

“

We call it:

LEADING THE
DIGITAL
TRANSFORMATI
ON OF THE
INSURANCE
INDUSTRY

She calls it:

DIGITAL
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YOUR
FINGERTIPS

”

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DXC Assure Claims

Release Notes

Release: v.20.2

July 2020

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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.

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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.

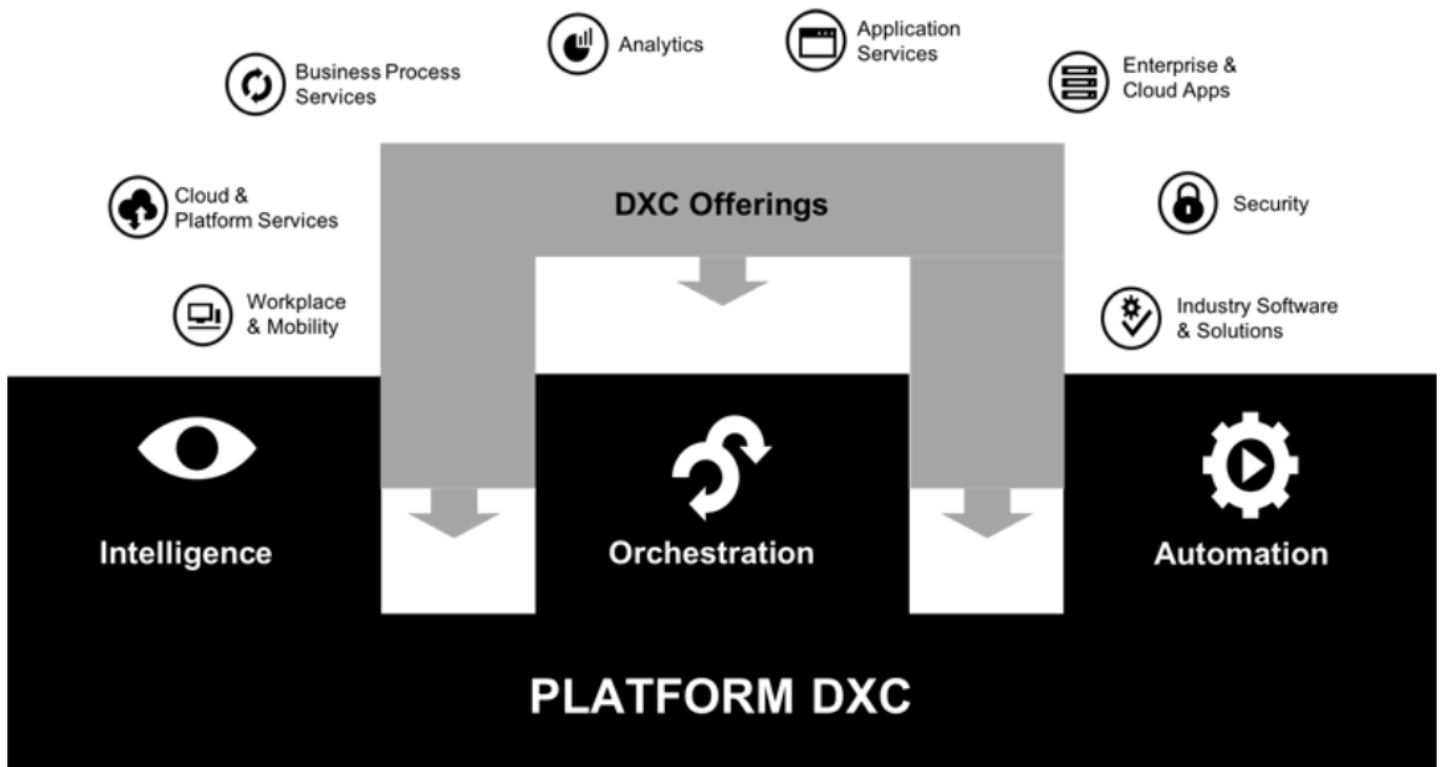
[CLICK HERE](#)

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

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



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)

DXC Claims Microsite

DXC Claims Microsite – a future ready portal based on newer technologies, offering a modern user-interface and enhanced user-friendliness has been launched as part of the ongoing Digital Transformation at DXC Technology.

[CLICK HERE](#)

To visit the new DXC Claims Microsite

The Claims Microsite is now your gateway to all Claims and Claims related services.

The old website www.riskmaster.com will no longer be accessible from September 2020 onwards.

All customers are required to register afresh on the Claims Microsite to access all DXC Assure Claims related information. Besides access to the Assure Claims related content, registering on the DXC Claims Microsite will provide customers access to the new Secure FTP facility backed by AWS cloud.

The existing FTP server will be sunset along with www.riskmaster.com.





General Overview

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

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General Overview

Document Purpose

Pursuant to the release of DXC Assure Claims v. 20.1, 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. 20.2.

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 Claims Microsite for information and advisory prior to installing/upgrading to DXC Assure Claims v. 20.1:

[CLICK HERE](#)

To visit the DXC Claims Microsite

- Technical Specifications (for Server hardware, software requirements and browser settings).
- New Installation Instructions/Upgrade Installation Instructions (for knowhow on installing/upgrading to DXC Assure Claims v.20.1).
- Refer to the DA/Legacy Instructions section for details on installing/upgrading to Data Analytics Templates. It is highly recommended to upgrade to the latest DA/Legacy products to ensure better experience and optimum utility.





Executive Summary

As has been an ongoing trend at DXC, technological upgrades and inclusion of newer features are continuous processes with Assure Claims.

In keeping with this trend, v.20.2 release of DXC Assure Claims introduces a host of unique New Features, several requisite Enhancements & Improvements to preexisting features, and Customer Resolutions catering to specific business needs of a global consumer base.

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Executive Summary

As DXC continue to lead InsureTechs while altering the global landscape of Diginsurance, consumer expectations continue to evolve in an ever-transmuting Digital age. The digital landscape is now all-encompassing, and most consumers expect a digital experience in everything they do. Having understood that digitalization makes it possible for insurers to serve customers in many new ways, stretching the demand curve for products and services; DXC's push for pan organizational Digital Transformation and the adoption of a cloud-based digital platform with a self-service portal allows customers to quickly file claims and submit evidence, using their preferred devices and methods of engagement, at any time and from anywhere. The result is a single digital record where 20.1

all parties, including the full supply chain, can access details of the claim for adjudication, settlement and even remediation. Customers can access the service to track their claim's progress, and insurers can make faster and better-informed decisions based on factual evidence. Throughout the claim life cycle, automated emails and onscreen workflow statuses keep the customer informed of the progress of their claim, eliminating the need for them to call their insurer.

With these ideas in the backdrop, it will only be fair to reiterate that with each successive release of Assure Claims, DXC accomplishes several more milestones towards realization of its vision to provide Digital Insurance. As has been an ongoing trend at DXC, technological upgrades and inclusion of newer features are continuous processes with Assure Claims. In keeping with this trend, v.20.2 release of DXC Assure Claims introduces a host of unique New Features, several requisite Enhancements & Improvements to preexisting features, and Customer Resolutions catering to specific

That DXC has followed a customer centric approach in introducing new features in Assure Claims v. 20.2 is evident from the fact that several features in this release aid usability, user-friendliness and accessibility of the application. New features like the implementation of Web Content Accessibility Guidelines (WCAG) 2.1.2, ability to append email contents from Outlook as Enhanced Notes to Claims or Events, and a brand-new Claim Flow Summary feature giving an overview of a Claim's progression; are but testimony to DXC's customer centricity. Adding to this arsenal of powerful features are features like the ability to configure the Policy Search Screen and the implementation of User Payment Limits at Policy and Coverage levels; which give greater financial workflow control and customization capabilities to end users.

Existing features receive some very impressive enhancements & improvements in this release. Data Collection capabilities are now strengthened with the introduction of customizable form templates for specialized reporting, surveys and feedbacks. The enhancements to the Risk Assessment Score (RAS) & Return to Work (RTW) will better aid adjusters in managing the risk around Short-term Disability Claims of varied complexities. Besides these Assure Claims' capabilities for Total Loss Reporting for Claimant Vehicle and improvement in the First & Final Payment Approval Workflow are also bolstered in this release. The Life Claim LOB receives new features and enhancements in the form of brand-new Annuity calculations and an enhanced Re-Adjudication feature respectively. Last but not the least, Assure Claims Analytics support is also available for the Life Claims LOB.

This release version addresses customer queries in the form of resolutions to Comprehensive Loss Underwriting Exchange (CLUE) Reporting related requirements.

The Important Information section of this Release Notes document covers information on procuring and using select new features and enhancements introduced in this release along with information pertinent to this release version and onwards.

The Looking Beyond section 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 features to aid their better understanding. These videos can be accessed either via this document itself or via the Help navigation option in DXC Assure Claims.



New Features

This section of the Release Notes document describes all the New Features that make DXC Assure Claims v.20.2 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.

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New Features

Ability to append email contents from Outlook as Enhanced Notes to Claims or Events*



DXC Assure Claims v.20.2 introduces the ability to add Microsoft Outlook email contents as Enhanced Notes to Events or Claims. The new DXC Assure Claims Outlook plugin must be installed and configured to use this feature.

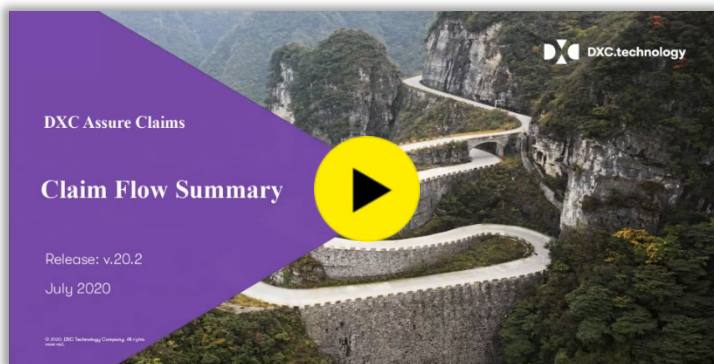
Once installed, all that's needed is to select an email and key-in a Claim/Event number followed by selecting the upload button. Your email's contents and subject will be displayed in the Enhanced Notes grid of the respective Claim/Event.

[CLICK HERE](#)



To know more about procuring this feature

Introduction of Claim Flow Summary



The Recent Conversations button introduced in the right-hand pane of the Claims screen accords greater ability to showcase recent progress/flow summary of the corresponding Claim.

This feature provides a quick preview of the Attachments, Comments and Enhanced Notes attached to the Claim at the click of a button.

Implementation of Phase 2 of Web Content Accessibility Guidelines (WCAG) 2.1.2

DXC Assure Claims now becomes more accessible and user friendly with the implementation of Phase 2 of the Web Content Accessibility Guidelines (WCAG) 2.1.2. Further to the implementation of WCAG 2.1.1 in Assure Claims v.19.4 where about 50+ screens were made compatible, scores of more screens have been brought under the ambit of WCAG 2.1.2 in this release, thereby enabling the DXC Assure Claims v.20.2 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 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.

[Fig. 1]

The implementation of WCAG 2.1.2 makes Assure Claims v.20.2 especially more accessible to people with disabilities. Accessibility caters to a wide range of disabilities including – visual, auditory, physical, speech, cognitive, language, learning, and neurological disabilities.

Note

With the implementation of Phase 2 of WCAG 2.1.2, DXC Assure Claims can now read aloud:

- Progress Notes
- Void and Reissue screen
- Reset Printed Check
- Highlighted codes of columns in lookups
- Onscreen validation messages
- Disabled fields
- Mandatory fields

DXC Assure Claims v. 20.2 screen

[Fig. 1]

Ability to configure the Policy Search Screen

DXC Assure Claims becomes even more user-friendly and adept at handling business requirements of end users as they're accorded greater control over the application. It will now be possible to select/configure the display of fields on the Policy Search Download screen. [Fig. 3]

This configuration is done on the Policy Search Configuration screen under Utilities. [Fig. 2]

DXC Assure Claims v. 20.2 screen

[Fig. 2]



Fields selected/unselected on the Policy Search Configuration screen [Fig. 2] will be displayed/hidden on the Policy Search Download screen. [Fig. 3]

Any changes made to field labels on the Policy Search Configuration screen [Fig. 2] will be reflected on the Policy Search Download screen. [Fig. 3]

Selecting the Default button against a (customized) field label will revert the label to its default name.

Note

The checkbox "System Name" on the Policy Search Configuration screen will be selected permanently.

DXC Assure Claims v. 20.2 screen

The screenshot displays a web application window titled "Policy Download". The interface includes a search bar with a magnifying glass icon. Below the search bar, there are several input fields: "Policy System" (a dropdown menu showing "POINT"), "Line Of Business" (a dropdown menu showing "APV - APV - AL"), "Policy Number", "Policy Symbol", "Policy Name", "Insured Last Name", and "Insured First Name". The window has standard browser navigation buttons in the top right corner.

[Fig. 3]

Implementation of User Payment Limits at Policy and Coverage levels

Assure Claims v.20.2 introduces new User Payment Limits at Policy and Coverage levels. As the changes implemented are User Privilege driven, two new Limit Types [Fig. 4] are also available on the User Privilege Setup under Security, namely:

- **Per Claim Per Policy Pay Limits**
- **Per Claim Per Coverage Pay Limits**

To this effect, two new checkboxes have been introduced under **Utilities > Payment Parameter Setup > Supervisor Approval Configuration** (tab) > new checkboxes:

- **Per Claim Per Policy Pay Limits Exceeded**
- **Per Claim Per Coverage Pay Limits Exceeded**

Note

'Per Claim Per Policy Pay Limits' and 'Per Claim Per Coverage Pay Limits' will work on all Carrier Policies.



This enables assigning different limits to different Users/Groups.

DXC Assure Claims v. 20.2 screen

User Privileges Setup

Line of Business: GC - General Claims

Limit Type: Reserve Limits

Enable Reserve Limits:

Restrict Unspecified Users:

[Fig. 4]

Note

The two new limits do not apply to the following:

- Corporate Claims and Corporate Policies
- Auto Checks
- Non Occ Payments

“Per Claim Per Policy Pay Limits” will be segregate based on Policy LOB Types [Fig. 5] and “Per Claim Per Coverage Pay Limits” based on Coverage Types. [Fig. 6]

DXC Assure Claims v. 20.2 screen

Per Claim Per Policy Pay Limits

Search:

Group/User: Smith Jones SJ

Max Amount:

Policy LOB:

Group/User	Max Amount	Policy LOB
Smith Jones SJ	10000	APV APV

[Fig. 5]

DXC Assure Claims v. 20.2 screen

Per Claim Per Coverage Pay Limits

Search:

Group/User: Smith Jones SJ

Max Amount:

Coverage Type:

Group/User	Max Amount	Coverage Type
Smith Jones SJ	2000	COVF Medical Expense

[Fig. 6]

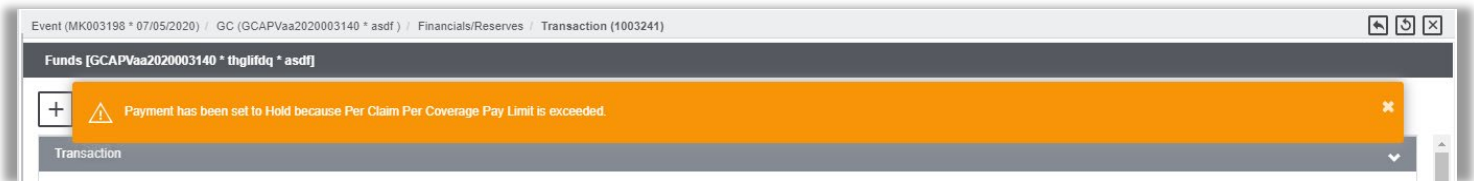


[Fig. 5] and [Fig. 6] show the Limits applied to a user based on “Per Claim Per Policy Pay Limits” and “Per Claim Per Coverage Pay Limits” respectively. When the set limits are breached, the transactions will go on Hold and follow the Supervisory Approval Process as shown below.

Per Claim Per Policy Pay Limit is exceeded



Per Claim Per Coverage Pay Limit is exceeded

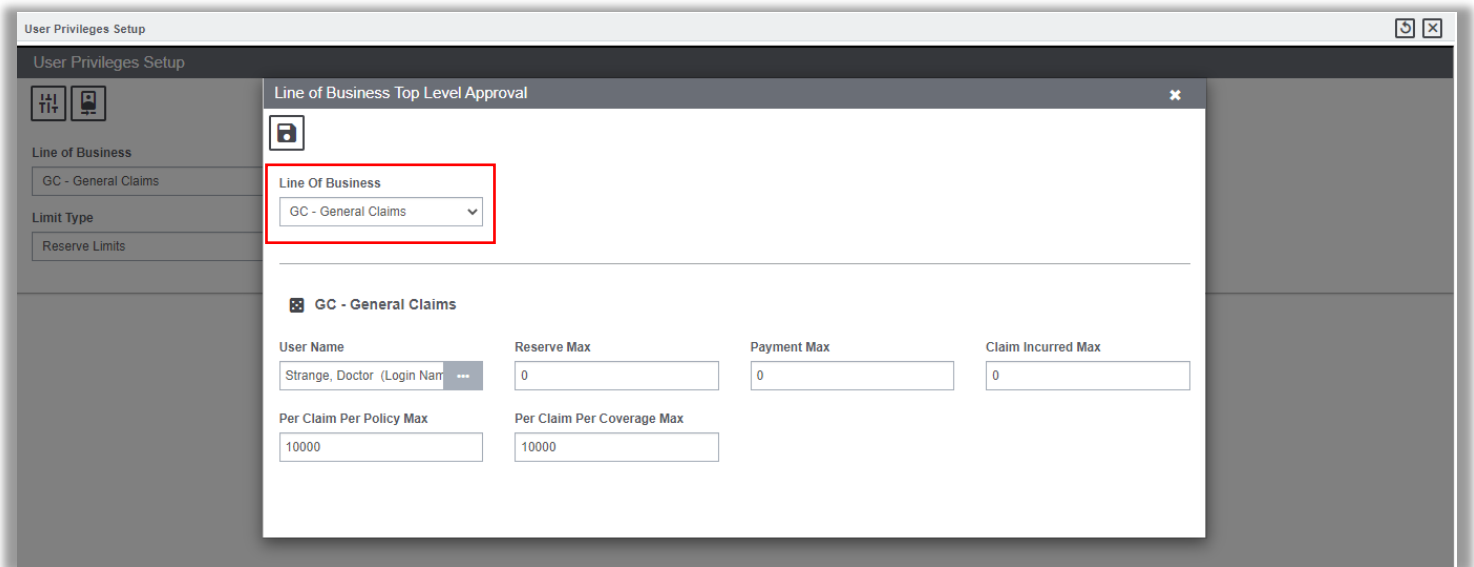


Both, Per Claim Per Policy Pay Limit and Per Claim Per Coverage Pay Limit are exceeded



A LOB specific approver limit can also be added via the Line of Business Top Level Approval window. [Fig. 7]

DXC Assure Claims v. 20.2 screen



[Fig. 7]



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.20.2 much more efficient & user- friendly.

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Enhancements & Improvements

Enhancements in Risk Assessment Score (RAS) & Return to Work (RTW) features*



The latest enhancement made in Risk Assessment Scores (RAS) powered by ODG helps Adjusters in managing the risk around Short-term Disability Claims of varied complexities. The functionality offers 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.

[CLICK HERE](#)



To know more about procuring this feature

Improvements in the Data Collection feature*

As part of the ongoing development and improvement of the application, release version 20.2 introduces improvements to augment the usability and functionality of the Data Collection feature previously introduced in release version 19.4.

Following are the enhancement highlights in the Data Collection feature introduced in DXC Assure Claims v.20.2:

- Licensed templates for Data Collection
- Record Summary feature in Data Collection forms
- Diaries support for Data Collection forms

[CLICK HERE](#)

To read details of the improvements introduced in the Data Collection feature in this release.

[CLICK HERE](#)

To watch a set of video tutorials on the Data Collection module features introduced so far in DXC Assure Claims.

[CLICK HERE](#)



To know more about procuring this feature

Total Loss Reporting for Claimant Vehicle

Catering to the business needs of the clients, DXC Assure Claims allows the extraction of entire vehicle loss. The details are extracted in terms of who was driving the vehicle and who is the owner of the vehicle in which the loss was conceded. The information of the driver and the owner is fetched as per the information entered in the Unit accordion of the right-hand pane of the Claim screen [Fig. 8]. Two new nodes, namely, Owner and Driver has been added in the .xml file.



DXC Assure Claims v.20.2 screen

Unit Involved [GCDemo Iss160642020011816 * 2 * estette, sdsadsa]

Unit Information

Vehicle ID: 12345678901234567

Vehicle Make: ASFDGDFGDFDG

Vehicle Model: ASFDGDFGDFDG

Vehicle Year: 2002

Unit Type: ...

Assigned Adjuster: ...

Driver: estette, sdsadsa

Department: ...

License Number: 2344

Unit State: ...

Vehicle Description: 00002 - 12345678901234567 ASFDGDFGDFDG 2

Damage Description

Vehicle Loss Information

Estimated Damage: USD \$0.00

Insured:

Drivable:

Non Vehicle Damage:

Owner: estette, sdsadsa

Can Be Seen At: ...

Date: MM/dd/yyyy

Time: ...

[Fig. 8]

The functionality even makes it easier for the user to figure out if the Owner, Driver and Claimant of the vehicle that had an accident were same or different. Along with this, the additional information captured here can be used in Fraud Analytics and several other places.

Secondly, the Claimant, Driver and Owner information entered in these fields on the Vehicle Unit screen, can be extracted in the XML report. In order to get the XML report with the additional details, go to Utilities > View Schedule Task. On the Task List screen, select the + sign and in the Task Type field select ISO followed by schedule Type.

The XML fetched once the schedule task is executed will include the Owner and Driver detail entered in the Unit Involved accordion of Claim zone.

Improvement in the First & Final Payment Approval Workflow

Up till the last release, saving a First & Final and Final Payment that exceeded the Per Claim Incurred Limit was not permitted. Catering to the business requirement of the clients, the payments that exceeds the incurred limit can now be saved, but the payment will go on hold. This feature introduces the concept of Locked Reserves. Once the payment goes on hold, the corresponding Reserve will get locked and no further action will be allowed on it. Any operation which further effects the Reserve Balance or Amount after it was Locked will not be permitted on a Locked Reserve. The Locked reserve is represented by a padlock symbol, refer the [Fig. 9].

This new feature maintains the sanctity of financial data by preventing further actions which affect reserves unless a payment is approved/rejected. Additionally, it offers an option to roll-back the financial state when a payment on a locked reserve is rejected.



DXC Assure Claims v.20.2 screen

Lock	LSS Export	Xybion Export	Claimant	Reserve Sub Type	Reserve Type	Balance	Paid	Collection	Incurred	Benefit Review Date	Benefit C
		<input type="checkbox"/>	abcd, Sravan	C1 Comp	C Compensation	\$65.00	\$35.00	\$0.00	\$100.00		
		<input type="checkbox"/>	abcd, Sravan	m1 m1	BI Bodily Injury	(\$26.92)	\$26.92	\$0.00	\$26.92		

Total Items: 2

*Total will not be changed according to the filter.

Total Balance: \$38.08 Total Paid: \$61.92 Total Collection: \$0.00 Total Incurred: \$126.92

[Fig. 9]

Currently, this feature is applicable for the following scenarios:

- If the incurred limit exceeded while making a payment, then, the corresponding Reserve will be marked as Locked.
- If payment is marked as Final Payment and is goes on hold/queued for any reason, then, the corresponding Reserve will be marked as Locked.
- For Carrier Claim scenario, there is an additional concept of First and Final Payment. If such a payment goes on hold/queued for any reason, then, the corresponding Reserve will be marked as Locked.

In the future, based on the customer feedback this feature might be extended to other areas.

In case, any actions which affect Reserve Balance or Amount is performed on the Locked Reserve, then, an error message will be displayed as shown [Fig. 10].

DXC Assure Claims v.20.2 screen

You cannot create a transaction on Locked reserve. There are pending payments on this reserve which need approval first.

Lock	LSS Export	Xybion Export	Claimant	Reserve Sub Type	Reserve Type	Balance	Paid	Collection	Incurred	Benefit Review Date	Benefit C
		<input type="checkbox"/>	abcd, Sravan	C1 Comp	C Compensation	\$65.00	\$35.00	\$0.00	\$100.00		
		<input type="checkbox"/>	abcd, Sravan	m1 m1	BI Bodily Injury	(\$26.92)	\$26.92	\$0.00	\$26.92		

[Fig. 10]

Assure Claims Analytics support for Life Claims LOB*

With this release onwards, DXC Assure Claims will support Analytics for Life Claims LOB as well. A sample Dashboard for the Life Claims LOB can be accessed under DXC Assure Claims Analytics section on the DXC Assure Claims website.

On the DXC Assure Claims website, login with your valid credentials and navigate to the DXC Assure Claims Analytics section by following the path: Our Offerings > Assure Claims Offerings > Release Info and Downloads > (Select Release Version) DXC Assure Claims Analytics(tab).

[CLICK HERE](#) To visit the DXC Assure Claims website to access the DXC Assure Claims Analytics section.

[CLICK HERE](#) To know more about procuring this feature



Enhancements in the Life Claims LOB*

As part of the ongoing development of the Life Claim Line of Business, DXC Assure Claims adds the following features/enhancements in this release version:

- Annuity (foundation)
- Enhancing the Adjudication feature with the Re-Adjudication functionality

As this feature remains under development, it will not be accessible for use. Please watch this space for information on the availability of this Line of Business in one of our future releases.

Meanwhile, Assure Claims will continue to add new features and enhance older ones in successive releases.

[CLICK HERE](#)

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

[CLICK HERE](#)



To know more about procuring this feature.



Customer Resolutions

This section of the Release Notes document describes the specific issue resolutions provided for customers in DXC Assure Claims v. 20.2.

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Customer Resolutions

Comprehensive Loss Underwriting Exchange (CLUE) Reporting related resolutions

The following CLUE reporting related issues were solutioned for customers.

Capturing Additional Insured's Information in CLUE Reports

Typically, when generating CLUE reports, only the details of the primary insured's in Auto and Property Claims were being captured for reporting. Now, addressing specific customer requirement, DXC Assure Claims v.20.2 will also capture the details of the additional insured, if present, in CLUE extracts.

Splitting Names of Additional Insured(s) in CLUE Reports

Assure Claims v.20.2 also addresses another CLUE reporting related customer requirement pertaining to Claims with multiple policy holders, wherein a proper representation of the Insured's name was needed.

Problems in displays names correctly arose especially when the insured's name contained prefixes/ suffixes/ commas/ ampersands etc. indicating the presence of more than one policyholder. To address this, a new checkbox "Split Policyholder Name" has been introduced on the CLUE Optionset screen under Utilities > View Scheduled Tasks. [Fig. 11]

Keeping the "Split Policyholder Name" checkbox unselected will not split and/or overwrite the Additional Policy Holder's name.

DXC Assure Claims v.20.2 screen

The screenshot shows the 'CLUE' Optionset screen in the DXC Assure Claims v.20.2 application. The screen is titled 'Utilities / View Scheduled Tasks' and contains the following fields and controls:

- Optionset Name ***: Text input field containing 'ty'.
- Last Run Date**: Date input field.
- Export From Date**: Date input field containing '01/01/1900'.
- Export To Date**: Date input field containing '12/06/2020'.
- Export Type**: Dropdown menu set to 'Auto'.
- Source ID ***: Text input field containing '0001'.
- Destination ID ***: Text input field containing 'A00013003'.
- Third Party Interface Type ***: Dropdown menu set to 'CLUE'.
- Policy LOB**: List of selected items including 'APV1 APV1'.
- Coverage Types**: List of selected items including '002 Property'.
- Loss Types**: Empty list.
- Claim Number**: Text input field containing '2020000377'.
- Test Run**: Unchecked checkbox.
- Contributing Company Id Number**: Empty text input field.
- Record Version Number**: Empty text input field.
- Customer Name**: Empty text input field.
- Split Policyholder Name**: Unchecked checkbox, highlighted with a red box.

[Fig. 11]



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.

Besides these, this section also contains important guidelines on any technological changes/upgradations that may affect the working of DXC Assure Claims.

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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](#)

Outlook Emails as Enhanced Notes

[CLICK HERE](#)

Enhancements in RAS & RTW

[CLICK HERE](#)

Improvements in Data Collection

[CLICK HERE](#)

Assure Claims Analytics Support for Life Claims

[CLICK HERE](#)

Enhancements in Life Claims LOB

Sunsetting the old FTP & introducing a new SFTP

As has already been conveyed via Pulse messages, Assure Claims is in the process of sunseting the existing FTP. We will be bringing down the curtains on the old FTP on August 31, 2020.

It is a must for all customers to register on the new Claims Microsite to access all DXC Assure Claims related information. Besides access to the Assure Claims related content, registering on the DXC Claims Microsite will provide you access to the new Secure FTP facility backed by AWS cloud.

[CLICK HERE](#)

To visit the DXC Claims Microsite and register.

The Claims Microsite login credentials can be used to log into the new SFTP as well.

API Licensing

With this release we are moving away from our strategy of providing an all-encompassing API license for a fixed fee. This created a barrier for customers who wanted to try our APIs out for a fixed business case with predictable usage. Henceforth, customers would be able to license our APIs for a fixed number of resource requests. The option to buy an unlimited API license would still be there. This will not affect existing licensed consumers of our APIs as we will provide them unlimited counts.



Looking Beyond v. 20.2

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.

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Looking Beyond v. 20.2

As the technical landscape for InsureTechs changes at breath-taking speeds, DXC keeps abreast of the latest in technology by innovating and improving the Assure Claims software. The accessibility of the software will get further augmented to cater to a larger user base of varied visual, auditory and cognitive abilities with the implementation of Phase 3 of WCAG guidelines.

DXC is committed to investing in improving accessibility of the web application besides continuously investing in its underlying platform with newer versions of .Net Core and Angular.

The newly launched DXC Claims Microsite will be improved further, adding the capabilities to send out timely notifications, a more refined view of account information besides the ability to subscribe to webinars. We would continue to look forward to receiving feedback on the Claims Microsite.

Enhancing compliance with government regulatory bodies like IRS and EDI are on the cards. The implementation of enhanced reporting capabilities (Sisense ElastiCube, C.L.U.E.) and a Claim Operational reporting dashboard are in the offing.

Besides these, DXC will continue to develop and enhance the Life Claims LOB by adding new functionalities and improving existing ones. Other existing features like Electronic Claims Payments with Viewpost, Data Collection, Elastic Search etc. will receive several enviable technological advancements and features that are bound to DXC Assure Claims further ahead of its competition.



About & Contact

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.

Release Notes

Release version: 20.2

July 2020



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.

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To read more about DXC's digital destination for changemakers and innovators.

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DXC Blog – Insurance and Technology.

DXC Technology is recognized as a leader in [Corporate Responsibility](#) 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 mission-critical 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.

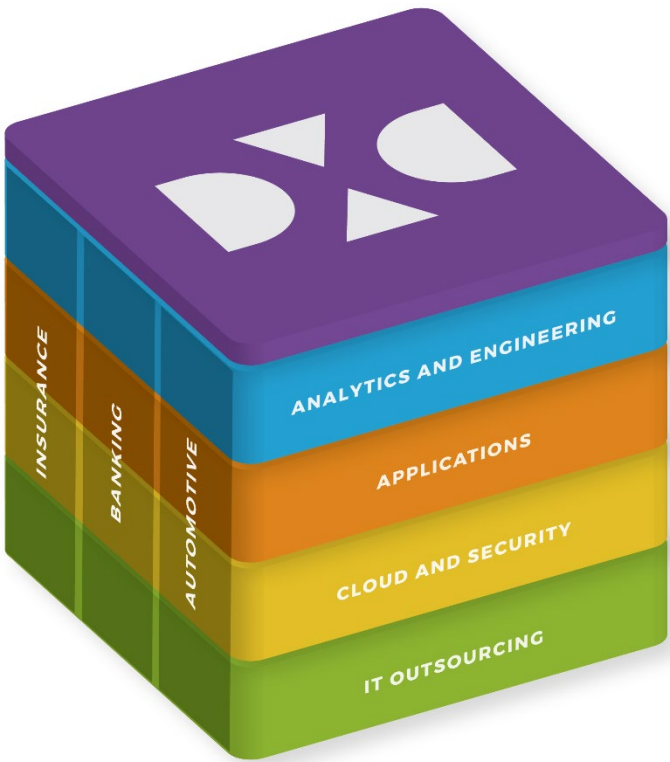
DXC invests in three key drivers of growth: People, Customers and Operational Execution.

DXC's extensive partner network helps drive collaboration and leverage technology independence. The company has established more than 200 industry-leading global [Partner Network](#) 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.

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To visit the DXC Assure Claims microsite.

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

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