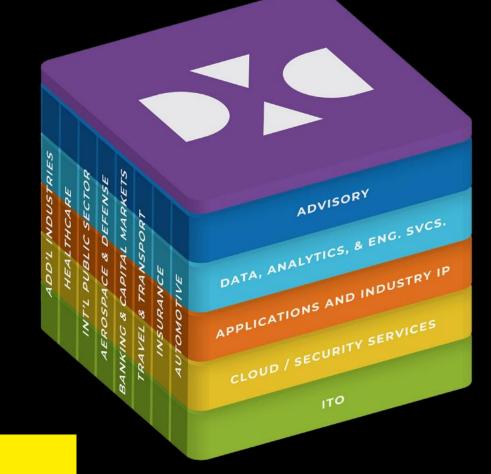


DXC Assure Claims

Release Notes

Version 19.4

January 2020



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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



"

We call it:

LEADING THE DIGITAL TRANSFORMATION OF THE INSURANCE INDUSTRY

She calls it: DIGITAL INSURANCE AT YOUR FINGERTIPS

"



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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 DXCTM – a digital-generation service delivery platform that optimizes the delivery of DXC Technology's managed services fortified with automation and machine learning.**

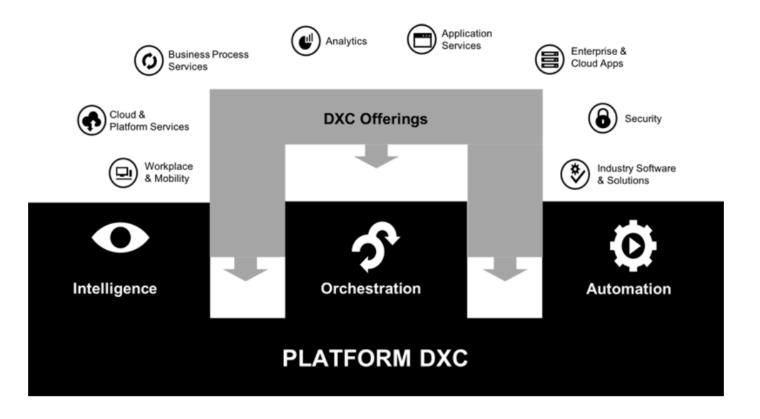
Using Platform DXC, the company can ingest and control the existing client estate and correlate the back end with the new, so it looks like a single business. This is the DXC path to digital, and it is a way to coexist with legacy systems. It is the way that DXC has tackled its own digital transformation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

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

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

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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 Microsite

DXC Technology is in the process of developing the **Claims Microsite** – 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 Microsite 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 Microsite. 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



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.19.3, 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.19.4.

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.19.4:

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.19.4.

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.







Executive Summary

DXC's journey towards providing Digital Insurance continues with every successive release of Assure Claims, delivering improved Claims processing by shortening the Claim life cycles, delivering faster resolutions and improving customer experience and satisfaction. Besides these, every release strives to improve efficiency, lower administration costs, reduce the risk of fraud and help better leverage skilled adjusters.

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Executive Summary

Having deployed Platform DXC and assembling all its products, processes, tools, platforms etc. under a unifying family name – DXC Assure, in the recent past, DXC Technology has laid down the foundation for a comprehensive digital transformation and further bolstered its position as an industry leader by redefining Insurance Claims service in the DIGITAL Age. The adoption of cloud-based technologies allows DXC in rapid deployment, integration and seamless rendering of new digital tools that interact in a well-managed way with legacy systems, seamlessly placing capabilities into the hands of customers and employees.

DXC's journey towards providing Digital Insurance continues with every successive release of the Assure Claims, delivering improved Claims processing by shortening the Claim life cycles, delivering faster resolutions and improving customer experience and satisfaction. Besides these, every release strives to improve efficiency, lower administration costs, reduce the risk of fraud and help better leverage skilled adjusters.

The release of DXC Assure Claims v.19.4 brings forth a host of new offerings and several customers' requested enhancements. The bouquet of features includes, a new module on **Reserve Analytics** (powered by ODG), a new module on **Data Collection** – a pathbreaking new feature that accords the ability to collect data using self-designed forms. With this release, steps have been taken to reduce gaps to comply with **WCAG 2.1.1** making Assure Claims more accessible to the **differently abled**. Other functional items include a **Medical Bill Review System** powered by **Xybion MBR** which helps to streamline billing workflows, the ability to **Annotate an Image** template which helps in classifying & tagging images for easy identification, the ability to **Mark Claims as High Priority**, and **Configurable Memo Types**.

As part of functional enhancements, DXC continues to improve the Sisense integration, first offered in v.19.3. Other functional enhancements are seen in the **Document Management System** and the **Life Claim L.O.B.** which now sports an enhanced **Adjudication** function. This release has also done away with the **dependency on MS Office** installation on server for **Auto Mail Merge** feature. This was a security issue and a major concern for IT operations.

This release also consists of several improvements to the user interface that accord greater agility and improved usability. These include an **Increased Legibility of Frozen Text Boxes**, **Display Field Contents** on mouse hover for fields containing large data.

The **Important Information** section of this Release Notes document covers information on procuring and using select new features and enhancements introduced in this release.

The section – **Looking Beyond v.19.4** 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 DXC Assure Claims.

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.



New Features

This section of the Release Notes document describes all the New Features that make DXC Assure Claims v.19.4 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 demonstration of key New Features

DXC Assure Claims v.19.4 brings forth several New Features in this release. Click on the images below to get redirected to the Assure Claims Help website for a fuller understanding of the corresponding New Features.

Alternatively, the Help navigation on the primary menu bar of DXC Assure Claims can also be selected to access the video demonstrations on these new features.

Annotating an Image



The task of image classification has been rendered easier with the introduction of Annotation feature in the latest release version of the application. The enhancement facilitates easy classification of images with the help of textual and doodled labels. The objects and entities of the images can now be marked and outlined for future reference purpose at a few button-clicks.

Reserve Analytics Powered by ODG by mcg*



DXC Assure Claims v.19.4 introduces Reserve Analytics – a statistical cost modeling feature, powered by Official Disability Guidelines, ODG by mcg to help Insurance Claim Adjusters in assessing the costs associated with a Claim.

In other words, Assure Claims will now provide, assessment and intelligence regarding the Reserve Amount that may be paid on a Claim.



Data Collection*



Data Collection is a pathbreaking feature which accords an ability to collect data using self-designed forms from any set of users. The feature is built to replace web forms using a solution which is base, thus, making upgrades seamless. And that's just one of the use cases amongst several.



Integrating the Xybion MBR (Medical Bill Review) System*

DXC Assure Claims introduces a new Medical Billing process by integrating with Xybion MBR, a comprehensive set of resources which streamlines the billing work flow and the cumbersome billing process. The flawless medical bill review software optimizes and integrates the work flow processes with the core functions of the Claims Management enabling seamless processing and billing.

Click Here To read a detailed document on the Xybion MBR System						
Click Here	* For information on procuring this feature					

Implementation of Phase 1 of WCAG 2.1.1 in Assure Claims

DXC Assure Claims now becomes more accessible and user friendly with the implementation of Phase 1 of the Web Content Accessibility Guidelines (WCAG) 2.1.1.

The implementation of WCAG 2.1.1 makes Assure Claims v.19.4 especially more accessible to people with disabilities. Accessibility involves a wide range of disabilities, including visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities.

About 50+ Assure Claims screens have now been made compatible with WCAG 2.1.1, which enables the application to read aloud all onscreen content including field types, field labels, field data (if any), names of primary and secondary toolbars, buttons, menus and dropdowns etc. The "Tab" key **[Fig. 1]** will be used to move from one field/button to the next. While a combination of the arrow keys and spacebar can be used to access dropdowns and radio buttons etc. This will greatly assist the visually impaired users to navigate through the application without the need of using the mouse.

DXC Assure Claims v.19.4 screen

Event (MK002939 * 11/21/2019) / GC (GCAPV 2019002894 * Demo)						
✓ General Claim [GCAPV 2019002894* *. Demo]						
Claim Info						
Event Number *	Date Of Event *	Claim Number *	Time Of Event *		the second seco	
MK002939	11/21/2019	GCAPV 2019002894	12:00 AM	O	No record available.	
Policy LOB *	Date Of Claim •	Claim Type *	Time Of Claim *		🛱 Claimant 2 🛛 🕂 +	
APV Test APV Test	11/26/2019	APV APV 🚨 🚥	12:00 AM	©	Demo Demo	
[Fig. 1]						

The implementation of WCAG is being done in phases and the entire Assure Claims application will be made compatible as the team is committed to implementing WCAG 4.1.2 in subsequent releases.

Marking Claims as High Priority

Up till the last release of DXC Assure Claims, tracking the claims with high priority was difficult. The latest release version enables the claim to be marked as high priority at a button click. The claims marked as high priority Claims are searchable and can be distinguished with a help of a red highlight. Additionally, these Claims are easily identifiable in the Executive Summary and search as well. Thus, making it easier for the high priority Claims to be tracked and processed.						
	DXC Assure Claim	s v.19.4 screen				
General Claim [GCGCT1ttg201901173])* 112 *]		*			
Service Code	Payments Frozen	Jurisdiction				
Catastrophe Type	Catastrophe Number					
Catastrophe Description	MM/dd/yyyy					
Exclude from Deletion	Minor Involved	Claim Supervisor	High Priority Claim			



With the latest enhancement, a new High Priority Claim checkbox has been added on the Claim screen [Fig. 2]. This High Priority Claim checkbox will be displayed on the claim screen of every Line of Businesses. Select the checkbox to mark the claim as high priority. Once this checkbox is selected, a red highlighter will be displayed on the header [Fig. 2]. The red highlight right below the header of the claim indicates that the claim is of high priority.

The flag is even available in the Search option as well. That is, the claims can now be searched based on the Priority.

application as per the requirement. For instance, if the field contains long input data, then, the field size can be increased and vice-versa.

The height of the fields can be configured from the Utilities zone. To avail the feature, go to Utilities > Diaries/Text Fields **[Fig. 3]**. In the Set Memo Height under the Free Text Setting, select the lookup button to pop open the height configuration window **[Fig. 4]**.

With a view to better serve the business requirement of the clients, the Memo Type fields have been made configurable in the latest release version of DXC Assure Claims. The height of the Memo Type fields can now be changed across the

DXC Assure Claims v.19.4 screen General System Parameter Setup System Settings Funds Settings Employee Settings Diaries / Text Fields Policy Interface Settings Globalization Settings Free Text Settings Date Stamp Free Text: Freeze Free Text Entries: Don't Allow Edit of Date Stamp in Free Text Areas: Freeze Event Description: Date Stamp Event / Location Description: Freeze Location Description: Use Legacy Comments: Freeze Supplemental Free Text Entries: Freeze Pay to the Order of: Show Date Stamp on HTML Text: Set Memo height 210







[Fig. 4]

Enter the value of the **Height** in pixel and the textbox can be previewed in the adjacent field.

The height changes implemented in the Utilities zone will be reflected across the application, both in the default view and PowerView.

Additionally, the size of the field height fixed for default view can be overridden for any section in the PowerView.

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Enhancements and Improvements

This section of the Release Notes document describes all the interface, usability & performance related improvements and enhancements that make DXC Assure Claims v.19.4 much more efficient & user-friendly.

Enhancements & Improvements

Increased Legibility of Frozen Text Boxes

Text boxes for which the "Freeze Free Text" settings under Utilities were enabled, often resulted in an inconvenient scroll owing to large amounts of textual data in the boxes. Hence, a user interface improvement has been implemented which reduces the scroll and increases visibility of greater text area.

Now, to accommodate a larger amount of text with minimal text scroll, **[Fig. 5]** the height of the Frozen Free Text boxes has been increased to 170px from a previous height of 145px.

Utilities Settings

Utilities > General System Parameter Setup > Diaries/Text Fields (tab)

- Freeze Free Text Entries
- Freeze Event Description
- Freeze Location Description
- Freeze Supplemental Free Text Entries

Older F	ield of View				
		XC Assure Claims v.19	.4 screen		
	GC (GCAPV1212019003247 * JAIN, RAHUL 、	JAIN)			N
Vent Description					×
 ✓ Ø 					
Date Time Stamp:					C
18-Nov-2019 1:18:50 PM	M (dxc dxc)				
<u>k</u>					I
18-Nov-2019 12:05:40 PI	M (dxc dxc)				
	. ,				
		ndees what will be happening at the eve lso lead to more media coverage. An eve			
what will be happening at	the event , who will be speaking, and w	hat they will get out of attending. Good	event descriptions can drive attend	ance to events and also lead to	<u>.</u>
		o tell your potential attendees what will be ince to events and also lead to more me			
potential attendees what events and also lead to r		be speaking, and what they will get out	of attending. Good event description	ns can drive attendance to	
evento anu also iedu lo i	nore media coverage.				·
Comments:					
BIUS	$x_2 x^2 A - T - b$	¶	5 C 🖬 🗉	/>	

[Fig. 5]

Preview Field Data as Tooltip on Mouse Hover

Up till the last release of Assure Claims, it was difficult to view **long data** in one go as shown in **[Fig. 6]**. In order to view the same, scrolling to the left was required.

DVC Accura Claima v 10 4 coroon

General Claim [011163 * Ashley Crossing22aa1 *]							
[
	Claim Info			~			
	Event Number *	Date Of Event *	Claim Number*	Time Of Event *			
	EV2020014301	01/19/2020	011163	12:00 AM ©			
Policy LOB • Date Of Claim •		Claim Type *	Time Of Claim *				
	СРР СРР	01/19/2020	000111 PMCLS 📑 …	12:00 AM ©			
	P000046-River Park Apartmentsaa1	Review Status	Event Date Rptd.	Claim Status *			
	P000046-River Park Apartm	.	MM/dd/yyyy	O Open 🚨 🚥			
IJ	Event Time Rptd.	Date Closed	Claim Date Rptd.	Close Method			
	_: ©		MM/dd/yyyy				
	Est. Collection	Current Adjuster	File Number	Policy Name			
	USD \$0.00						

[Fig. 6]

Catering to this inconvenience, the option to preview field data as tooltip on hovering the mouse over a field has been introduced on mouse hover in the latest release version of DXC Assure Claims. That is, the data of the field that has lookup button will be visible in the tooltip on mouse hover **[Fig. 6]**.

Note

The text wrap on mouse hover option is only applicable in the generic data entry screens, Enhanced Notes, Attachments and Word Merge screens.

Enhancement in the Document Management System

The Enhanced Document Management System gets a makeover in DXC Assure Claims v.19.4. Now, documents attached to a record at any level (Claim, Event, Entity, Person Involved etc.) will remain exclusive to it. In other words, the attachments will neither be displayed nor be accessible from the Documents List.

This will improve the organization, segregation, manual sorting and exclusivity of attachments based on their type, use and the level that they're attached at.

Note

Document Storage Functionality works similarly for Different Document storage system be File Server, DB Server, S3 etc.

Changes in behavior of the Auto Mail Merge function

Until the last release, when a "Claimant Review" Auto Mail Merge template was created for a Claim with multiple Claimants, then a single PDF got attached and emailed to all Claimants on that Claim. Now, with release v.19.4 and onwards, separate PDF files will get attached and emailed to different Claimants based on their specific Claimant Info data.

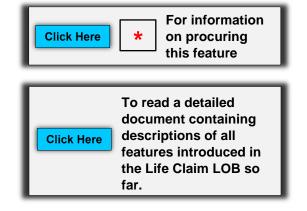
This release **negates** the formerly mandatory requirement of having a licensed version of MS Office installed on the Assure Claims server for using the Auto Mail Merge feature. Now, the Assure Claims **system automatically creates and stores** Auto Mail Merge templates on the server using **Office Open XML (OOXML)**.

Improvement in the Adjudication Functionality for Life Claims LOB*

As part of the ongoing development of the Life Claim Line of Business, the Adjudication module, which was first introduced in v.18.4, receives functional updates in this release version thereby enhancing its versatility in handling business requirements.

These enhancements now enable a Life Claim reviewer to:

- Audit the Life Claim details prior to creation of Financials at Claim, Policy or Coverage levels.
- Approve or Reject the Financial creation step based on Life Claim details audit.
 - The Create Financials button will be enabled only when Adjudication decision is approved.
- Enter specific flags for notifying other users why a Life Claim was Approved or Rejected





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:



Reserve Analytics

Click Here

Data Collection

Click Here

Xybion MBR

Click Here

Life Claim LOB



Looking Beyond v.19.4

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.19.4

The technical landscape is changing at a breath-taking speed. By the time v.19.4 is released, Microsoft would have announced its new Chromium based browser – Edge. Assure claims is already being tested for beta versions. The adaptation of .Net Core to aid in reduction of costs at scale on cloud, besides improving our DevOps is also on the cards.

Assure Claims is slated to receiving several enviable technological advancements and features that are bound to set it further ahead of its competition. The partial list below gives a sneak-peek at what may be expected in DXC Assure Claims in its future releases:

- Introduce Supervisory Approvals in Life Claim
- Enhance Life Claim to add Annuity handling
- Configurable Search
- Xybion Document Management System
- Implementation of WCAG phase 2
- Integrating IBM Financial Crime
- Implementation of APIs around Contact Request & Demo Request

And several more...



About & Contact

DXC TECHNOLOGY. NEW. BUT NOT BORN YESTERDAY

As the world's leading independent, end-to-end IT services company, DXC Technology (NYSE: DXC) leads digital transformations for clients by modernizing and integrating their mainstream IT, and by deploying digital solutions at scale to produce better business outcomes. The company's technology independence, global talent, and extensive partner network enable 6,000 private and public-sector clients in 70 countries to thrive on change. DXC is a recognized leader in corporate responsibility. For more information, visit <u>dxc.technology</u> and explore <u>thrive</u>. Disc technology, DXC's digital destination for changemakers and innovators.



About & Contact

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. The company's global scale, talent and innovation platforms serve 6,000 private and public-sector customers in 70 countries.

DXC Technology is recognized as a leader in <u>Corporate Responsibility</u> and 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 helps our customers across the entire enterprise technology stack with differentiated industry solutions. We modernize IT, optimize data architectures, and make everything secure, scalable and orchestrated across public, private and hybrid clouds.

We combine years of experience running missioncritical systems with the latest digital innovations to deliver better business outcomes and new levels of performance, competitiveness and experiences for our customers and their stakeholders.

DXC invests in three key drivers of growth: People, Customers and Operational Execution.

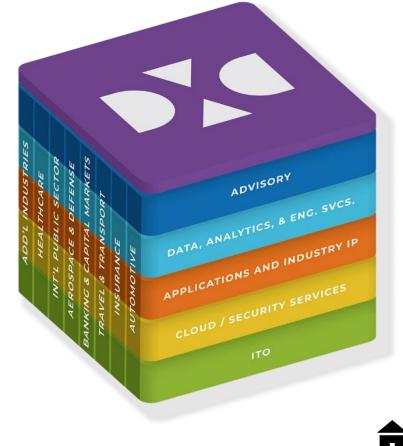
DXC's extensive partner network helps drive collaboration and leverage technology independence. The company has established more than 200 industry-leading global <u>Partner Network</u> relationships, including 15 strategic partners: Amazon Web Services, AT&T, Dell Technologies, Google Cloud, HCL, HP, HPE, IBM, Micro Focus, Microsoft, Oracle, PwC, SAP, ServiceNow and VMware.



The DXC Technology Stack

The enterprise technology stack includes ITO; Cloud and Security Services; Applications and Industry IP; Data, Analytics and Engineering Services; and Advisory.

Watch an animation of DXC's Enterprise Technology Stack



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.

Contact



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Create faster, smoother claims processes

with DXC Assure Claims.

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