload** is selected and data in the **Default Address** and **Default State** fields is filled in and saved, the same will get updated in the **Address & State** field(s) on point database at the time of pushing data through Policy System update task.

Once **Set default values for upload** checkbox is selected it is mandatory to provide **Address** and **State** details. These fields can accept random values.



## Availability of Global Level Search on Primary Menu Bar

To make navigation easier, Insurance RISKMASTER v.19.2 introduces **Global Search** that enables searching of Events, Claims, Entity, Policy and **Document\*** from Claim, Maintenance & Dashboard zones. [Fig. 7]

Now, searches can be carried out using the fields on the **Global Search** popup window (highlighted here with a red border) [Fig. 7] which is accessed by clicking the **Global Search**  icon available on the primary toolbar of the Claims, Events & Maintenance zones.

Click Here

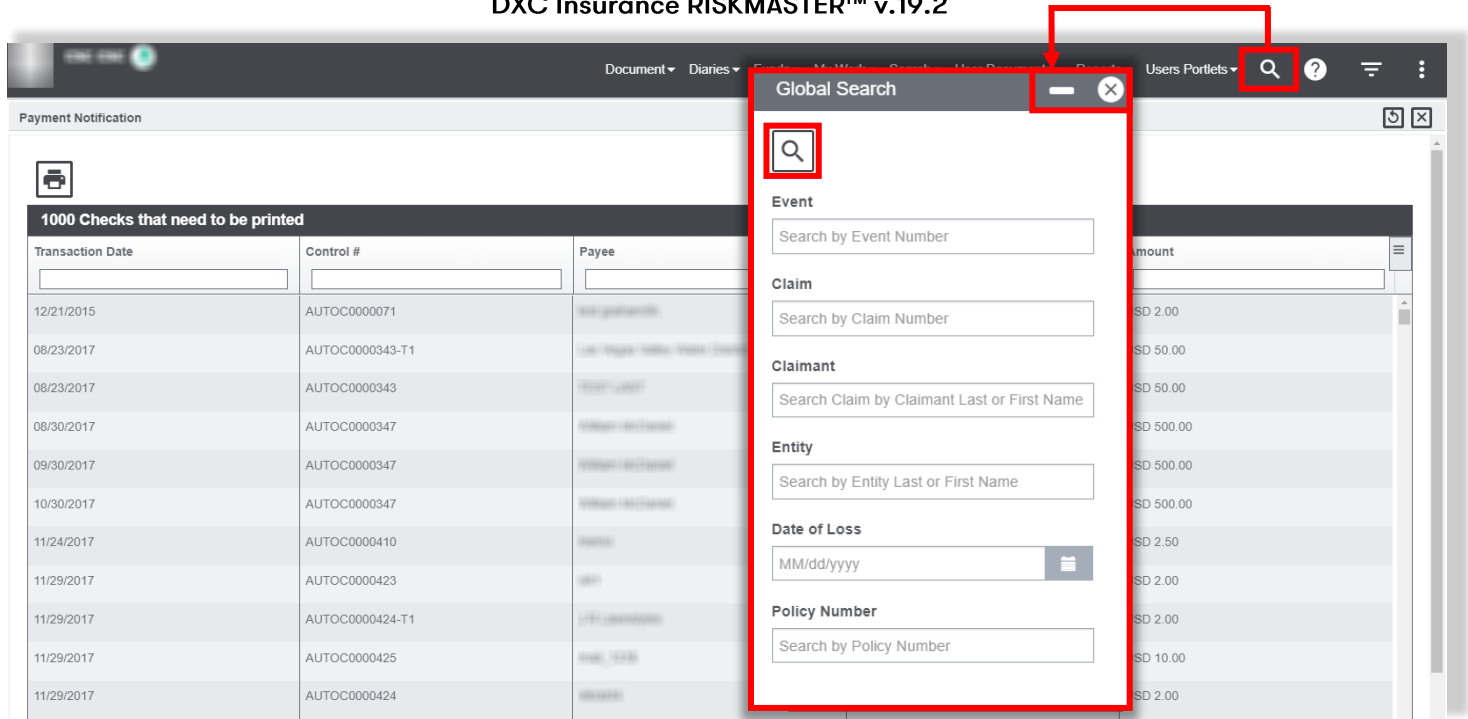


For information on procuring this feature.

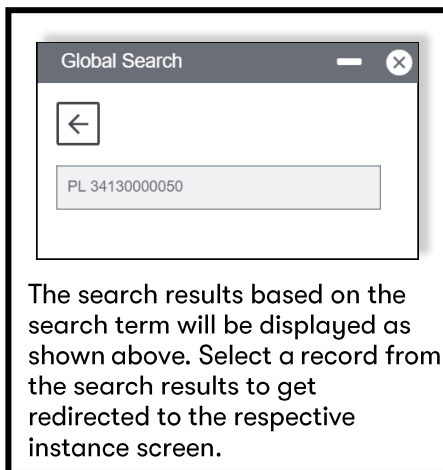
Click Here

To read a detailed technical document on the Claim Document Search feature.

### DXC Insurance RISKMASTER™ v.19.2



[Fig. 7]




#### Customizing Global Search

The Global Search feature can be applied on various options based on the requirement of the user. To select the search fields, go to Utilities > UI Admins > Searches.

Select the checkboxes against the various Search Links listed on the Searches screen. The selected options will be shown on the Global Search popup.

#### Minimize and Close

The Global Search popup window can be minimized or closed using the standard command  buttons

#### Note



Only the fields that are checked will be displayed in the Global Search popup window.

#### Access, Permissions & Viewing Results

- The **Global Search** options works as per the access permission granted from the **Security Management System** screen. Go to Security Zone > Security Management System > select the Data Source and then expand Module



Security Group. In the Module Access Permission section, expand **RISKMASTER** to view the access permission granted to the various options.

- If General Claim field is unchecked, then, all the access permissions will be disabled for General Claims. In such a case, an error message will be displayed when the user tries to search for it in the Global Search option. The SMS Setting works for all the searches provided in the Global Search.
- In case, there are multiple search results, then, a **More Records** button  will be displayed on the Global Search popup window. Clicking on the **More** button will display a separate popup with the complete search results. The search fields cannot be left blank. In case, they are left blank and the search icon  in the Global Search popup window is clicked, then, as error message will be displayed.

#### Note

The search works for all date formats and character types.

The Global Level Search works in PowerView and supports all browsers. The search popup window can be moved around on the screen with the help of cursor.





# ENHANCEMENTS & IMPROVEMENTS

This section of the **Release Notes** document describes all the **interface, usability & performance** related improvements and enhancements that make **DXC Insurance RISKMASTER™ v.19.2** a much more efficient & user-friendly application.

## DXC Insurance RISKMASTER™

Release: v.19.2

July 2019



## ENHNCEMENTS & IMPROVEMENTS

### Displaying Vehicle Model on the Claim & Reserve Screens\*

Earlier, the Vehicle Model was not displayed in the Unit List on the Claim or Reserve screen. To make the tracking easier, Insurance RISKMASTER v.19.2 enables the display of Vehicle Model in the Unit description on both Claim and Reserve screen.

[Click Here](#)



For information on procuring this feature.

### Displaying Vehicle Model on the Claim Screen

The Unit List on the right pane of the Claim screen, earlier, displayed Vehicle Make (Vehicle Manufacturer) and Vehicle Year (Year of Manufacture) only. With the latest enhancement, the Vehicle Model (Vehicle Model Name) will be displayed in the Unit List as well. That is, Vehicle Year, Make and Vehicle Model will be displayed in the Unit List on the Claim screen, in the same order. [Fig. 8].

#### Note

This enhancement is available only as a downloadable PACKAGE.

[Click Here](#)

To download this enhancement's package file "VEHICLEUNIT.pkg".

[Click Here](#)

To know more about downloadable Packages, please refer to pages 15 & 22 of the Release Notes document of Insurance RISKMASTER v.18.3.

DXC Insurance RISKMASTER™ v.19.2

[Fig. 8]

### Displaying Vehicle Model on the Reserve Screen

Similarly, the description in the Unit dropdown list on the Reserve screen displayed the Unit Number, VIN, Make (Vehicle Manufacturer) and Year (Year of Manufacture) only. Now, Vehicle Model (Vehicle Model Name) will also be displayed in the Unit description of the dropdown list. This enhancement is available only as a downloadable PACKAGE.

The description in the Unit dropdown list on the Reserve screen will now display Unit Number, Year, Make, Model and VIN in the same order as shown in [Fig. 9].

[Click Here](#)

To download this enhancement's package file "POLUNITNUMBER.pkg".



DXC Insurance RISKMASTERTM v.19.2

**Reserves**

Reserve

Currency Type: USD

Claimant: astv

Policy Name: APV 2001510 01

Unit: 00002 - 2018 BMW BMW X5 32426U76543

Coverage Type: -- Please Select --

Loss Type: -- Please Select --

Reserve Type: -- Please Select --

Reserve Sub Type: -- Please Select --

Assigned Adjuster: [Empty]

Amount: USD \$0.00

Status: -- Please Select --

Date Entered: 06/18/2019

Status Reason: -- Please Select --

Reason: [Empty]

[Fig. 9]

**Option to Hide Claim Info on Combined Payment Check Stubs**

Insurance RISKMASTER v.19.2 introduces the capability to hide or display Claim related information on the Check Stubs of Combined Payment Checks issued to (third-party) Vendors. This feature has been introduced chiefly to keep sensitive Claim related information private.

On the Combined Payment Setup screen [Fig. 10], when an Entity has been mapped with a Bank Account, then all Transactions (across LOBs) for that Entity when Printed, will reflect the same Check number.

DXC Insurance RISKMASTER™ v.19.2

Combined Payment (New)

Combined Payment Setup

Bank Account: Bank Of America

Last Name: Smith

First Name: John

Tax ID: 987-65-4321

Address 1: [Empty]

Address 2: [Empty]

Address 3: [Empty]

Address 4: [Empty]

Country: [Empty]

State: [Empty]

City: [Empty]

Zip: [Empty]

Schedule Setup

Stop Payment

[Fig. 10]



### Mandatory Fields

Following are the mandatory fields on the Combined Payment Setup screen > Combined Payment accordion:

- Bank Account
- Last Name


Following are the mandatory fields on the Schedule Setup accordion:

- Pay Interval
- Starting On
- Next Scheduled Date
- Next Scheduled Print

### Note

- The Bank Account & Entity must be the same to generate a single Check Number for multiple transactions for Combined Payments.
- Control Number will be different for different transactions with the same Bank Account & same Entity for Combined Payments.
- Claim information cannot be hidden on regular Checks.

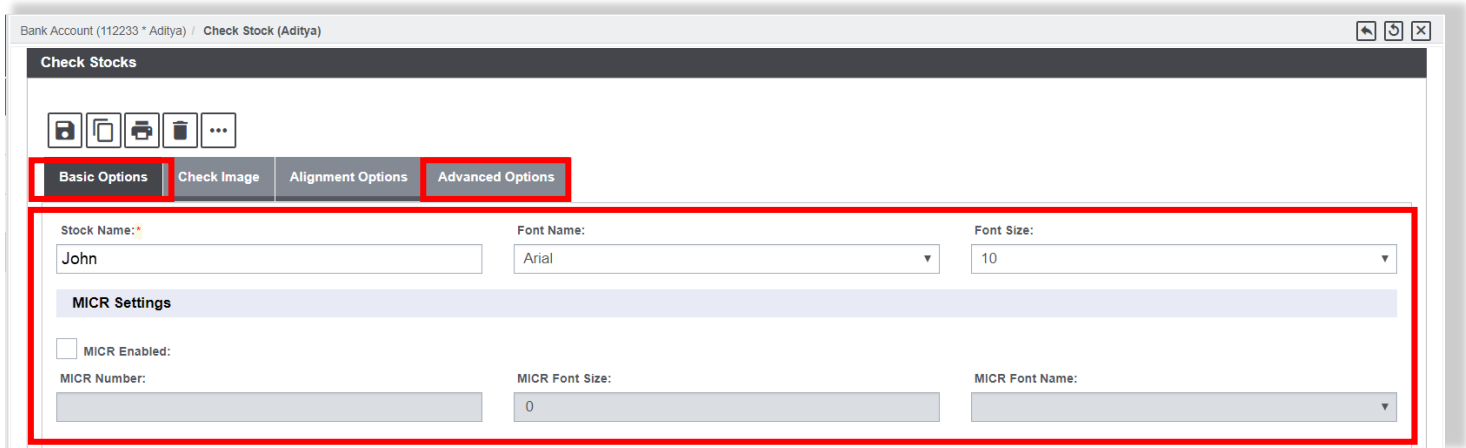
### Configure Check Stub(s)

Open the **Bank Accounts** screen for the mapped Bank & select the **Check Stocks** toolbar button  to open the **Check Stocks** screen. [Fig. 11]

### Note

If Checks of this Bank Account are to be printed, then there must be at least one Check Stock present on the Check Stocks screen > Basic Options (tab).

## DXC Insurance RISKMASTER™ v.19.2



[Fig. 11]

### Selecting Details to Show/Hide on Check Stub

On the Check Stocks screen > **Advanced Options** (tab) select from the list of fields/checkboxes which must be displayed/hidden from the Check Stub:

Fields on the Check Stub (checkboxes)

- Do not Print Claim Number for Combined Payment
- Do not Print Policy Name for Combined Payment
- Do not Print Claim Date for Combined Payment
- Do not Print Department for Combined Payments
- Do not Print Event Date for Combined Payment

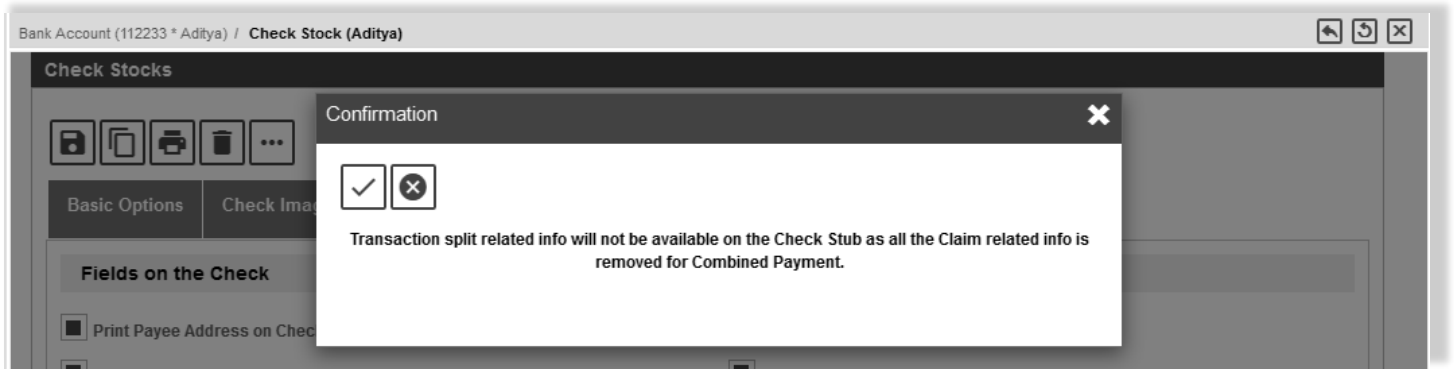
If all 5 checkboxes are selected, then individual Transaction Split Details and Transaction Split headers [Fig. 12] will not be displayed. Instead, the following confirmation message – “**Transaction split related info will not be available on the Check Stub as all the Claim related info is removed for Combined Payment**” will be displayed.

### Note

Enabling any 4 of the checkboxes will not disable the individual Transaction Split Details.



## DXC Insurance RISKMASTER™ v.19.2



[Fig. 12]

Once the selection/exclusion of items has been done, the information will be displayed/hidden accordingly on the Check Stub of Combined Payment Checks. [Fig. 13]

## DXC Insurance RISKMASTER™ v.19.2

Payee:Riskmaster  
 Check Number: 6 Total Check Amt: \$73.74 Date of Check: 7/17/2019  
 Adjuster Name: Adjuster Phone #: Event Number: EVT2019002799 Control Number: 0003254  
 Payee Tax ID: 221-19-9001

Adjuster Name: Adjuster Phone #: Event Number: EVT2019002799 Control Number: 0003255  
 Payee Tax ID: 221-19-9001

Adjuster Name: Adjuster Phone #: Event Number: EVT2019002799 Control Number: 0003256  
 Payee Tax ID: 221-19-9001

Adjuster Name: Adjuster Phone #: Event Number: EVT2019002784 Control Number: 0003257  
 Payee Tax ID: 221-19-9001

[Fig. 13]

## Read Only Option for PowerView

The latest release version of Insurance RISKMASTER allows making the mandatory fields as Read Only. With the latest enhancement, the mandatory fields can now be made Read Only in PowerViews.

To access the feature, go to Utility > PowerView Editor > **Field Properties**. Select any mandatory field to view the radio button to make the field Read Only. [Fig. 14]

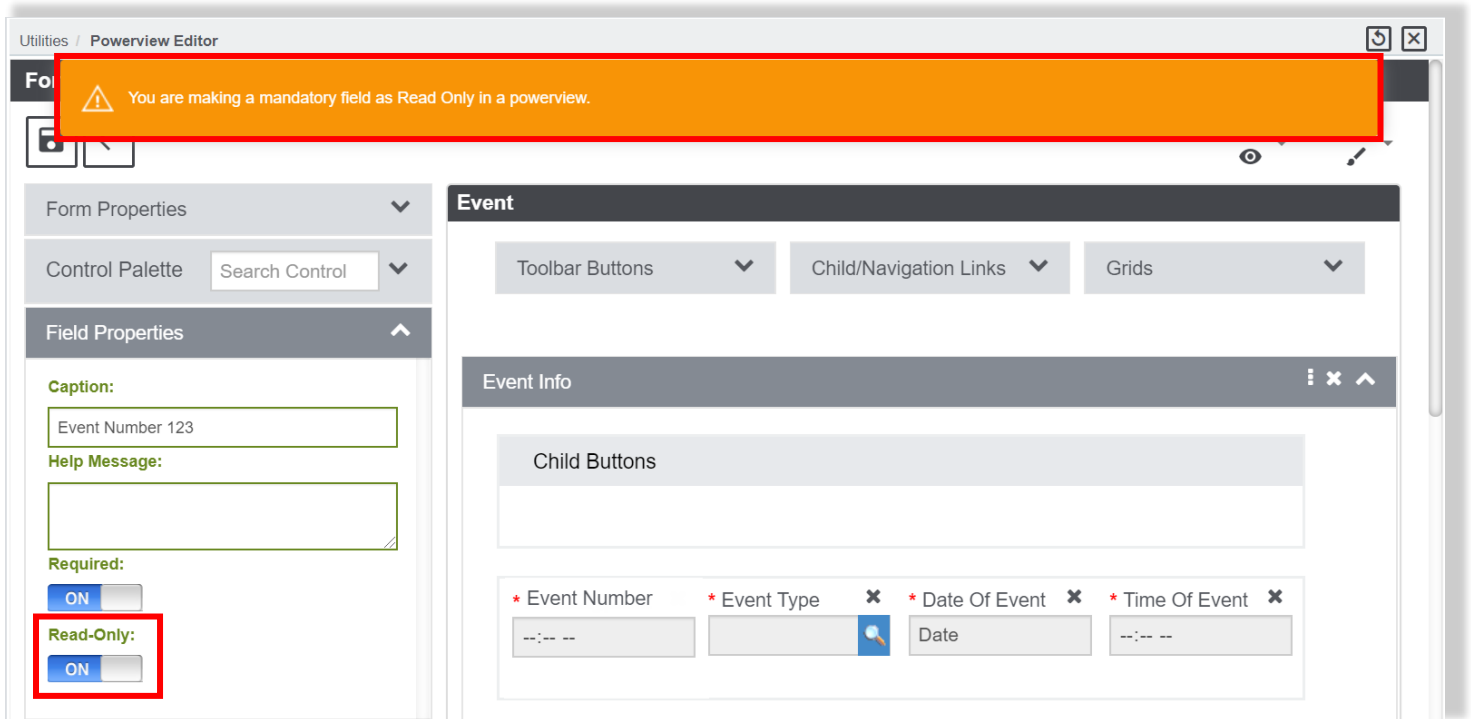
Toggle the radio button to make the fields Read Only. Whenever the field is made Read Only, a warning message **“You are making a mandatory field as Read Only in a PowerView”** is displayed.

### Note:

- By default, the Read Only option will be disabled.
- The functionality works for the supplemental fields and for all the browsers.



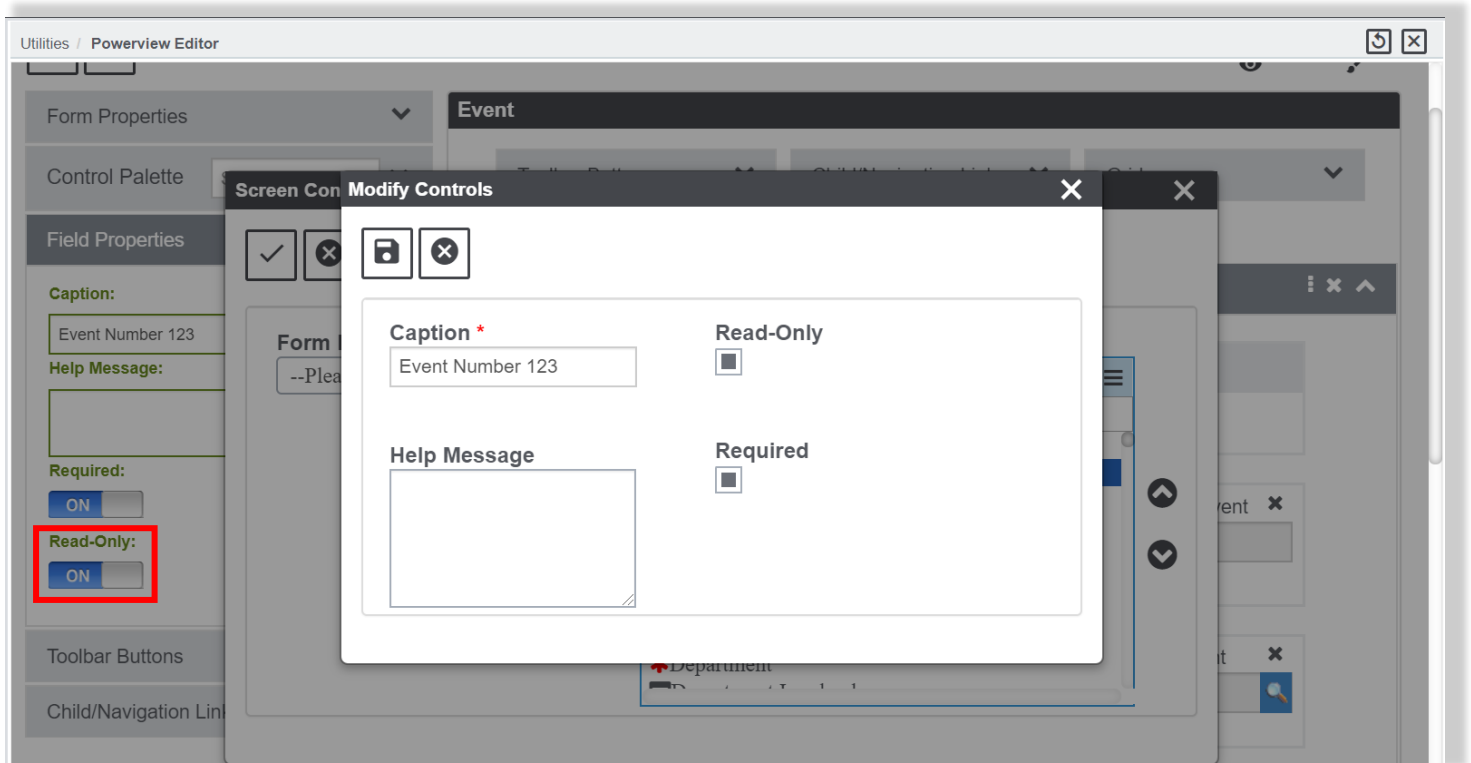
## DXC Insurance RISKMASTER™ v.19.2



[Fig. 14]

Alternatively, the fields can be made Read Only from the Screen Configuration popup window. If the option is enabled from the Field Property section accordion, then, the Read Only checkbox will be enabled in the popup window as well and vice-versa. [Fig. 15]

## DXC Insurance RISKMASTER™ v.19.2



[Fig. 15]



If the Read Only option is enabled, the field won't be editable for that particular PowerView User. The fields will only be editable if this option is disabled.

## Improved Look & Feel of Right-hand Pane and Grids

### Right-hand Pane

The look & feel of the Right-hand Pane of Insurance RISKMASTER has been enhanced.

Upon mouse hover, all hyperlinked data texts now get highlighted with a bold orange line underneath them.

This underlining of hyperlinks acts as a call to action. [Fig. 16]

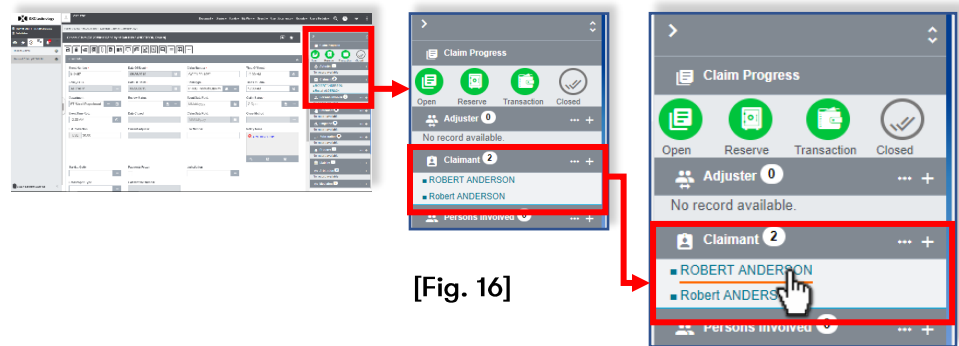
### Grids

The Grids have also been similarly improved as all hyperlinked data texts in the Grid columns now get highlighted with a bold orange line upon mouse hover signifying call to action. [Fig. 17]

#### Note:

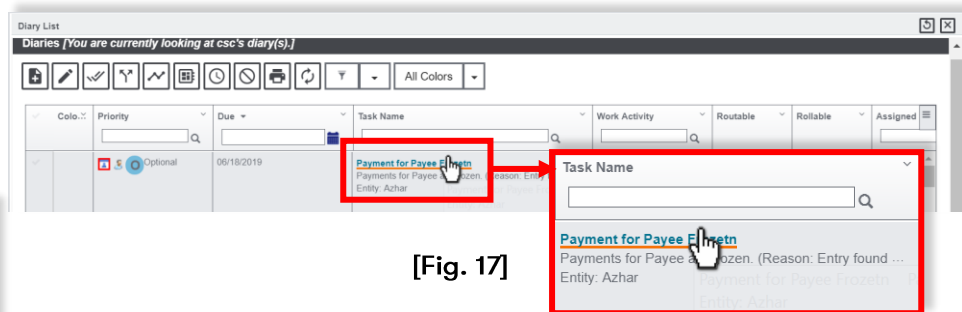
This feature will work for all the color themes and for all grids and child node screens. However, the mouse hover underline option will not work for toolbar buttons or with changing tabs.

### DXC Insurance RISKMASTER™ v.19.2



[Fig. 16]

### DXC Insurance RISKMASTER™ v.19.2



[Fig. 17]

## Multi-currency Improvements for Schedule Checks

The Multicurrency compatibility has been enabled for Scheduled Checks. In the previous release versions, only the payment currency amount was displayed in the printed checks. The exchange rate wasn't saved. As a result, when the Schedule Checks were printed, then, all the currency fields were calculated based on the current exchange rate. That is, the change in the exchange rate wasn't considered initially.

The latest release version of Insurance RISKMASTER v.19.2 takes this issue into consideration. The currency equivalent amounts and the exchange rates will now be saved in split tables of the check scheduled. The saved exchange rates define the projection of the currency value. With the said enhancement, whenever Schedule Check Installment is printed, new exchange rate is applied, and the currency values are re-evaluated.

During Scheduled Check allocation, the prevailing currency exchange rates will have a direct impact on the Reserve Balance at the time of Printing the Checks. Hence, the Reserve Balance and Printed Amount will be impacted to accommodate prevailing exchange rates.



## Allocate Reserves for Auto Checks

When Payments were scheduled, the earlier versions of Insurance RISKMASTER did not reflect their impact on the Reserve Balance and printing them directly deducted the printed amounts from the Reserve Balance.

Reserve allocation is now available for Scheduled Checks. When Scheduled Checks are created, an amount equal to the value of Scheduled Checks gets deducted from the Reserve Balance and the Allocated Amount will be displayed under the Allocated Amount column.

Once the Scheduled Checks are Printed, then the Allocated Amount will be deducted and the same will be displayed in Printed Amount column.

The values of all Scheduled Checks will be reflected under this column and their sum will be deducted from the Reserve Balance giving greater financial clarity. [Fig. 18]

[Click Here](#)

To know more about the Allocated Amount column, please refer to "Displaying Printed & Allocated Reserves" section on page 20 of the Release Notes document of Insurance RISKMASTER v.19.1.

### Preliminary Settings

To make the Allocated Amount column available on the Reserves screen, select the two (new) checkboxes available under Utilities > Line of Business Parameter Setup

- **Allocate Reserves when Auto Checks are created.**
  - When this checkbox is selected, the Reserve Balance Utility Task will need to be executed.
- **Display Reserve Allocation on Summary Screens.**
  - This checkbox will automatically get checked when the "Allocate Reserves when Auto Checks are created" checkbox is selected.

### Notes

- All Transactions in Released status (not Printed) will be displayed under the Allocated Amount column.
- Printed Check amounts are deducted from the Allocated Amount & displayed under the Printed column.
- With Allocated Auto Checks the sum of Allocated Amount and Printed Amount column would reflect the reduction in Reserve Balance. The Paid column will display Auto Checks only when they're released or Printed.

## DXC Insurance RISKMASTER™ v.19.2

| Unit             | Coverage Type                 | Loss Type | Reserve Type        | Balance | Paid    | Printed Amount | Allocated Amount | Collection | Incurred | Benefit Review Date |
|------------------|-------------------------------|-----------|---------------------|---------|---------|----------------|------------------|------------|----------|---------------------|
| 00002 - 21324... | 114 Medical Payments 8...     | 1212 111  | EXP Expense Payment | \$0.00  | \$4.00  | \$0.00         | \$4.00           | \$0.00     | \$4.00   |                     |
| 00002 - 21324... | 101 Bodily Injury Split Li... | 1212 111  | Indemnity Indemnity | \$50.00 | \$50.00 | \$0.00         | \$50.00          | \$0.00     | \$100.00 |                     |
| 00002 - 21324... | 101 Bodily Injury Split Li... | 1212 111  | dedrec dedrec       | \$0.00  | \$0.00  | \$0.00         | \$0.00           | \$0.00     | \$0.00   |                     |
| 00002 - 21324... | 101 Bodily Injury Split Li... | 1212 111  | LOS Loss Payment    | \$30.50 | \$45.50 | \$15.00        | \$54.50          | \$0.00     | \$100.00 |                     |

[Fig. 18]

## Enhanced EDI Validation Framework\*

Unlike the previous versions, Insurance RISKMASTER v.19.2 now offers an Abort button on the Started Jobs on EDI Validation Framework. An Abort button has been added beside SROI and FROI buttons. However, the status of the Abort button disabled when the status of the jobs is anything other than Started. The started jobs can be aborted whenever required. Additionally, the Abort button will be displayed on the EDI Validation Framework Page. [Fig. 19]

[Click Here](#)



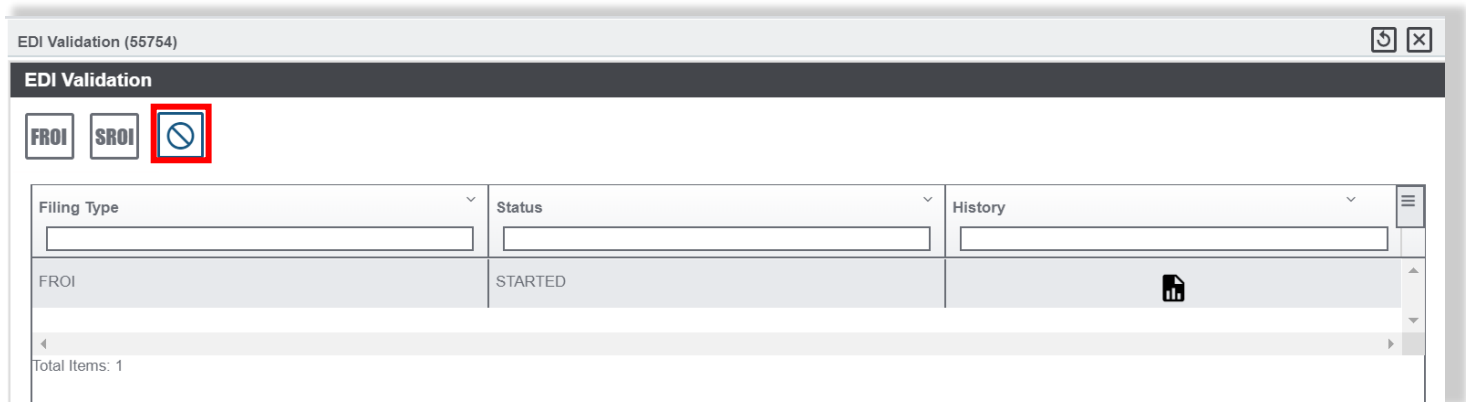
For information on procuring this feature.





Earlier, the status of the FROI/SROI validation for the Claim that was completed with Error was displayed as Started. In the latest version, the status of these validations will remain Started and can be aborted with latest functionality.

### DXC Insurance RISKMASTER™ v19.2



[Fig. 19]

The option to download the validation file will be available only when the status is Completed with Validation Error. The download option will be displayed in the EDI Validation Framework Page. Additionally, an error will be thrown if EDI Extract System EXE file is not placed at the correct location.

## Improved Time and Expense Functionality

The Time and Expense module which was formerly available only for Corporate Claims will be available for Carrier Claims as well.

The Time & Expense toolbar button  is displayed on the Reserves screen [Fig. 21] when the Utilities settings for it are configured.

### Creating Time and Expense Transactions

- A Reserve must be created prior to creating a Time and Expense Transaction.
- An Error message will be displayed for both **Corporate** as well as **Carrier Claims** if a Reserve is not selected.
- It is mandatory to select a **Rate Table** to create a Time and Expense transaction.
- An error message “**Please select claim rate table to proceed**” will be displayed if a Rate Table is not selected.

Once the **Rate Table** and **Currency Type** are selected [Fig. 21], the postable, non-postable, billable or non-billable transaction can be created as required.

### Enabling Time & Expense

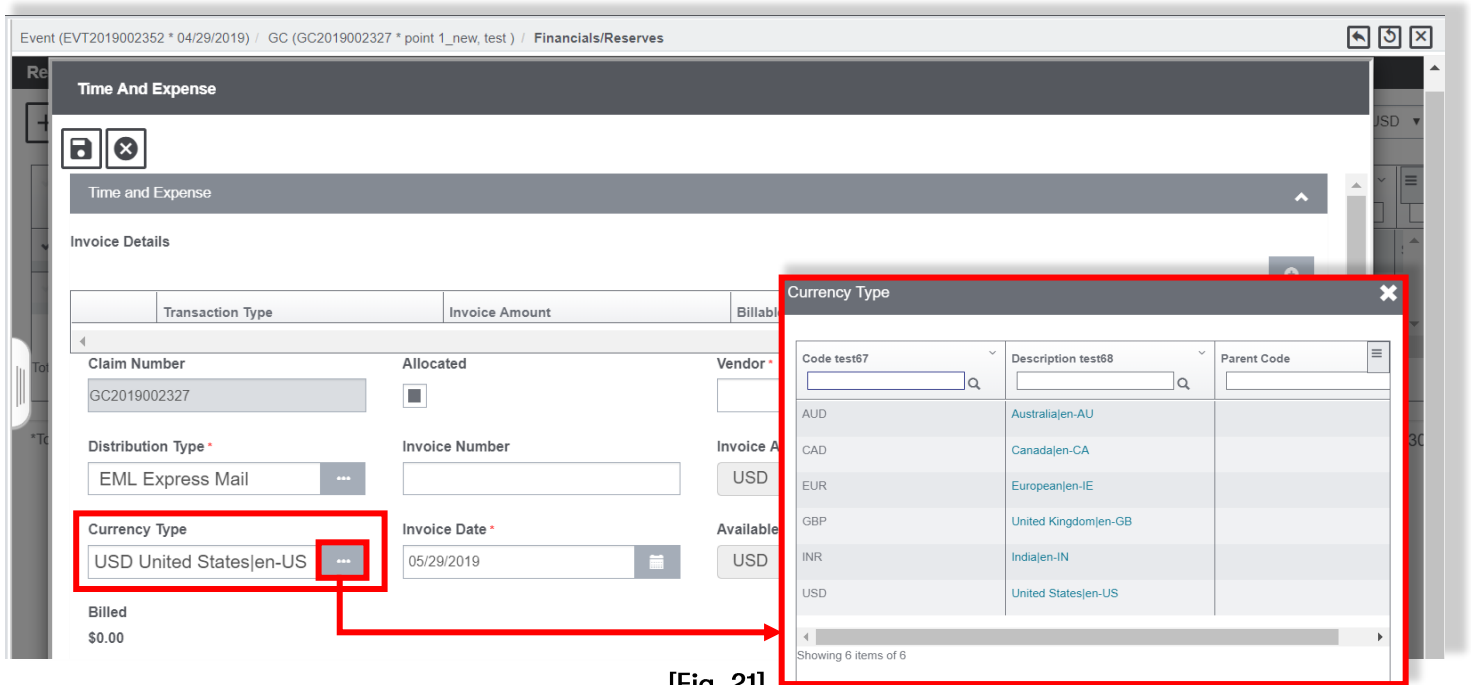
- Utilities > General System Parameter Setup > System Settings (tab) > Time and Expense Module (section) > select
- Use Time and Expense (checkbox)
  - Show All Transaction Type for Invoice Detail (checkbox)
  - Rate Org Level (dropdown)
  - Bank Account (dropdown)

### Note

- Rate Tables are Multicurrency compatible.
- A Currency Type field has been added in the Time and Expense window.
- If the Currency Type is changed then the same is updated in the Transaction.



## DXC Insurance RISKMASTER™ v.19.2



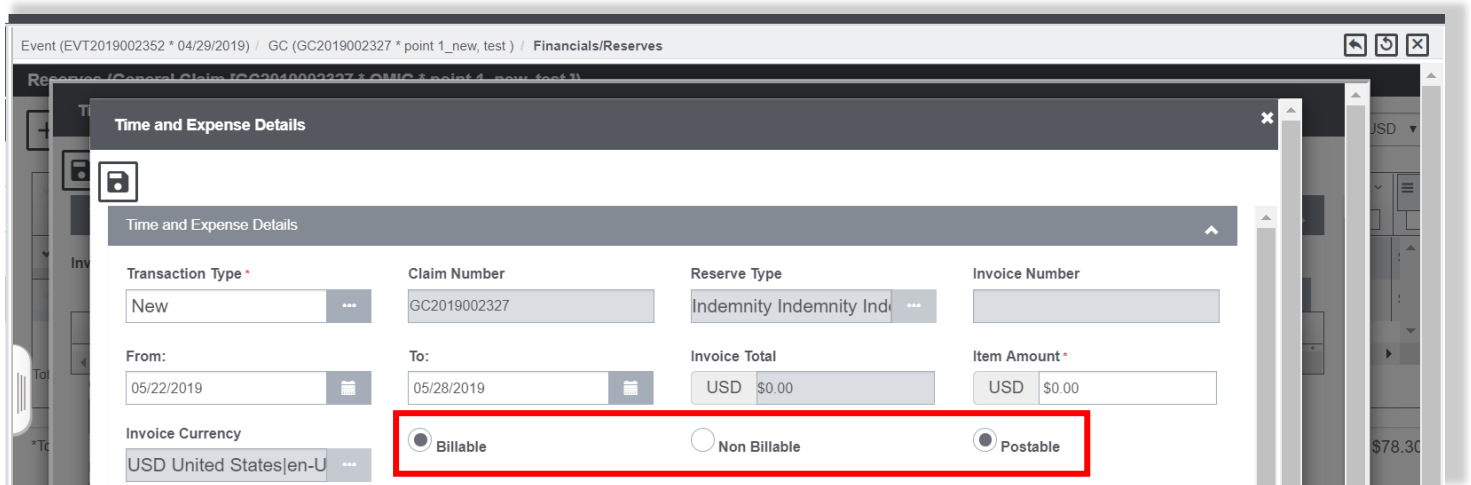
[Fig. 21]

There are 3 radio buttons, Billable, Non-billable and Postable, available on the transaction creation popup window. [Fig. 22]


In case, Billable and Postable options are selected, then, the invoice amount will be billed as well as the amount will be deducted from the Reserve.

When the transaction is Non-billable and Non-postable, then, the amount will not be deducted from the Reserve.

## DXC Insurance RISKMASTER™ v.19.2

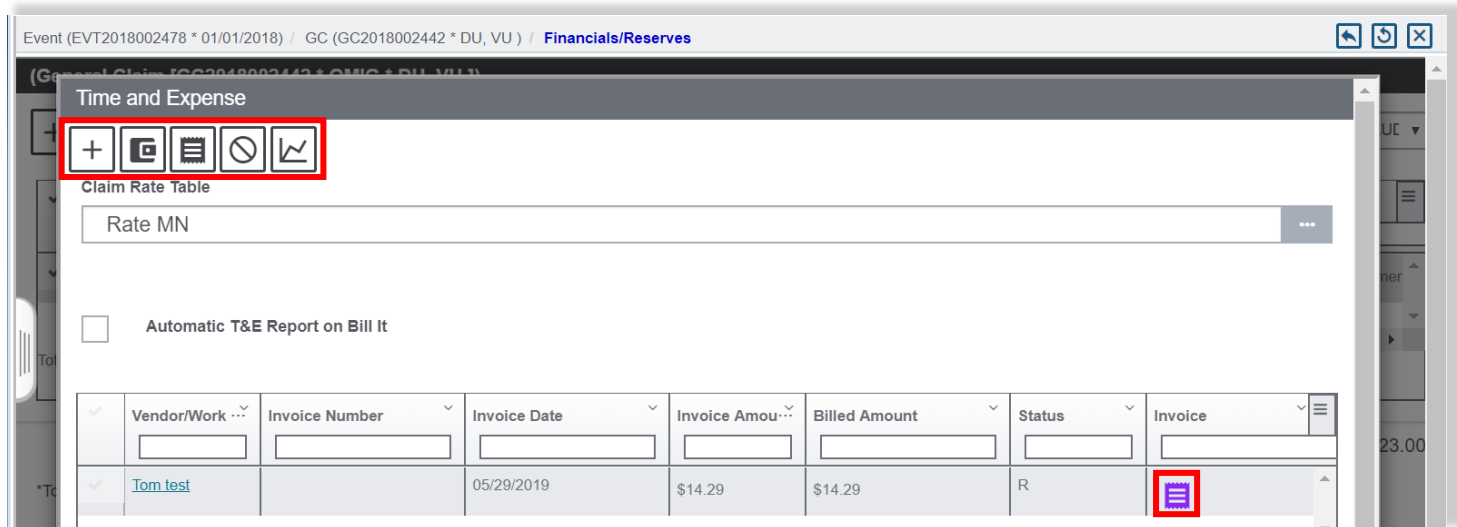


[Fig. 22]


The created transaction will be visible on the Time and Expense popup window as shown [Fig. 23]. To view the details of the generated invoice, click on the Invoice icon .




## DXC Insurance RISKMASTER™ v.19.2



[Fig. 23]

Initially, the status of the invoice will be **R (Released)**. To print the invoice, select the invoice and click on the **Go to Funds**  option to get redirected to the Transaction screen and change the Check Status to printed. The status of the invoice on the Time and Expense popup window will be changed to **P (Printed)**.

To bill the invoice, click on the **Bill it**  option.

After it is billed, the billing expense can be viewed by clicking on the **Billed Expense** button. The transaction can be voided by clicking on the **Void** button .

## Improvements to Life Claim LOB\*

Enhancing the existing Life Claim LOB which was first introduced in Insurance RISKMASTER v.18.4, release version 19.2 adds new features & improvements to the existing functionality in the form of:

- New Checkbox (**Death in USA**)
- Making access to Financial & Policy related information easy by:
  - Addition of new data entry fields on Claim & Coverage screens.
- Ability to process a new Claim Type – **Accelerated Claims**.

[Click Here](#)

To read a detailed document containing all the features of the Life Claim LOB.

[Click Here](#)



For information on procuring this feature.



# ADMINISTRATIVE & SECURITY ENHANCEMENTS

**DXC Insurance RISKMASTER™**

Release: v.19.2

July 2019



This section of the **Release Notes** document describes the technical information pertaining to **Administration & Security related enhancements** in **DXC Insurance RISKMASTER™ v.19.2.**

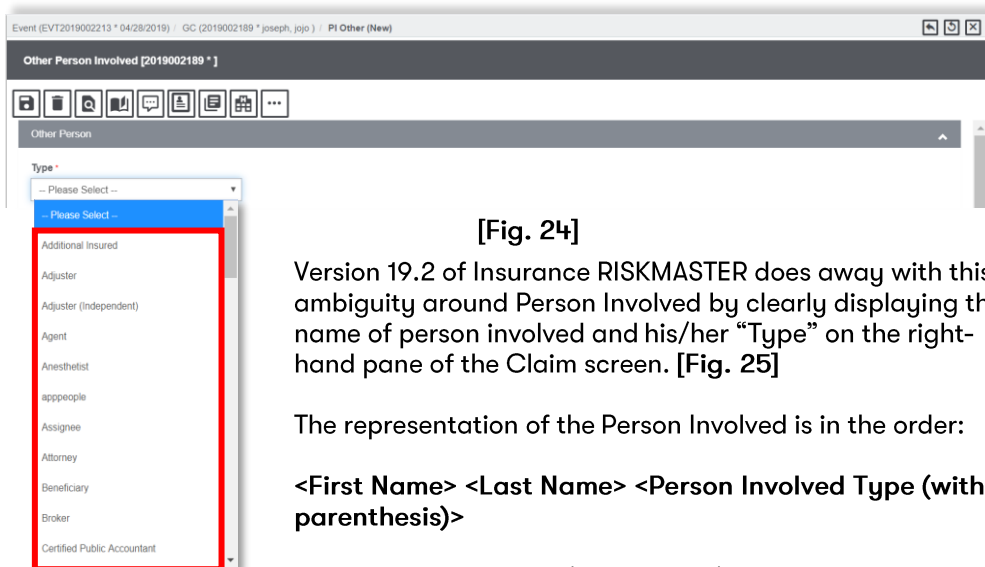
These **enhancements** typically **run in the background** & are usually dealt with by the **System Administrators** and **Technicians.**

# ADMINISTRATIVE & SECURITY ENHANCEMENTS

## Displaying the “Type” of Person Involved

Previously, the Insurance RISKMASTER system did not indicate the “Type” of Person Involved displayed on the right-hand pane of the Claim screen. The Person Involved was only displayed as PI Other (First Name, Last Name), despite the selection of the Other Person “Type” from the dropdown on the Other Person Involved screen [Fig. 24]. This led to ambiguity as to the “Type” of Person Involved selected for a Claim.

DXC Insurance RISKMASTER™ v.19.2



[Fig. 24]

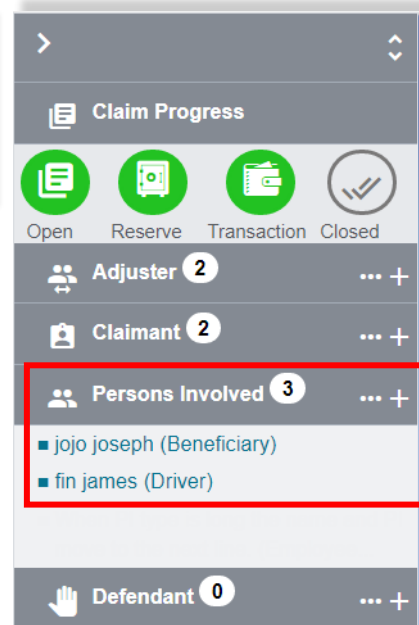
Version 19.2 of Insurance RISKMASTER does away with this ambiguity around Person Involved by clearly displaying the name of person involved and his/her “Type” on the right-hand pane of the Claim screen. [Fig. 25]

The representation of the Person Involved is in the order:

<First Name> <Last Name> <Person Involved Type (within parenthesis)>

For e.g.: Jojo Joseph (Beneficiary)

DXC Insurance RISKMASTER™



[Fig. 25]

The following settings need to be performed by the Insurance RISKMASTER administrators to enable the display of Person Involved in the manner described above:

- **Rule Engine Mapping** {Functionality Name (PIGADGET Person Involved Gadget Text) with Engine Rule (Riskmaster Rule Engine)}.
- **RISKMASTER Business Rule Engine configuration.**

[Click Here](#)

To download this enhancement's package file “PIGADGET.pkg”.



[Click Here](#)

To know more about the functioning of VP/MS & RISKMASTER Rule Engine, please refer to pages 45 to 50 of the Release Notes document of Insurance RISKMASTER v.18.2.

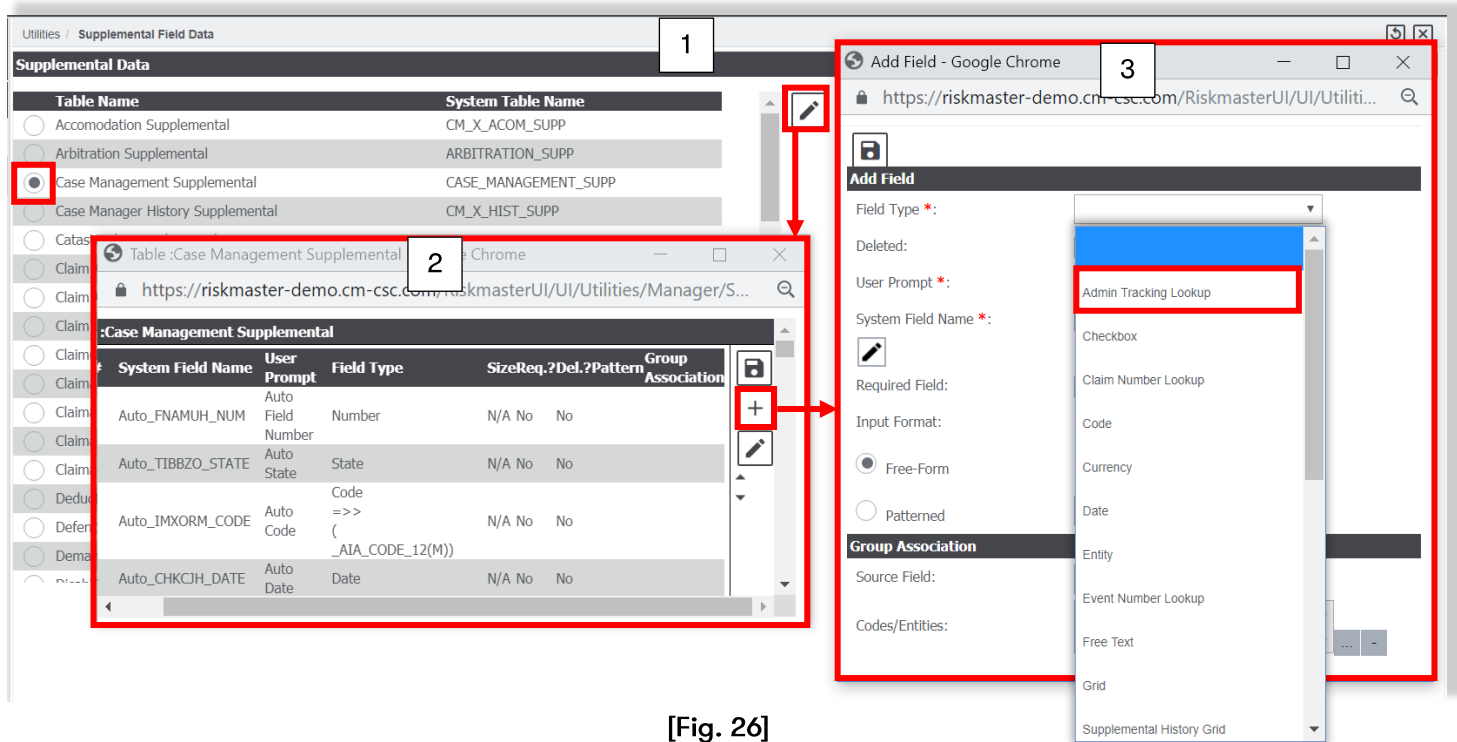
## Admin Tracking Lookup on Case Management Supplemental Screen

Insurance RISKMASTER v.19.2 offers an option to create Supplemental Fields of Administrative Tracking type. With this new feature, new Record(s) can be searched and selected from the Administrative Tracking Tables.







To access the feature, go to Utilities > UI Admins > Supplemental Field Data [Fig. 26, Label 1]. Select the relevant Table and click on the Edit icon  to get redirected to the Case Management Supplemental popup window [Fig. 26, Label 2]. To create a new field, click on the Add New  icon [Fig. 26, Label 2].

### DXC Insurance RISKMASTER™ v.19.2



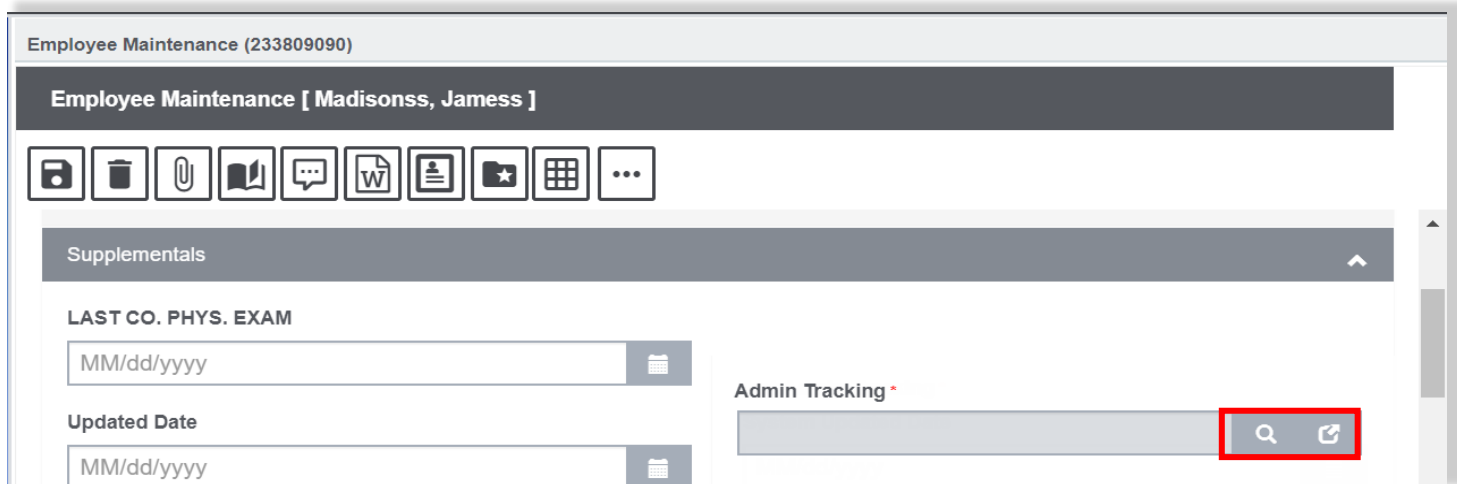
[Fig. 26]

On the Add Field popup window [Fig. 26, Label 3], the dropdown list of Field Type now has Admin Tracking Lookup as an option which was not offered in the previous versions of Insurance RISKMASTER.

The Admin Tracking Type Supplemental field will be rendered as textbox with two buttons  , that is, a Lookup  and an Open  button [Fig. 27].

Additionally, the field will be non-editable by default. The admin tracking record can be searched and selected by clicking on the Lookup button. The selected record can even be edited by clicking the Open icon. The changes made will be reflected throughout.

### DXC Insurance RISKMASTER™ v.19.2



[Fig. 27]



## Ability to Restrict Access to Claim Types\*

With the release of v.19.2, Insurance RISKMASTER enables the option for restricting certain **Claim Type** for select users.

Once the restriction is applied, only the allowed Claim Type will be displayed to the restricted user.

The restricted Claim Type feature is only concerned with **Business Entity Security (BES)** and provides protection against searches. That is, the confidential Claim Type will not appear as search results. [Fig. 28]

Click Here

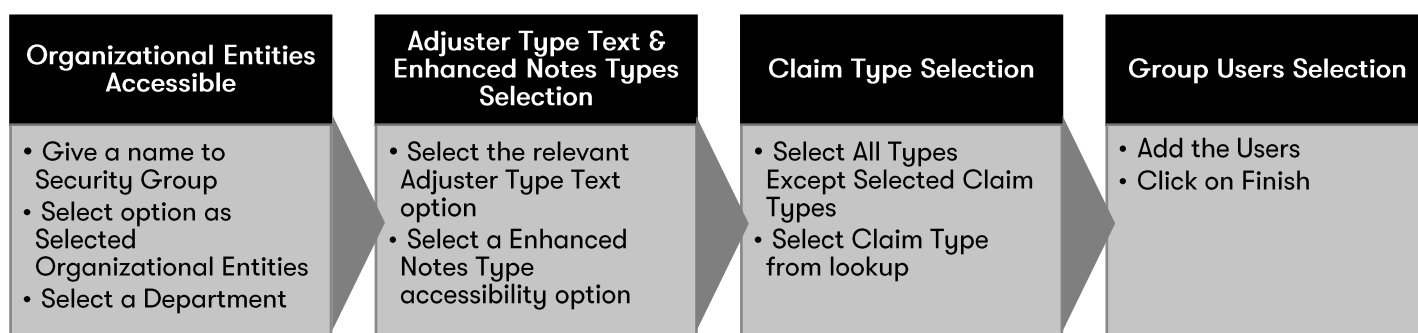


For information on procuring this feature.

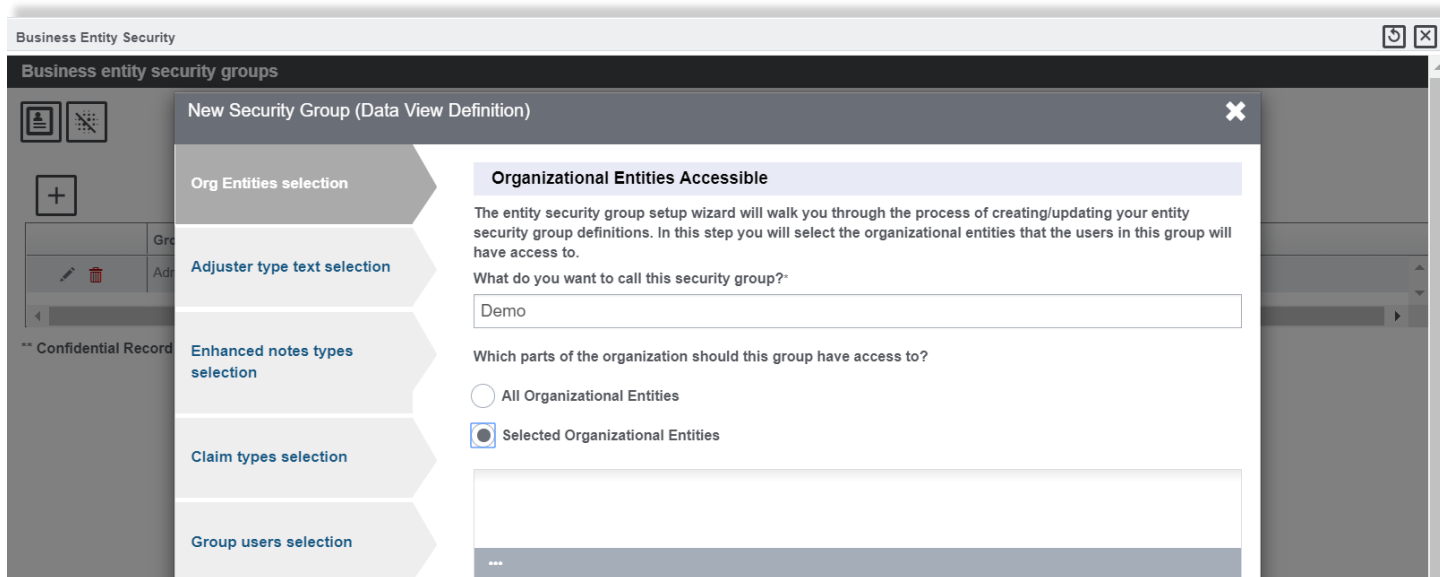
### Apply Restrictions

To apply the restriction, go to:

Security > **Business Entity Security** > click on the + sign on the top left corner & follow the steps as shown in the flowchart below



### DXC Insurance RISKMASTER™ v.19.2



[Fig. 28]

Once the **Claim Type** is made confidential for a particular user, only the non-restricted Claims will be accessible to the user. The confidential ones will not appear in the search results when the search filter is applied on Claim or Claimant. The Claim information along with Financials of the confidential Claims will be hidden.

### Note

The claim restriction will affect Utilities, Maintenance and Claim zone. That is, the restricted claims will be inaccessible from the abovementioned zones.



# CUSTOMER RESOLUTIONS

This section of the **Release Notes** document describes the specific **issue resolutions** provided for **customers** in **DXC Insurance RISKMASTER™ v.19.2.**

**DXC Insurance RISKMASTER™**

Release: v.19.2

July 2019



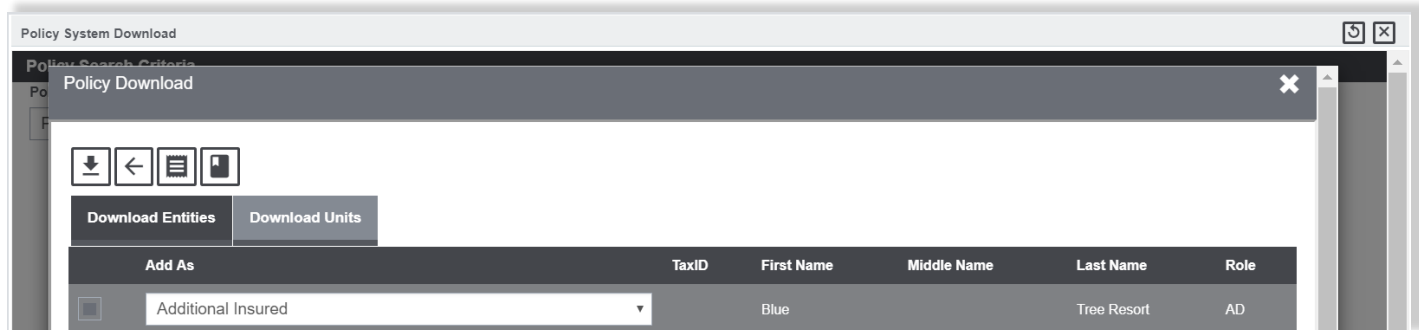


# CUSTOMER RESOLUTIONS

## Defaulting the Role of Additional Policy Insured for POINT Policy Download

The role of the **Additional Policy Insured** will now be defaulted while downloading the POINT Policies [Fig. 29], based on the newly introduced **Role Type Code Mapping**. This increases the overall efficiency & reduces manual entry errors by negating the need to select the **Type of Other Person Involved** during **Policy Download** for **Additional Interests**.

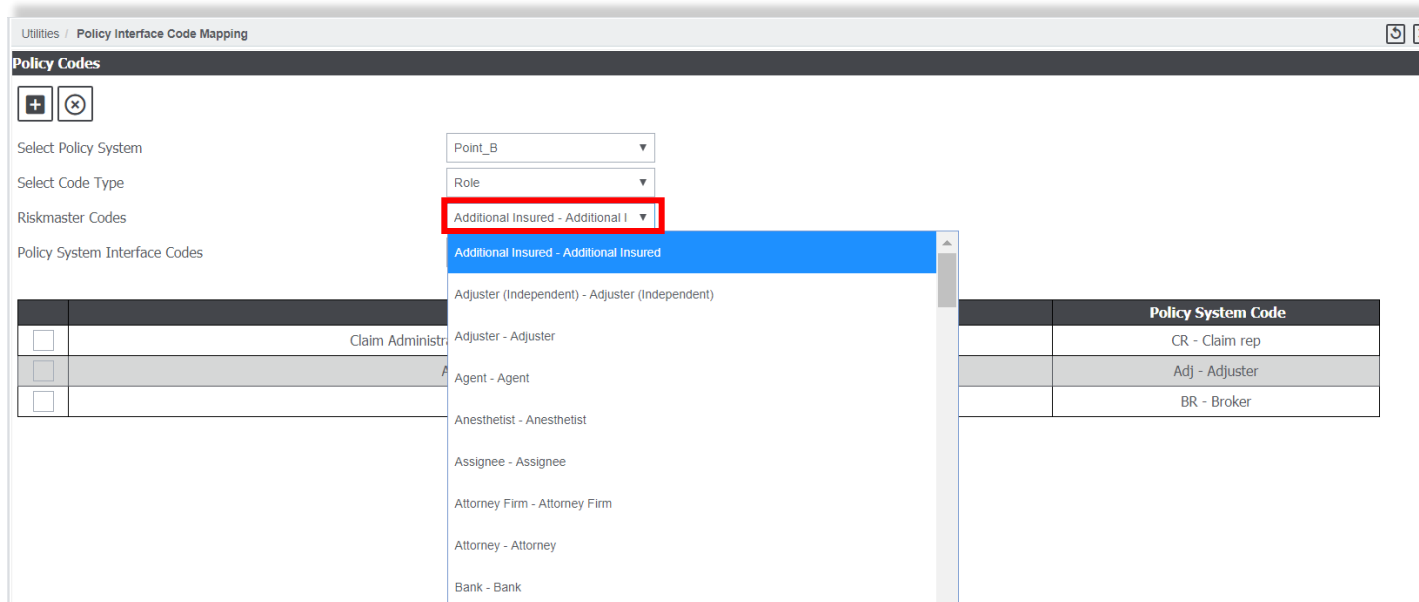
### DXC Insurance RISKMASTERTM v.19.2



[Fig. 29]

**Role Code to Entity** mapping must be performed in case of upgrading to v.19.2 and when creating a new **Policy System**. [Fig. 30]

### DXC Insurance RISKMASTERTM v.19.2



[Fig. 30]

When a new POINT Policy System is setup [Fig. 31], then a certain number of code tables automatically get created under Table Maintenance. Now, with the release of Insurance RISKMASTER v.19.2, an additional code table entry- **ROLE\_TYPE** [Fig. 312] has been introduced.



## DXC Insurance RISKMASTER™ v.19.2

|                                  | Policy System Name | Mapping Table Prefix | Policy System Type  | CAS Service URL | Financial Update | URL Parameters  | Version | Set Reserve balance to zero for closed reserve | Set default values for upload | Default Address | Default State |
|----------------------------------|--------------------|----------------------|---------------------|-----------------|------------------|---|---------|--|-------------------------------|-----------------|---------------|
| <input type="radio"/>            | Internal           |                      | RMA INTERNAL POLICY |                 | False            |   | 0       | False  | True                          |                 |               |
| <input type="radio"/>            | INTEGRAL           | INTEGR               | INTEGRAL            |                 | True             |   | 7.7     | False  | True                          |                 |               |
| <input checked="" type="radio"/> | PIJ4.3             | PIJ4.3               | POINT               |                 | True             | http://170.30.17.11:9080/commfw/servlet/CommFwServlet | PIJ     | False  | True                          | Address1        | SD            |
| <input type="radio"/>            | RMSTG              | RMSTG                | STAGING             |                 | False            |   | 0       | True   | True                          |                 |               |

[Fig. 31]


## DXC Insurance RISKMASTER™ v.19.2

| Code | Base Language Description | Parent | Start Date | End Date |
|------|---------------------------|--------|------------|----------|
| CH   | CH                        | **     |            |          |

[Fig. 32]

This new table entry will automatically be available when a new Policy System is setup.

## Note

For customers upgrading to v.19.2 will need to select a Policy System on the Policy System Setup screen followed by the refresh  button [Fig. 29] to have the newly added code table entry – ROLE\_TYPE to show up under their Table Maintenance list.



# IMPORTANT INFORMATION

## DXC Insurance RISKMASTER™

Release: v.19.2

July 2019



This section includes information & suggested **actions** for **customers upgrading to DXC Insurance RISKMASTER™ v.19.2** from a previous version.

This section also contains information for **procuring** and/or **using** the **New Features** or the **Services** of newly onboarded **third-party business solutions providers**.

## IMPORTANT INFORMATION

### Abrogating the Need for Clearing Browser Cache

This release eliminates the need for clearing browser cache whenever a new (future) release or hot patch is deployed on the server. This feature will work on a go forward basis, and hence, customers upgrading from 19.1 or an older version will need to clear their browser's cache once post upgrading to Insurance RISKMASTER v.19.2. However, as mentioned every subsequent upgrade (new version / CHP or even a hot patch) would not need clearing cache again.

With the release of v.19.2 and onwards, just refreshing the browser (Google Chrome, Mozilla Firefox and Microsoft Edge) will be enough & manual cache clearing will no longer be required.

### Introduction of ODG & Redundancy of Presley Reed

DXC brings onboard ODG by MCG for RTW & MDG and recommends this as the preferred service provider.

Post upgrade from an older version of Insurance RISKMASTER to v.19.2, all existing integration(s) with Presley Reed will cease to work. They include the MDA Guidelines website Single Sign On as well as the Return To Work Estimates. Please note that any direct access to Presley Reed website would remain unaffected.

### Browser Recommendation

Microsoft Edge Browser v.41.x. currently does not support Disability Guidelines and Medical Disability Guidelines in Insurance RISKMASTER v.19.2.

Hence, DXC Technology recommends using Google's Chrome browser for Insurance RISKMASTER v.19.2 as Microsoft is in the process of rolling out a Chromium based Edge browser similar to Chrome.

[Click Here](#)

To read more about Microsoft's Chromium Edge browser.

### JSON Web Tokens (JWT)

Following the release of Insurance RISKMASTER v.19.2, all existing JSON Web Tokens (JWTs) issued to Insurance RISKMASTER API users will get disabled. DXC Technology recommends regenerating the tokens for further use.

### Time & Expense Module

To create a new Time & Expense transaction, it is recommended to select the individual Reserve for which a Time & Expense transaction needs to be created.

### Antivirus Warning

DXC Technology advises configuring antivirus programs in such a way that they do not interfere with the functioning the Insurance RISKMASTER web application. To address the issue of slowness, it is suggested that appropriate antivirus settings are used for the smooth and lag free use of the Insurance RISKMASTER application.



## Crucial Information for Select Features



Features with an asterisk mark (\*) involve additional cost/ consulting/ agreement/ licensing considerations. Please reach out to Insurance RISKMASTER Support or your Insurance RISKMASTER Sales Representative for more information.

Select an option below to view their details of that module:

[Click Here](#)

Document Search

[Click Here](#)

Integration with ODG

[Click Here](#)

Displaying Vehicle Model

[Click Here](#)

Enhanced EDI Validation

[Click Here](#)

Enhanced Life Claim LOB

[Click Here](#)

Restrict Access to Claim Types



## LOOKING BEYOND v.19.2

### DXC Insurance RISKMASTER™

Release: v.19.2

July 2019



A completely **DIGITAL DXC Insurance RISKMASTER™** is in the offing.

This section of the Release Notes document contains a **brief heads-up on New Features & DIGITAL Technologies** slated for inclusion in **forthcoming releases of Insurance RISKMASTER.**

## The Future of DXC Insurance RISKMASTER™ is DIGITAL

As DXC Insurance RISKMASTER v.19.2 now becomes generally available, DXC Technology is already looking at several new and exciting features to build further upon the foundation laid with this release.

In the forthcoming releases, Insurance RISKMASTER is gearing up to deliver a new **Reporting Platform** in collaboration with **Sisense**.

*Click the adjoining **Sisense** logo to visit their website & read more.*



An enriched **Bill Review** process in collaboration with **Xybion Corporation** is also slated for inclusion in a future release of Insurance RISKMASTER.

*Click the adjoining **Xybion Corporation** logo to visit their website & read more.*



The partnership with ODG by MCG would be explored further for integrating features such as – Risk Score Analytics and Automatic Reserve Calculations.

*Click the adjoining **ODG by MCG** logo to visit their website & read more.*



Besides bringing in new features in collaboration with the above mentioned, DXC Technology also endeavors to **enhance** Insurance RISKMASTER's **Unstructured Search** processes to include special cases like **BES** and **Confidential Claims Handling** etc.

**Empowering the end user is at the very core of all endeavors by DXC Technology and hence Insurance RISKMASTER will continue to build all features using an API first approach. This would also allow business partners to leverage Insurance RISKMASTER's DIGITAL platform for modern solutions.**



## ABOUT & CONTACT

### DXC Insurance RISKMASTER™

Release: v.19.2

July 2019



**DXC Technology (DXC: NYSE)** is the world's leading independent, **end-to-end IT services company**, serving nearly **6,000 private and public sector clients** from a diverse array of industries across **70 countries**.

The company's **technology independence**, global talent and extensive partner network help clients harness the **power of innovation** to thrive on change and guide their **DIGITAL transformation** journeys.



# DXC Technology: New. But not born yesterday.

## About DXC Technology

The company was formed on April 1, 2017, by the merger of CSC and the Enterprise Services business of Hewlett Packard Enterprise. DXC Technology has successfully guided the world's largest enterprises and government agencies through successful change cycles. With some 137,000 employees worldwide, the company's deep experience gives it a clear and confident vision to help clients navigate the future.

DXC Technology is a Fortune 500 company and represented in the S&P 500 Index. The company works to create greater value for clients, partners and shareholders, and to present growth opportunities for its people. DXC Technology is ranked among the world's best corporate citizens.

DXC Technology's extensive partner network helps us drive collaboration and leverage technology independence. The company has established more than 250 industry-leading global Partner Network relationships, including 15 strategic partners: Amazon Web Services, AT&T, Dell EMC, HCL, Hitachi Vantara, HP, HPE, IBM, Lenovo, Micro Focus, Microsoft, Oracle, PwC, SAP and ServiceNow.

[Click Here](#)

To read more about DXC Technology.

## About DXC Insurance RISKMASTER™

DXC Insurance RISKMASTER™ 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.

[Click Here](#)

To visit the Insurance RISKMASTER website.

Thousands of Risk and Claim professionals rely on Insurance RISKMASTER to manage all types of Claims, making it one of the industry's leading Claims Management Systems. This active client community ensures that Insurance RISKMASTER is continually supported and enhanced – keeping your Claims processing running smoothly today and in the future.

[Click Here](#)

To read more about Insurance RISKMASTER on the DXC website.

## Contact

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