

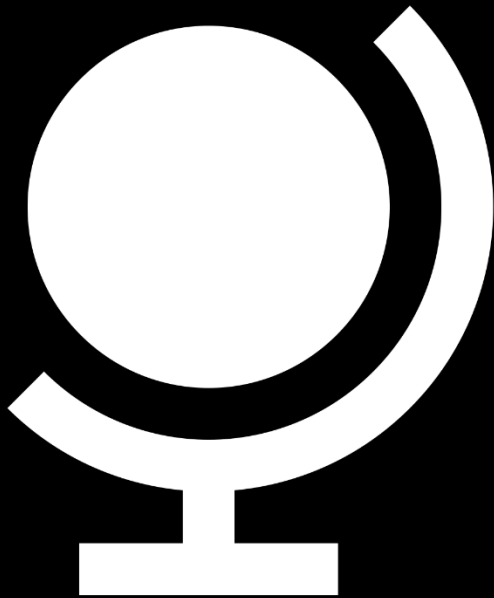
DXC Assure Claims

DIGITAL Insurance; Delivered.

Release Notes

Release: v.19.3

October 2019



6,000⁺

Global
Clients

\$25⁺B

Global IT
Services Leader

60⁺

Years of
Innovation

250⁺

Partner
Network

70⁺

Countries

150,000⁺

Employees
Worldwide

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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

“

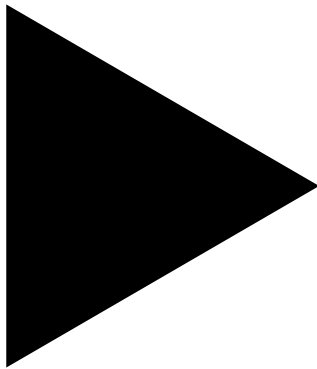
See Every Claim; See Every Risk

”

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DXC Assure Claims

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Digital Transformation at DXC Technology

Digital transformation is entering a new phase and DXC Technology is now looking to rapidly scale its digital efforts, drawing strength from new digital service platforms and deeper integration of enterprise processes.

The digital disruption wave is pushing the insurance industry towards a digital future; and with disruption, comes new opportunity – particularly for the organizations who are bold enough to lead or follow fast.



Digital Transformation at DXC Technology

An Introduction to Platform DXC™

Digital transformation is at the core to how DXC Technology is changing its business model. And with a view to better serve clients and optimize their technology investments, DXC Technology has developed **Platform DXC™** – a digital-generation service delivery platform that **optimizes the delivery of DXC Technology’s managed services fortified with automation and machine learning.**

Using Platform DXC, the company can ingest and control the existing client estate and correlate the back end with the new, so it looks like a single business. This is the DXC path to digital, and it is a way to coexist with legacy systems. It is the way that DXC has tackled its own digital transformation as it has built out its digital foundation.

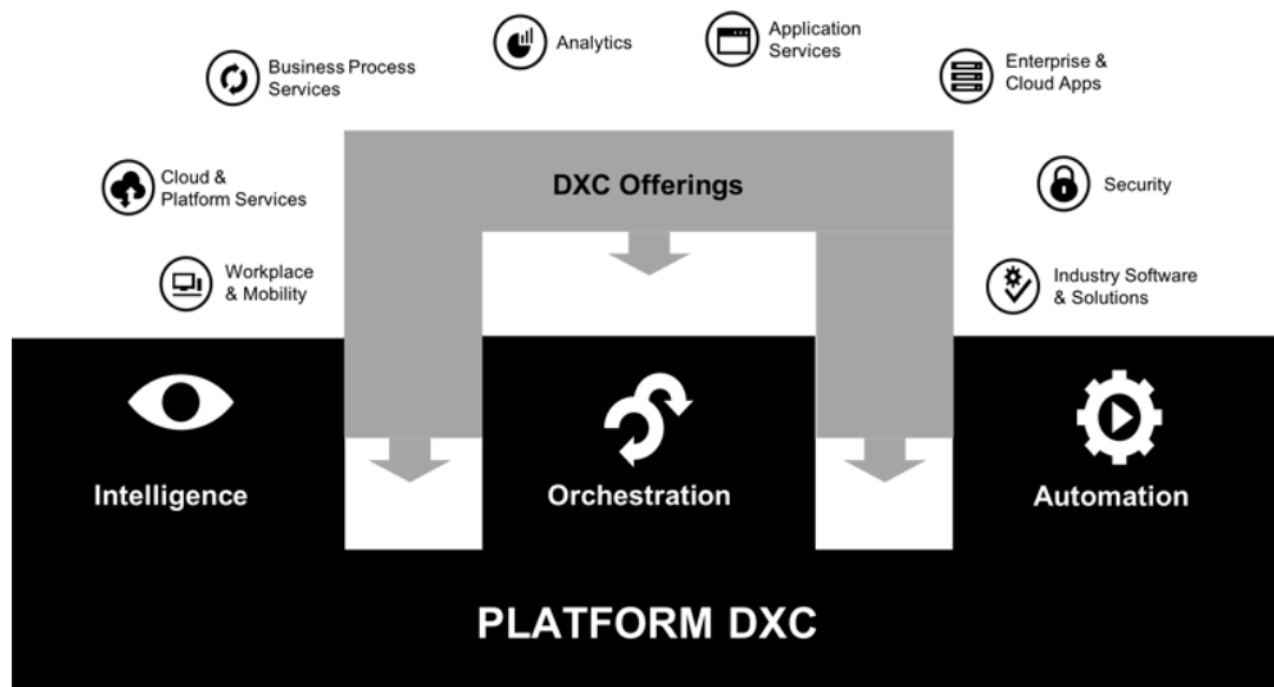
Depicted below is a representation of DXC Technology’s new service delivery platform...

[Click Here](#)

To read about how DXC Technology is Automating IT environments with Platform DXC

[Click Here](#)

To read DXC Technology aims to deliver outcome-based services with Platform DXC



DXC Assure

With the introduction of Platform DXC as part of DXC Technology’s digital transformation endeavors a need was felt to reinforce value in the current product and service offerings while fueling interest and demand for new digital products. This necessitated unifying the product portfolio via a single-family name – **DXC Assure**, for global consistency within the context of DXC’s brand guidelines.



While **DXC Assure** also refers to DXC Technology's overall vision and strategy for digital transformation in insurance, it essentially **encompasses all products, processes, tools, platforms etc. that are powered by Platform DXC**.

DXC Insurance RISKMASTER™ is now DXC Assure Claims

Thus, with the deployment of DXC Technology's new service delivery platform – **Platform DXC**, and the latest branding directives, **DXC Insurance RISKMASTER™** becomes **DXC Assure Claims** auguring the company's digital intent – Digital Insurance as a Service (DlaaS).

[Click Here](#)

To read about Digital Insurance as a Service (DlaaS)

An Introduction to the Claims Marketplace

DXC Technology is in the process of developing the **Claims Marketplace** – a centralized portal for all product information serving the needs of not just existing customers but also those of prospects, pre-sales persons and partners alike.

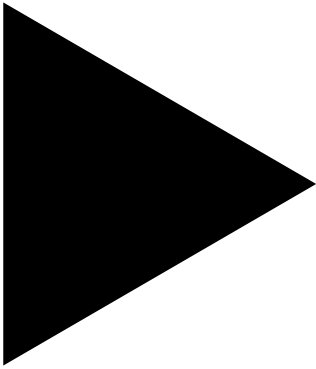
Ample customer feedbacks are being considered in the development of this all-encompassing platform offering optimized information delivery and an integrated commerce ecosystem for an enhanced customer experience.

Using the Claims Marketplace web portal, existing customers would be able to access –

- Product information
- FAQs
- Claims knowledge base and online help
- ServiceNow for Logging product issues and connecting with Customer/tech support via chat
- Tutorials and demo videos
- Latest product updates
- New product releases and their release notes
- Product pricing
- Comparing current release information to prior release
- Reminder for product license renewals
- Keep abreast of latest in Claims
- Registration for webinars
- Subscribe to newsletters
- Summit information electronically
- Interact and network with fellow clients
- Important announcements
- Partners

The above are only an incomplete list of benefits of the forthcoming Claims Marketplace. True digital transformation is about is not just about technology, it is as much about people who must be provided a consumer like experience across a secure enterprise with instant connectivity





DXC Assure Claims

Release: v.19.3
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General Overview

This section contains basic guidelines and preliminary advisory pertaining to the current release version of DXC Assure Claims.



General Overview

Document Purpose

Pursuant to the release of DXC Assure Claims v.19.2, this Release Notes document contains descriptions of all New Features, Enhancements, Administrative & Security Enhancements and Customer Resolutions introduced in the latest release of DXC Assure Claims v.19.3.

It is recommended that customers desirous of upgrading their version of DXC Assure Claims 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 DXC Assure Claims website for information and advisory prior to installing/upgrading to DXC Assure Claims v.19.3:

Technical Specifications document for Server hardware, software requirements and browser settings.

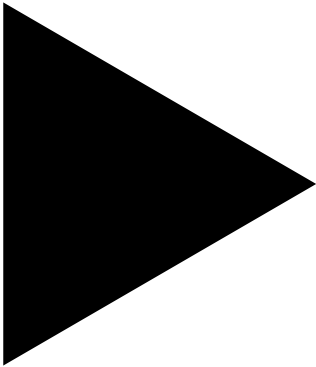
New Installation Instructions / Upgrade Installation Instructions documents for knowhow on installing/upgrading to DXC Assure Claims v.19.3.

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.

[Click Here](#)

To visit the DXC Assure Claims website (formerly, DXC Insurance RISKMASTER™).





DXC Assure Claims

Release: v.19.3
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Executive Summary

With the release of DXC Assure Claims v.19.3, DXC Technology offers an integrated, end-to-end solution that seamlessly bundles together DXC's industry-leading insurance applications, infrastructure and business process services into a single solution with a dramatically simplified pricing structure.



Executive Summary

The adaptation and deployment of Platform DXC and the assemblage of all products, processes, tools, platforms etc. under a unifying family name – DXC Assure; sets the stage for a comprehensive digital transformation at DXC Technology. However, true digital transformation is not only about technology, it is as much about people who must be provided a consumer like experience across a secure enterprise with instant connectivity. So, to that end, DXC Technology aims at delighting customers by innovating digitally to streamline the value chain and aligning its services and processes with cloud-based technologies.

With the release of DXC Assure Claims v.19.3, DXC Technology offers an integrated, end-to-end solution that seamlessly bundles together DXC's industry-leading insurance applications, infrastructure and business process services into a single solution with a dramatically simplified pricing structure. DXC Assure Claims a consumption-based approach to digital insurance transformation, making it the ideal fit for insurers adjusting to a more consumption-based market environment.

Besides other changes that are part of this release, the Claims Marketplace will be unveiled in an upcoming client conference on November 11, 2019 in Miami, FL, USA. In future, this portal would become the starting point for everything to do with Claims. As part of platform enablement, version 2 of HAL JSON Claims API is also being introduced that will be available through the DXC Assure platform.

In keeping with the digital transformational changes at DXC, this release of Assure Claims v.19.3 introduces a multitude of New Features and Enhancements underscoring the organizations digital intent which addresses the business needs of its global user community, helping them leapfrog the quagmire of legacy technology only to ride the wave of the ongoing digital disruption. These aside, this release also offers specific resolutions to customers' issues and offers a sneak peek into the futuristic features, services and technologies that will be offered in future releases of DXC Assure Claims.

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 new module on Medical Management for capturing the details of an Employee's Encounters of various visits to health clinics for different tests and procedures. Also included in this release are features like Temporary Access to Any Record, Risk Assessment Scoring, DXC Assure Claims Analytics, Drag & Drop Emails from MS Outlook and the ability to Download all Coverages for a Policy make the application even more versatile, intuitive and user friendly.

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

The application sports a modified Global and Code Level Search, a set of redesigned Diary List icons, a repositioned Toaster Display and an improved Error Logging system. Furthermore, the Claim Deletion Tool now becomes accessible via the Task Manager and Enhanced Notes in Draft mode and important Events are now easily identifiable as well. A host of new features and enhancements have also been introduced in the Life Claim LOB.

As part of Customer Resolutions, the Medical Info Accordion now becomes available for WC & Non-Occ Claims as well.



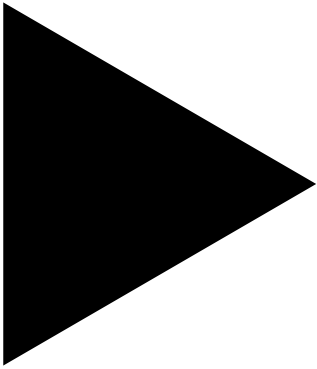
The Important Information section covers important guidelines for smoothly running DXC Assure Claims v.19.3 along with information on procuring and using select new features and enhancements.

The section – Looking Beyond v.19.3 provides a glimpse into forthcoming new features and alliances aimed at furthering DXC Technology's digital intent for the Assure Claims offering.

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 Assure Claims 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 the specific business needs of DXC's global customer community.





DXC Assure Claims

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New Features

This section of the Release Notes document describes all the New Features that make DXC Assure Claims v.19.3 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

Medical Management*

DXC Assure Claims introduces – **Medical Management**, a new feature for capturing the details of an Employee's **Encounters** of various visits to health clinics for different tests and procedures.

The Medical Management offering has been especially designed to cater to organizations which offer services to promote, protect and restore each of its employee's health and to facilitate having an optimal quality of life so that they deliver maximum productivity in the workplace.

[Click Here](#)

*

For information on procuring this feature.

[Click Here](#)

To read a detailed document containing all features of the Medical Management module introduced in DXC Assure Claims v.19.3

Temporary Access to Any Record*

DXC Assure Claims take a customer centric approach to product development with a feedback and need based solutioning.

The long-standing need for a feature enabling the sharing of Claims information with trusted third-party business partners and their accessing it without the need of login credentials has been addressed in DXC Assure Claims v.19.3.

Please play the video below for a demonstration of this new feature.

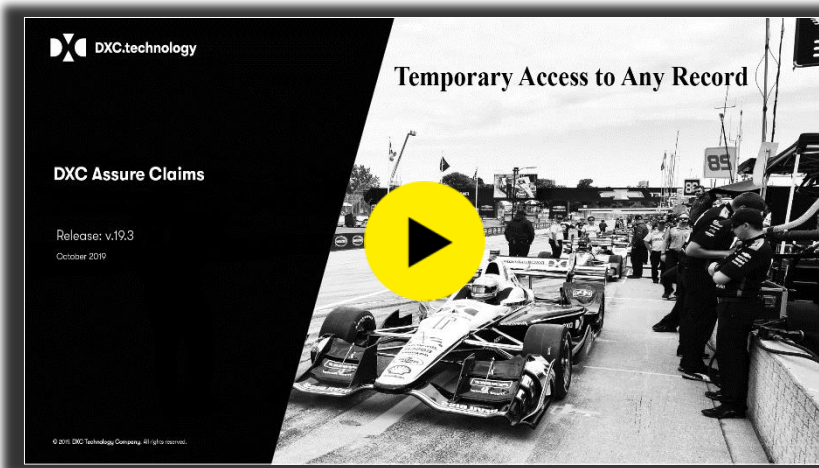
[Click Here](#)

*

For information on procuring this feature.

Note

- It is recommended that this feature be evaluated on a training database prior to moving to production database.
- A license key will be required to use this feature.



Risk Assessment Scoring (RAS) for WC & Non-Occ Claims*

DXC Assure Claims adds yet another novelty to its offering by introducing **Risk Assessment Scores (RAS)** powered by **ODG^{by}m_{cg}** which helps Adjusters in managing the risk around Short-term Disability Claims of varied complexities.

The system will now provide intelligence on **Non-Occupational** and **Workers' Compensation Claims** basis the evidence-based medical treatment guidelines and return-to-work guidelines for conditions commonly associated with the workplace.

Factors Affecting RAS

ODG takes into consideration a host of factors for the calculation of RAS on a Workers' Compensation/Non-Occupational Claim. Some of these include:

- Employee Age
- ICD 9/ICD 10 codes
- MDA Topic Input
- Job Classification

Categorization of RAS & their Representation on WC/Non-Occ Claims

The RAS is reflected as an Icon with a number on the top right corner on Workers' Compensation Claims and Non-Occupational Claims. Based on the factors mentioned above, the system calculates the Risk Scores and designates a Blue/Green/Yellow/Orange/Red icon to a claim depending on the risk assessed.

RAS are categorized into the following five types:



Low Risk

Represents Risk Score from 0 up to 20



Moderate Risk

Represents Risk Score greater than 20 up to 40



Cautionary Risk

Represents Risk Score greater than 40 up to 60



High Risk

Represents Risk Score greater than 60 up to 80



Extreme Risk

Represents Risk Score greater than 80 up to 100

DXC Assure Claims v.19.3 screen

Event (EV2019003177 * 06/09/2019) / WC (WCLB12019003154 * Reid, Simon)

Workers Compensation Claim [WCLB12019003154 * 1 * Reid, Simon]

Risk Assessment Score: 28.59 (Moderate)

Event Number: EV2019003177

Claim Number: WCLB12019003154

Policy LOB: TC Town and Country

Claim Type: LB Liability

Claim Progress: Open, Reserve, Transaction, Closed

Adjuster: 0

Persons Involved: 0

[Fig. 1]



Click Here

*

For information on procuring this feature.

Click Here

To visit the MCG website & explore more about RAS

Click Here

To explore more about Return-to-Work Guidelines/ Modeling

Click Here

To explore more about Medical Disability Guidelines.

Click Here

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



Preliminary Settings for Enabling RAS

The following checkboxes & fields under Utilities > General System Parameter Setup, must be checked and data fields filled to enable the Risk Assessment Scoring feature in DXC Assure Claims v.19.3:

- Use Case Management (checkbox)
- Enable ODG Return To Work (RTW) Interface (checkbox)
- ODG Return To Work (RTW) API URL (field)
- ODG Return To Work (RTW) Token (field)
- Enable ODG MT Guidelines (checkbox)
- ODG MT API URL (field)
- ODG MT Username (field)
- ODG MT Password (field)

Note

The RAS feature will be available only when the **DXC Assure Claims-ODG integration** has been performed first.

Displaying RAS on a WC/Non-Occ Claim

The following steps must be followed to calculate the Risk Assessment Score for a **Workers' Compensation or Non-Occupational Claim**.

1. Create a new Claim or open an existing one. As a case in point, a Workers' Compensation Claim is being considered for illustration below.
2. Navigate to the Medical Info accordion. Select the Case Management toolbar button on the Claim screen to navigate to the Medical Info accordion.
3. Fill out all necessary data fields on the Medical Info accordion. [Fig. 2]
4. Select the Save toolbar button and navigate back to the Claim screen.
5. The Risk Assessment Score is not displayed below the Claim's header on to right-hand side. The color of the Risk Assessment Score icon and the number [Fig. 1] therein represent the risk calculated by ODG. This aids the Claim handler or the Adjuster in evaluation and processing of the Claim.

Note

- Hovering the mouse over the RAS icon displays the exact Risk Score down to 2 decimal places. [Fig. 2]
- The RAS icon only shows the nearest whole number to the actual Risk Score.

DXC Assure Claims v.19.3 screen

The screenshot displays the 'Case Management' interface for a 'WC (WCLB12019003154 * Reid, Simon)' claim. The 'Medical Info' section is expanded, showing several input fields. A red box highlights the 'Disability Type' (ILL Illness), 'Illness Type' (4 Poison), and '(ICD9) Primary Diagnosis' (005 Other food poisoning) fields. Another red box highlights the '(ICD10) Primary Diagnosis' (A09 Infectious gastroent) and 'MDA Topic' (Infectious gastroenteritis) fields. A third red box highlights the '(ICD 9) Diagnosis' (005 Other food poisoning (bacterial)), '(ICD 10) Diagnosis', and 'Diagnosis' (005 Other food poisoning (bacterial)) fields. The right sidebar shows 'Case Managers' and 'Accommodation' sections, both with 'No record available'.

[Fig. 2]



Introducing DXC Assure Claims Analytics ^{*} Powered by Sisense

DXC Assure Claims Analytics has partnered with Sisense to provide next-gen analytics to DXC Assure Claims Customers. With DXC Assure Claims Analytics users can generate interactive graphs & dashboards to summarize information in an efficient manner allowing data backed instant insights for management to help drive business.

DXC Assure Claims Analytics offers a set of sample claim templates (reports/dashboards) along with base cube out of the box. These can be used as a starting point for writing new dashboards.

During project implementation DXC will work with business users in customizing the Claims Analytics solution ^{*1} to accommodate customer specific reporting and dashboard needs.

The actual generation of reports and dashboards can also be done by the business users. DXC can provide training to end-users however it is recommended that customer goes through the training videos, help material available on Sisense website.

Most relevant links along with User guides will be shared along with Sisense release.

The reporting solution will be installed on a separate server (Server sizing will be done based upon the reporting data size & end-users).

DXC Assure Claims analytics also supports embedded ^{*2} capabilities to access analytics (charts/graphs/reports) based upon DXC Assure Claims.

[Click Here](#)

*

For information on procuring this feature.

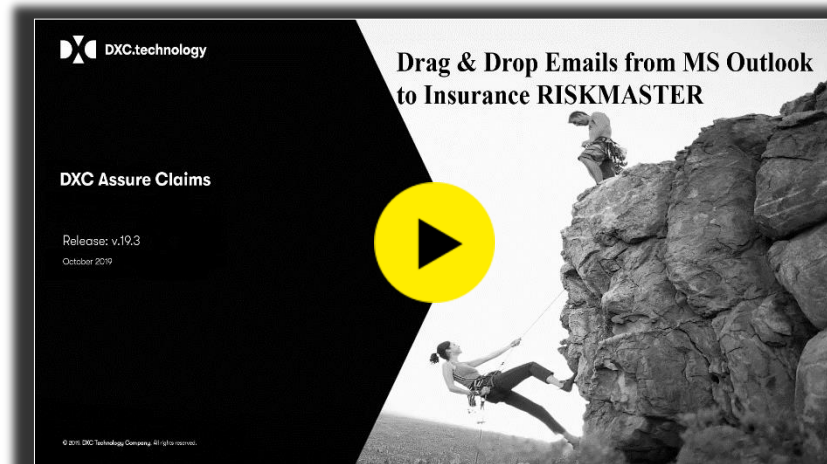
[Click Here](#)

To visit the Sisense website & explore more

Note

- ^{*1} –Hours needed for configuration/customization would need to be covered through a workorder
- ^{*2} – For a seamless experience of embedded analytics, SSO needs to be enabled.

Drag & Drop Emails from MS Outlook to DXC Assure Claims ^{*}



This new feature introduced in this release version allows easy movement of emails from Microsoft Outlook into DXC Assure Claims, thus, making the application more versatile and adaptive in addressing customers' needs.

[Click Here](#)

*

For information on procuring this feature.

Ability to Download all Coverages for a Policy Unit

DXC Assure Claims v.19.3 increases the application's user-friendliness by adding the **ability to download all Coverages** for a **Policy Unit** without having to access the **Coverage List** screen and selecting individual Coverages from there. As a result, the **extra step** of navigating to the Interest/Coverage List screen **gets removed** and all Coverages for a Policy Unit can be downloaded via the **Unit Selection** screen instead. This feature is especially helpful in case of **multi-Unit Policies**.



New Checkbox – Download All Coverages by Default

A new checkbox – **Download All Coverages by Default**, has been added on the **Policy System Web Settings** window [Fig. 1].

DXC Assure Claims v.19.3 screen

The screenshot shows the 'Policy System Web Settings' window. The table below lists several policy systems. The 'Integr' row is highlighted with a red box, and its 'Download All Coverages' checkbox is checked. The settings form on the right also has a red box around the 'Download All Coverages By Default' checkbox, which is checked.

	Policy System Name	Mapping Table Prefix	Policy System Type	CAS Service URL	Financial Update	URL Parameters	Version	Set Reserve balance to zero for	Set default values for	Default Address	Default State	Download All Coverages
<input type="radio"/>	PIJ4.5	PIJ4.5	POINT		True							<input type="checkbox"/>
<input type="radio"/>	internal113		RMA INTERNAL POLICY		False							<input type="checkbox"/>
<input type="radio"/>	UNIA	UNIA	CSA/uniA		False							<input type="checkbox"/>
<input type="radio"/>	PIJ.4.3	PIJ4.3	POINT		True							<input type="checkbox"/>
<input type="radio"/>	ORSTG	ORSTG	STAGING		False							<input type="checkbox"/>
<input checked="" type="radio"/>	Integr	Integr	INTEGRAL		True							<input checked="" type="checkbox"/>
<input type="radio"/>	PIJ42	PIJ42	POINT		True							<input type="checkbox"/>

[Fig. 1]

If this checkbox [Fig. 1] is selected, then all Coverages will be auto-selected (on the Unit Details window) thereby negating the need to navigate to the Coverage screen. [Fig. 2]

DXC Assure Claims v.19.3

The screenshot shows the 'Policy Download' window with a 'Unit Details' dialog box open. The dialog box contains a table with columns for 'UNIT COVERAGE(S)', 'UNIT INTEREST LIST', 'Unit Number', 'Unit Description', 'Coverage Code', 'Description', 'Premium', 'Premium Class', and 'Sum Insured'. Two checkboxes in the 'UNIT COVERAGE(S)' column are highlighted with red boxes.

UNIT COVERAGE(S)	UNIT INTEREST LIST	Unit Number	Unit Description	Coverage Code	Description	Premium	Premium Class	Sum Insured
<input checked="" type="checkbox"/>		1	Fire			1000.00	FBD	
<input checked="" type="checkbox"/>	Coverage Details							

[Fig. 2]



SAP Upgradation to BODS 4.2 SP12 & IPS 4.2 SP6

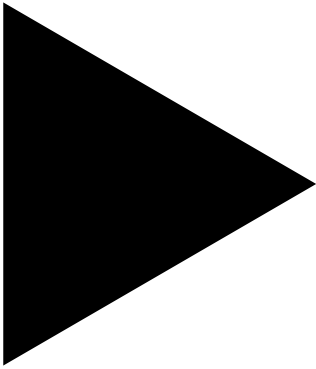
With the release of **DXC Assure Claims/CMD 2019.09**, the **DXC Assure Data Analytics** (formerly, RISKMASTER DA) platform has been moved from **SAP Data Analytics v.4.2 SP7** to **SAP Data Analytics v.4.2 SP12**.

To use the new features and benefits, it is **recommended** to **upgrade** to latest service pack of SAP Data Analytics version 4.2 SP12. From this release onwards, all future enhancements will be on **SAP Data Analytics v.4.2 SP12**.

Note

- It is recommended that **Technical Assistance** be sought from the **Support Team** for successful installation of **SAP Data Analytics 4.2 SP12**.
- Thoroughly read the **Data Analytics 4.2 SP12 installation guide** prior to initiating installation.





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Enhancements & Improvements


This section of the Release Notes document describes all the interface, usability & performance related improvements and enhancements that make DXC Assure Claims v.19.3 a much more efficient & user-friendly application.



Enhancements & Improvements

Global and Code Level Search in Table Maintenance

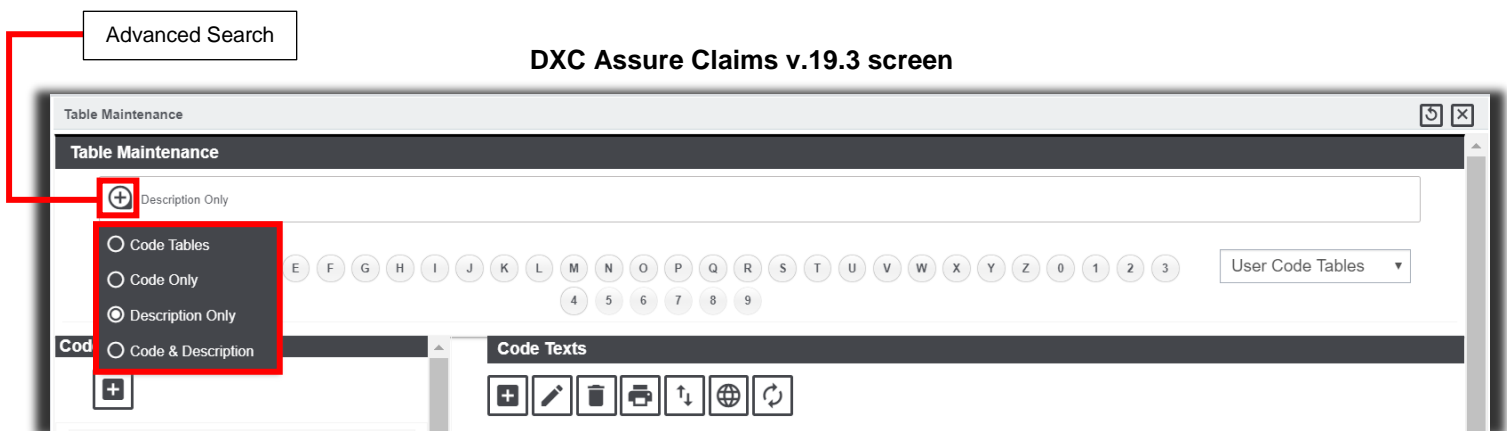
DXC Assure Claims v.19.3 offers an **Advanced Search Option** in the Global and Code Level Search module under **Table Maintenance**.

A new **Advanced Search Option** button  has been added in the search bar on the Table Maintenance screen **[Fig. 1]** which enables getting search specific results for

- Code Table
- Code Only
- Description Only
- Code & Description

Note

Only one search option can be selected at a time. Any alphanumeric value or special characters can be entered in the search field to perform the search.



[Fig. 1]

Advanced Search Option

- Code Table:** The Code Table Advanced Search Option searches the table codes and displays the results as per the search term.
- Code Only:** With this option, the search can be performed only on the code and the code text. The result will be displayed as per the code entered in the search box.
- Description Only:** With this, the search can be performed on the Base Language Description column only.
- Code & Description:** This search option allows search to be performed on the code as well as description.

Preliminary Settings

- To configure number of records being displayed, enter requisite data in the section – **Number of Records Per Page**, under General System Parameter Setup > System Settings (tab).
- A button – **More** – is displayed if number of records is more than the set limit.
- Selecting the **More** button displays all search results.

The search results will be displayed considering all types of tables (**User Code Table, System Table, People Table, Admin Tracking, Entity Code and Industry Standards Table**). Each table type has an initial/icons and these initials are displayed adjacent to the search result that specifies the respective table type. The initials for the table type are specified below:

- **U:** User Code Table
- **I:** Industry Standard Code Table
- **S:** System Code Table
- **A:** Admin Tracking Table
- **P:** People Code Table
- **E:** Entity Code Table



Toaster Display Enhancement

Toasters displayed at the top of screen impeded workflow as they took 2-3 seconds to go away, hence, based on user feedback, to **improve** the application's **user interface** and to make working with DXC Assure Claims smoother, the **toaster display** has been moved to the **right bottom** of the screen. [Fig. 1]

Additionally, a progress bar will be displayed beneath the toast to showcase the on-going progress of the success toaster.

By default, the success bar will be displayed only for two second. However, the time duration of display can be changed as per requirement from appsetting.config.

Note

- This change is applicable only to green (success) toasters.
- There is no change in the display & behavior of red and orange toasters.
- The functionality is multi-lingual and PowerView compliant.

DXC Assure Claims v.19.3 screen











[Fig. 1]

Redesigned Diary List Icons

In keeping with the new UX design principles, DXC Assure Claims v.19.3 features **improved icons** on the **Diary List** screen which are not only simple, modern and user-friendly in that they depict simplistically the universal concepts used in the application's improved user interface. These new icons greatly improve the performance, responsiveness and rendering of icons and screens on various devices.

List of Redesigned Icons on Diary List Screen

The following are the **redesigned** and **standardized icons** on the **Diary List** screen.

- | | |
|--|---|
|  User |  Group |
|  Same User, Diary Not Overdue |  System Diary, Not Overdue |
|  Same User Diary, Overdue |  Other User Diary, Not Overdue |
|  System Diary, Overdue |  Other User, Diary Overdue |

Note

When upgrading from a previous version of DXC Assure Claims to version 19.3, it is recommended to refresh the grid by selecting the **Restore State** icon accessed via the Grid Customization hamburger icon. [Fig. 1]



DXC Assure Claims v.19.3 screen

Diary List

Diaries [You are currently looking at dxc's diary(s).]

Priority Due Task Name Work Activity Routable Rollable Assigned

Optional 12/09/2019 Reserve Approval Request of SIGHT - SIGHT Reserve for Claim GC2019002608

Optional 12/09/2019 Reserve Approval Request of M - MEDICAL Reserve for Claim GC2019002608

Optional 11/09/2019 Adi_regression

Optional 11/09/2019 Adi_regression

Refresh

[Fig. 1]

Improved Error Logging

DXC Assure Claims now enables APP Error Logging across all Zones. This was previously available for the Claims Zone only.

With its implementation, active logging and viewing of errors will be possible in real-time in the **Error Tracer** module under the Technician's Menu of the **Utilities Zone**. [Fig.]

DXC Assure Claims v.19.3 screen

Utilities / Error Tracer

Error Tracer

Date Range: 8/29/2019 - 8/29/2019

Action	Originator	App Domain Name	Message	Browser/Machine	Priority	Log
UX		DashBoard App	Message: Could not resolve '#'			
API		Riskmaster.DataModel	FormDataAdaptor.ScreenBase.Save			
API		Riskmaster.JwtAuthentica...	Jwt renewal failed. Session expired.			

Log Details

Timestamp: 20190829082215

Timestamp Text: 08/29/2019 8:22 AM

Machine Name: RMA-WEB2

App Domain Name: Riskmaster.DataModel

Message: FormDataAdaptor.ScreenBase.Save.Exception~~BlankKey

Stack Trace: at Riskmaster.DataModel.DataObject.Save() in d:\CDR\DataModel\DataModelObject.cs:line 2554 at Riskmaster.DataModelAdaptors.DataEntryFormBase.Save() in d:\CDR\RiskmasterAPI\Riskmaster.DataModelAdaptors\DataEntryFormBase.cs:line 993


Log Type: API

[Fig.]



The **App Domain Name** column lists out the Apps which have encountered an error.

For e.g.: Dashboard App, RISKMASTER DataModel, etc. as depicted in the screenshot above.

The details of the respective error logs can be viewed by selecting the adjoining Action  icon.

Note

- UX logs are created for all screens except for Error Tracer, Policy and UI screens, viz., Utilities, Billing Scheduler and Batches.
- This feature works across all databases.

Claim Deletion Tool Available Through the Task Manager*

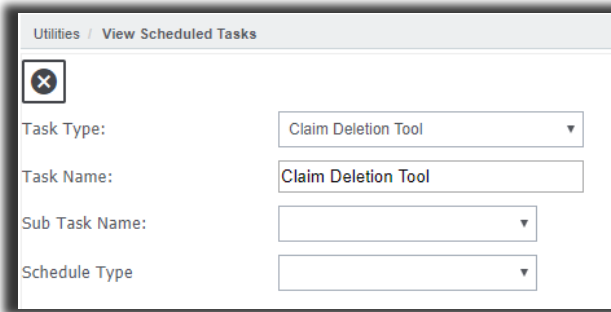
DXC Assure Claims v.19.3 makes **Claim deletion in bulk easier** by making the **Claims Deletion Tool** available via the **Task Manager** as well as the **Multitenant (MT) Environment**.

[Click Here](#)



For information on procuring this feature.

DXC Assure Claims v.19.3 screen



[Fig. 1]

Note

- There are no changes in the process of scheduling a task.
- The Claim Deletion Tool will work just as any other tool via the Task Manager.

Ability to Mark an Event as Important

To facilitate differentiating amongst Events, the option to mark them as Important with a help of a **star icon** has been introduced in this release version. [Fig. 1]

A similar feature was introduced in v.19.2 to distinguish between important and regular Claims.

Marking Important/Favorite Events

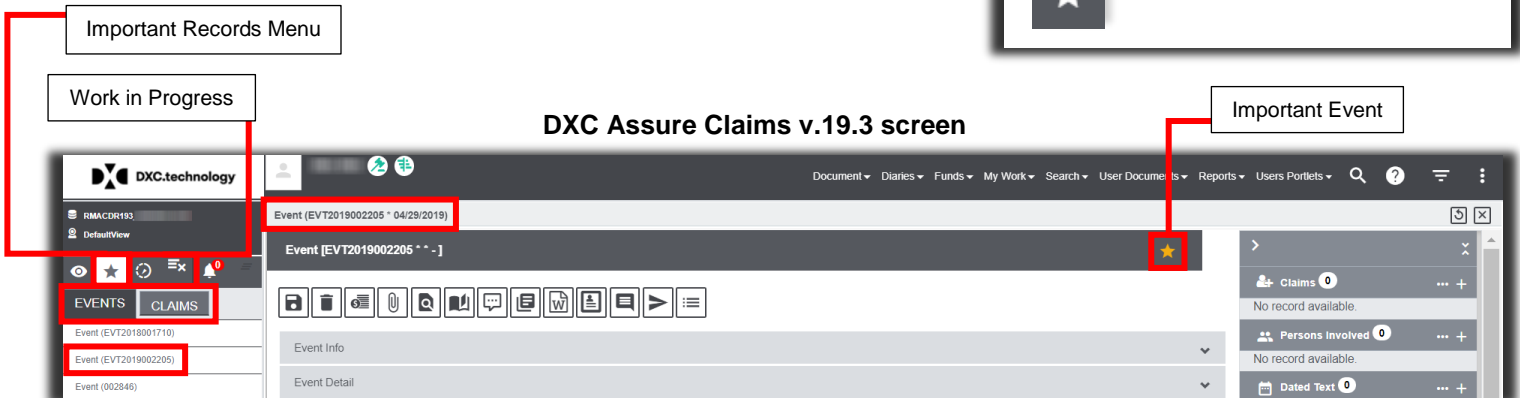


Starred Event – Important/Favorite



Un-starred Event – Normal


DXC Assure Claims v.19.3 screen



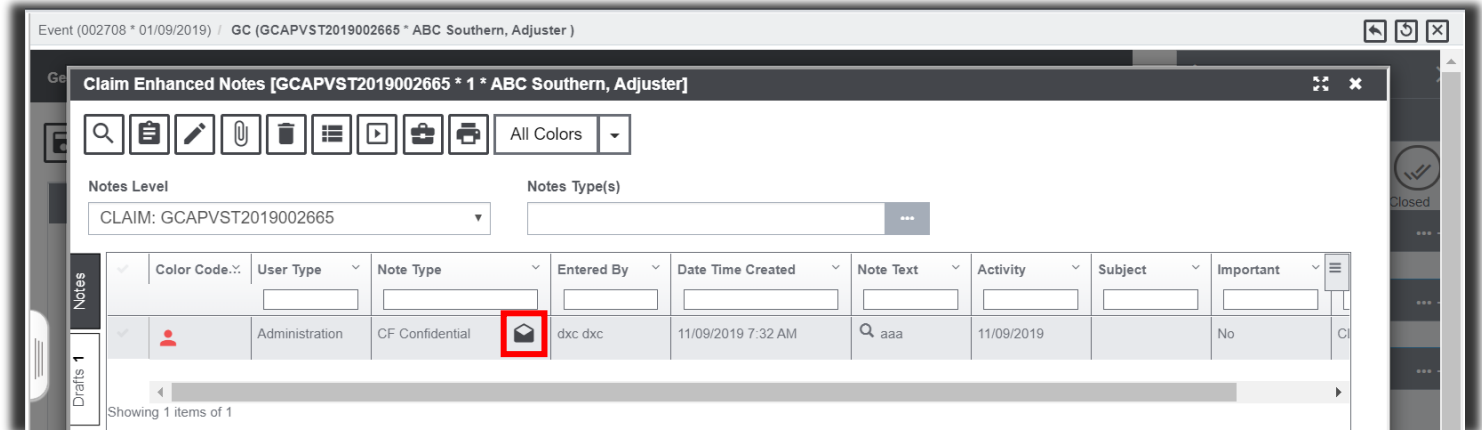
[Fig. 1]



Easily Identify Enhanced Notes in Draft Mode

The **Enhanced Notes** module receives yet another feature upgrade in DXC Assure Claims v.19.3 which **enables identifying Enhanced Notes in draft mode** with the help of a new icon  – **Edit Draft**, added to the **Note Type** column of the **Claim Enhanced Notes** window. [Fig. 1]

DXC Assure Claims v.19.3 screen



[Fig. 1]

Selecting the **Edit Draft** icon [Fig. 1] opens the **Edit Note - Draft** window [Fig. 2] where the Enhanced Note can be edited.

When editing is complete, selecting either **Save Note** or **Save and Return** toolbar buttons will save the Enhanced Note as done and the **Edit Draft** icon will get removed from the **Note Type** column.

If the **Save as Draft** toolbar button is selected, then the **Edit Draft** icon will be displayed from the **Note Type** column on the Claim Enhanced Notes window enabling the easy identification of closed and draft Enhanced Notes.

Enhancements in the Life Claim Module*

The **Life Claims** LOB becomes more versatile and robust to handle business requirements with the introduction of new features and enhancements in release version 19.3. These include:

- **Payment Quick View Screen**
- **Addition of Editable Fields on the Policy Tracking Screen**

[Click Here](#)

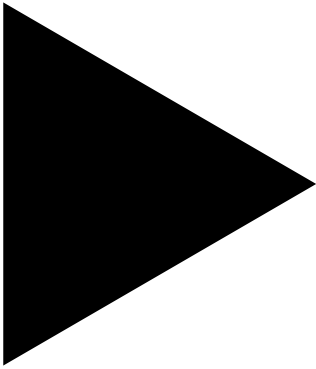


For information on procuring this feature.

[Click Here](#)

To read a detailed document containing descriptions of all features introduced in the Life Claim LOB so far.





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October 2019

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Customers' Resolutions

This section of the Release Notes document describes the specific issue resolutions provided for customers in DXC Assure Claims v.19.3.



Customers Resolutions

Medical Info Accordion for WC & Non-Occ Claims

With focus on addressing customers' feedback for making DXC Assure Claims more **user friendly**, the application's latest release version now makes the **Medical Info** accordion available on **Workers' Compensation & Non-Occupational Claims** for users who **do not** have the **Case Management** permission turned **on** for them.

Prerequisite Setting

Utilities > General System Parameter Setup > System Settings (tab) > **Use Case Management** (checkbox)

Use Case Management – OFF

From release version 19.3 onwards, if the **Use Case Management** checkbox is **unchecked**, then the toolbar button for Case Management becomes unavailable and instead the **Medical Info** accordion [Fig. 1] is made available on the Claim screen. This allows capturing and documenting an employee's medical details for calculation of **Work Loss** and adding/editing work **Restrictions**. [Fig. 2]. However, **Medical Disability Guidelines (MGD)** will be unavailable on the **Medical Info** accordion.

DXC Assure Claims v.19.3 screen



[Fig. 1]


DXC Assure Claims v.19.3 screen



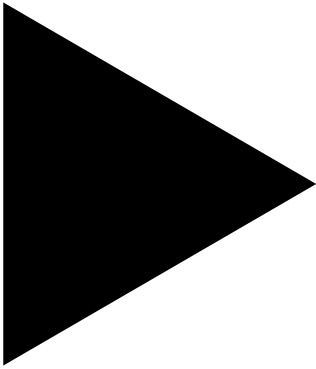
[Fig. 2]



Use Case Management – ON

When the Use Case Management checkbox is selected, then the **Case Management**  button becomes available as the standard toolbar button allowing normal operations. In this case, the **Medical Info** accordion is **unavailable** on the main claim screen.





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Important Information

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



Important Information

Crucial Information for Select Features



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

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

[Click Here](#)

Medical Management

[Click Here](#)

Temporary Access to Records

[Click Here](#)

Risk Assessment Scoring (RAS)

[Click Here](#)

DXC Assure Claims Analytics

[Click Here](#)

Drag & Drop Emails from Outlook

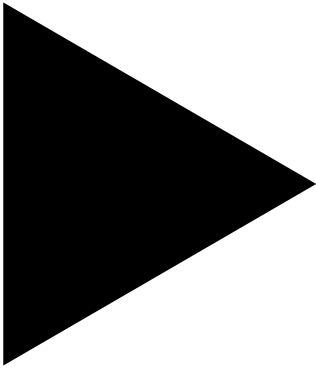
[Click Here](#)

Claim Deletion Tool

[Click Here](#)

Enhancement to Life Claims





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Looking Beyond v.19.3

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



Looking Beyond v.19.3

As **DXC Assure Claims v.19.3** now becomes generally available, **DXC Technology** is already looking at several new and exciting features to build further upon the foundation laid down in this release.

An enriched **Medical Bill Review (MBR)** process in collaboration with **Xybion Corporation** is slated for inclusion in a future release of DXC Assure Claims



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

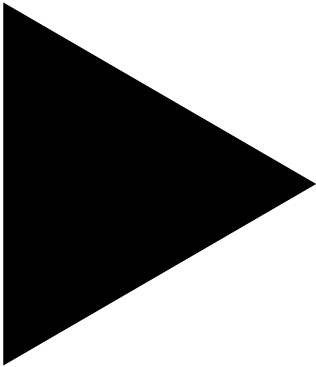
The **Claims Document Search** is also slated to receive further enhancements to incorporate **Business Entity Security (BES)** features – which would allow only specific users to see within claims documents.

A new **Dashboard** capability built around the **Sisense** platform is also in the offing along with new features to support accessibility guidelines to enhance user experience for diverse set of end users. The **Life Claims** LOB first introduced in DXC Assure Claims v.18.4 will continue to be upgraded with new features and enhancements.

As described earlier on in this document, the **Assure Claims Marketplace** will provide an enhanced user experience around the consumption of Claims & related services. This platform would continue to be improved and would become a single stop solution for all things related to Claims.

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





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About & Contact

*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.



DXC Blog – Insurance
and Technology

About 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.

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.

[Click Here](#)

To visit the DXC
Assure Claims
website.

[Click Here](#)

To read more about
DXC Assure Claims
on the DXC website.

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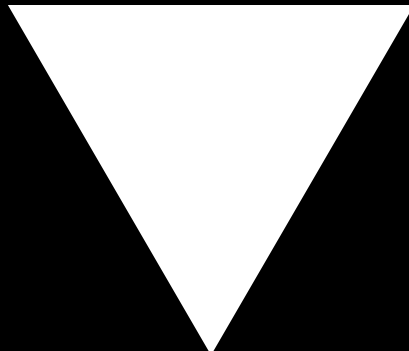


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