



DXC Assure Claims

Increase efficiency, analyze data more effectively and automate your processes with DXC's Claims Administration Platform built using Platform DXC and DXC Assure Digital Platform.

v. 20.3

September 2020

RELEASE NOTES

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DXC Assure Claims

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



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.

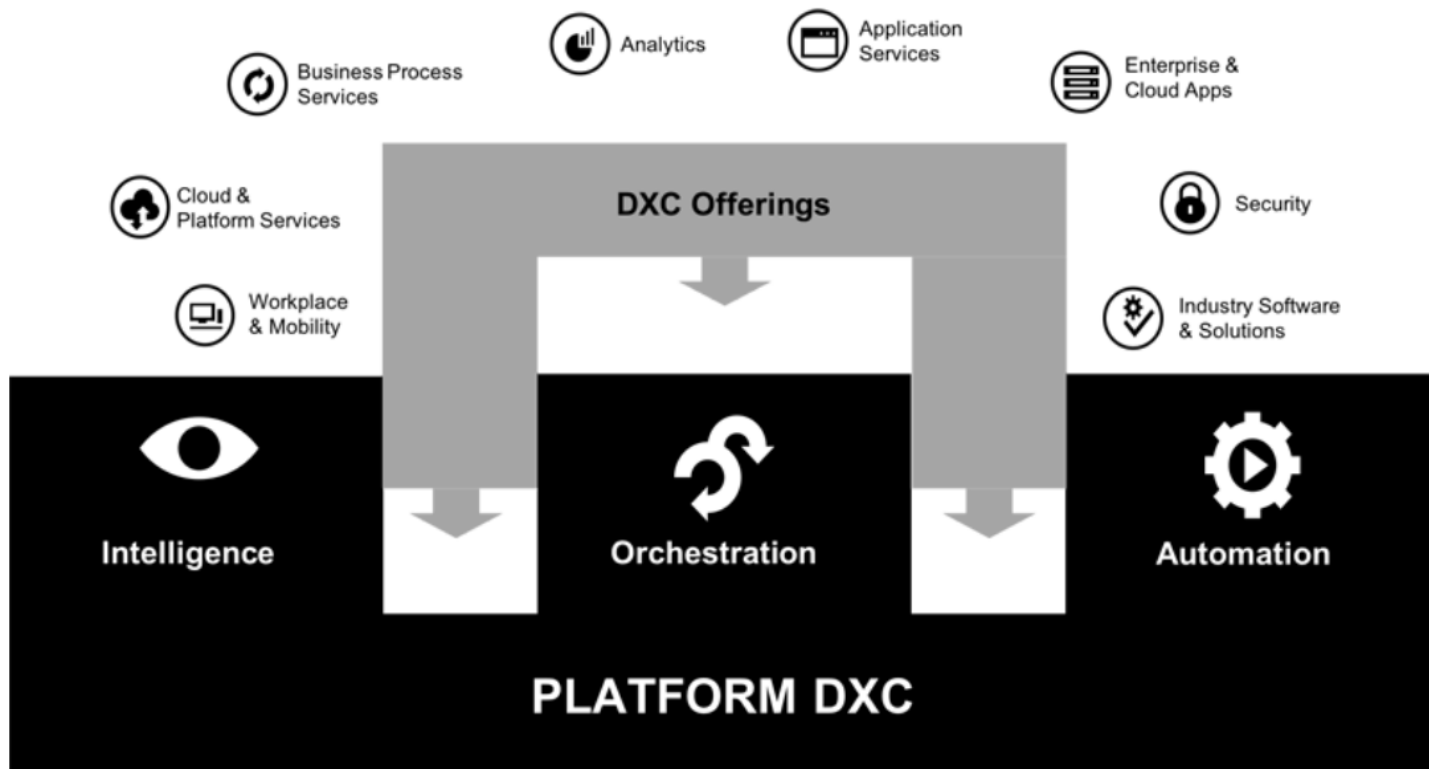
[CLICK HERE](#)

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 Claims Microsite is now your gateway to all Claims and Claims related services. The old website www.riskmaster.com and FTP have been sunset as of August 31, 2020.

If you're a legacy release (v.17.3 and prior) user, please visit <https://assure.dxc.com/claims/> for details of how you can access all legacy release information, installation files and all related documents via the brand new AWS backed SFTP.



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DXC Assure Claims

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

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General Overview



General Overview

Document Purpose

Pursuant to the release of DXC Assure Claims v. 20.2, 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. 20.3.

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 Claims Microsite for information and advisory prior to installing/upgrading to DXC Assure Claims v. 20.3:

- 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. 20.3).
- 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.

[CLICK HERE](#)

To visit the DXC Claims Microsite



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DXC Assure Claims

DXC Assure Claims v. 20.3 is the first release after our adoption of SAFe (Scaled Agile). The SAFe philosophy has a very strong focus on business values as it aligns the efforts of the entire organization towards customer centricity.

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Executive Summary



Executive Summary

DXC Assure Claims v. 20.3 is the first release after our adoption of **SAFe** (Scaled Agile). The **SAFe** philosophy has a very strong focus on business values as it aligns the efforts of the entire organization towards **customer centricity**. One of the primary updates in this release is our adoption of **.NET Core** and **Angular** as our primary underlying technologies the effect of which will be seen in a few of our **Utility** zone screens that have been updated on this new platform.

Other than that, we have made the integration with **Fraud** systems better by having their **Suspicion Scores** displayed on the Claims themselves (wherever applicable). For customers using our native **Document Management System** – the issue of managing large number of documents on their hard discs has been addressed with the introduction of a new **Sub-Directories** feature.

In order to make **Data Collection** more relevant and useful, several new updates (including **Scripting** support) have been added. As you understand, the Data Collection feature has virtually removed the need for customized web forms. If you have your data being captured on base forms driven through the Data Collection feature, then you would never have to worry about upgrades.

In our effort to make the Assure Claims system more accessible we have steadily been implementing the **WCAG 2.1** standard across our entire user interface. You would have noticed that we introduced **Life Claims** line of business in Assure Claims several releases back and since then we have been adding diverse products/features to this offering e.g. **Annuities**. Also, in this release our Content Search feature (aka **Document Search**) has been made more secure by implementing **BES** across it – so no confidential information within documents is revealed to a user who does not have access to Claims.

As you are aware that we have a partnership with **Viewpost** – we have been making this partnership work better for our customers by adding more features to it. Viewpost now has ability to handle **EOBs** along with the payments.

As you go through this **Release Notes** document, you would notice that we have created a new portal assure.dxc.com/claims for your easier and more organized access to resources around DXC Assure Claims. The old portal **riskmaster.com** has been retired as of **August 31, 2020**. We have also created a new **SFTP** service and have **retired** the older ftp.riskmaster.com.

Last but not the least, to make **API** access easier for limited usage we now have introduced a function where you can try our APIs based on the number of API requests you wish to use.



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DXC Assure Claims

This section of the Release Notes document describes all the New Features that make DXC Assure Claims v. 20.3 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.

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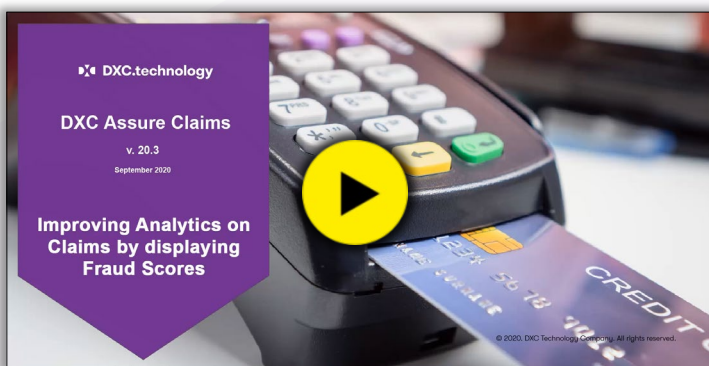
New Features



New Features

Improving Analytics on Claims by displaying Fraud Scores*

DXC Assure Claims v. 20.3 introduces the **Fraud Score Display** feature that enables continuous reviewing and rescoring Claims using **Suspicion Scores**. The patterns, thus, detected reveal the fraud score.



This smart tool is an effective way to prevent, detect and manage fraud across the enterprise. The continuously monitored claims for fraud potential help in making smarter decisions and driving business performance.

[CLICK HERE](#)



To know more about procuring this feature

New Sisense Dashboards and Reports*



DXC Assure Claims Analytics powered by **Sisense** continues to deliver NextGen analytics solutions to DXC Assure Claims customers. Release version 20.3 brings forth new interactive dashboards summarizing information in the most efficient manner allowing data backed instant insights for management to help drive business.

The various aspects covered in the current release version are mentioned below:

- Loss Run Dashboard
- Covid-19 Loss Run Dashboard
- Claim Operational Reporting

Please read the adjoining document for more details.

[CLICK HERE](#)



To know more about procuring this feature



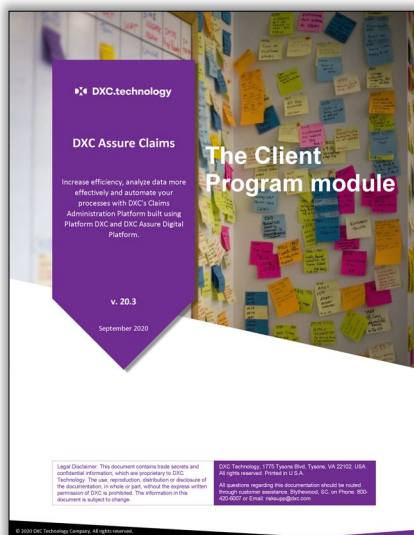
Implementation of the Client Program module to improve TPA functions (Phase 1) *

Up until now, insurance companies and TPAs subscribing to DXC Assure Claims lacked the ability to track agreements / contracts with their individual clients for whom they manage claims.

[CLICK HERE](#)



To know more about procuring this feature



A system to manage all these was required as each client has a minimum of one contract with an effective and expiration dates that define many different levels and types of claims, detailed information pertaining to the client, their authority and reporting details.

As such, the Assure Claims system did not support multi syndicates with different business rules, to facilitate a TPA with a single data source per contract.

DXC Assure Claims addresses this long-standing need of insurers by introducing a new module for creating and maintaining contracts, called **Client Program**. This module will enshrine all validations, business rules and important data pertaining to different syndicates, brokers and cover holders.

Please read the adjoining document for more details.

Note

The Client Program module and its functions will be delivered over multiple releases.

Digital Transformation within Assure Claims



While we continue to drive digital innovation for our customers, you can now see visible changes and outcomes in the Assure claims value delivery. Starting with v. 20.3, the Claims team has started using Scaled Agile for software development (aka **SAFe**). Taking the current agile methodology to scale - is a journey in which v. 20.3 is the first milestone.

It is in this release where you would get a glimpse of our future User Experience which would be shared across the Digital platform. The new UX is more responsive, efficient and would implement accessibility (**WCAG**) at its core. While this may be visible on a very small area (new **Utilities Zone**) for now, but our underlying development platform has changed in a big way. To ensure that we always use the latest tools and methodologies – we are now adopting latest versions of **Angular** and **.NET Core**. These changes would set us up for the future where we would not need to worry about ongoing support from underlying vendors. The new platform would also give us an ability to be more cost effective by using **Containers as a Service (CaaS)** on **Linux based OS**. You would note that we have already been supporting **SQL Server** on Linux since the past one year.



Note

Transforming the entire Assure Claims software (all Zones and all screens) with this new technology will be a long-drawn process with upgrades being delivered over several releases.

Ability to conduct Future Date Testing aka Override System Date

As a fallout of the Y2K problem that the entire world had to grapple with 2 decades ago, many companies have adopted a best practice to keep on testing their systems for compatibility with future dates. This regular simulation is a practice in organizations with conservative IT systems.

With this in the backdrop, DXC Assure Claims v. 20.3 has come about with a feature – **Override the System Date**, that allows Carrier Clients to simulate testing of their systems at future dates. Furthermore, this feature ensures a consistent recording of Claims, Events and other details across the system, irrespective of the user's time zone.

Utilities Settings

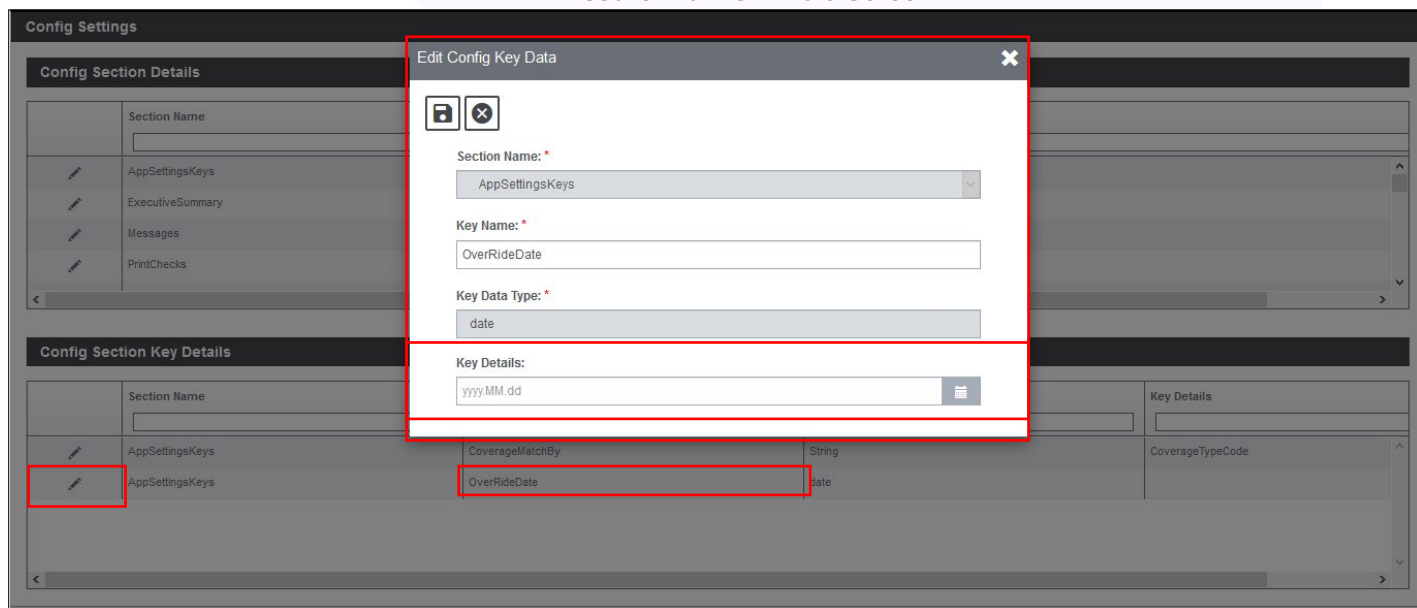
To use the feature, go to **Utilities zone > Config Setting** under the **Manager** section. In the Config Section Key Details section of the screen, search the **Override Date** in the Key Name column of the field of the Config Section Key Details table.

Now, select the Edit option adjacent to the same to pop open the **Edit Config Key Data**. [Fig. 1]

Note

This functionality is not for use in production environments. It can be only be used in non-production environments.

DXC Assure Claims v. 20.3 Screen



[Fig. 1]

Enter the future date to be used as an Override Date by entering the same in **YYYYMMDD** format. Once the changes are saved, the overridden date will be applicable across all the users of the application environment instead of the date of the system. In other words, the date that was entered in the Utilities Zone will become the default date for DXC Assure Claims.



Once the date is overridden, the changes will be reflected across the application and the new date of the application will be highlighted in every field that has calendar entries. Moreover, all the validations that works on the current date will now work on the new overridden date. For instance, if the Date of Claim is before Date of Event, then, an error message will be received like before. The only difference is, the error will be thrown in accordance to the overridden date of the application instead of the actual date.

The overridden date will be reflected on the various tools/modules/functionality of the application except the following:

- Error tracer or any logging in Tools will not be affected by the Override Date feature, that is, the system date will be used.
- DA tools will not be affected.

Some of tools/areas that will be impacted by the functionality are mentioned below:

- | | |
|--|--|
| <ul style="list-style-type: none"> ➤ Process Overdue Diaries ➤ Print check batch ➤ Policy system update ➤ Reserve balance ➤ Auto check batch ➤ Auto Mail merge ➤ OSHA ➤ FROI ➤ Entity Clean up tool | <ul style="list-style-type: none"> ➤ Batch EOB Print ➤ Comments to Enhanced Notes ➤ Date Validation Tool ➤ Financial History Processing ➤ Executive summary ➤ WPA Processing ➤ Xyblon MBR ➤ Batch Check Print ➤ Auto FROI Acord Adaptor |
|--|--|

Enhanced Document Management System (new Sub-Directory feature)

In this new feature, DXC addresses the document management woes of customers who have an exceptionally large number of documents and attachments in their systems that exceed Microsoft Windows capabilities to store them in one directory. Assure Claims understands the importance of organizing data and now offers an easier and seamless way to organize documents and attachments within the application by creating **Sub-Directories**.

Initially, all documents attached in the Assure Claims system were saved in the root directory of the server. The current enhancement renders document management easier with an option to split directories into sub-directories where the documents will be saved.

The naming of subdirectories is automatically done based on the dates on which they were attached, thereby rendering the process of saving, organizing and tracking these documents easier.

Security Zone Settings

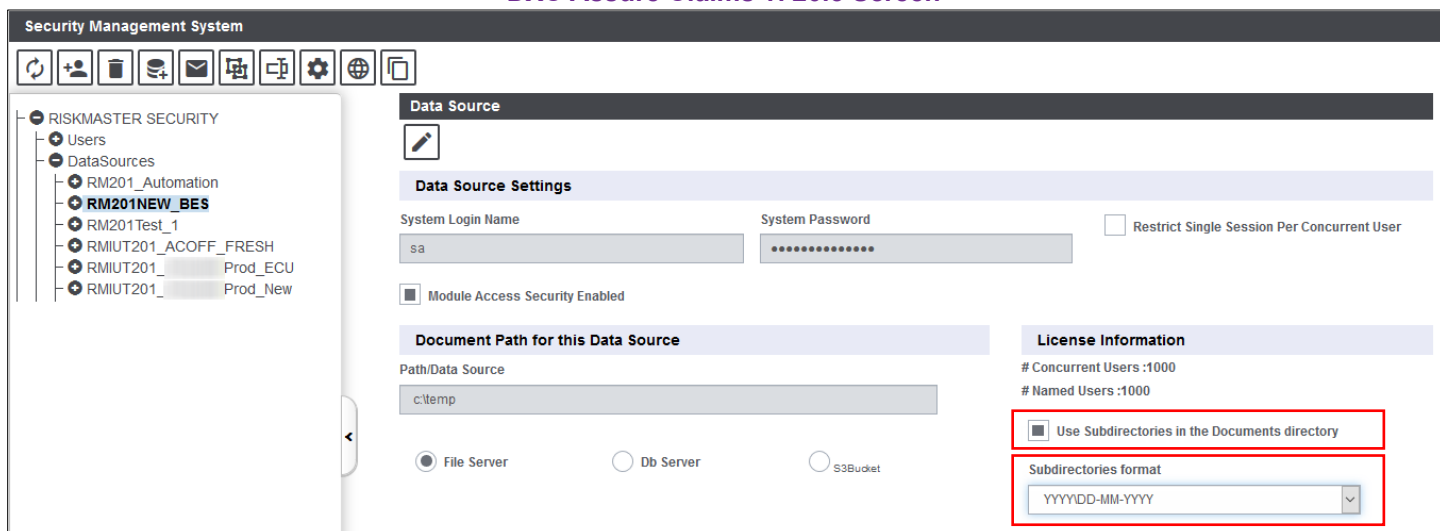
To use this feature, navigate to **Security > Security Management System > DataSources**.

Select the required DSN to open the Data Source screen. A new checkbox labelled **Use Subdirectories in the Documents directory** field has been added.

Upon selecting this checkbox, the system will create a new subdirectory within the root directory every time a document is attached anywhere across the application. The respective directory will be saved in the created subdirectory. [Fig. 2]



DXC Assure Claims v. 20.3 Screen

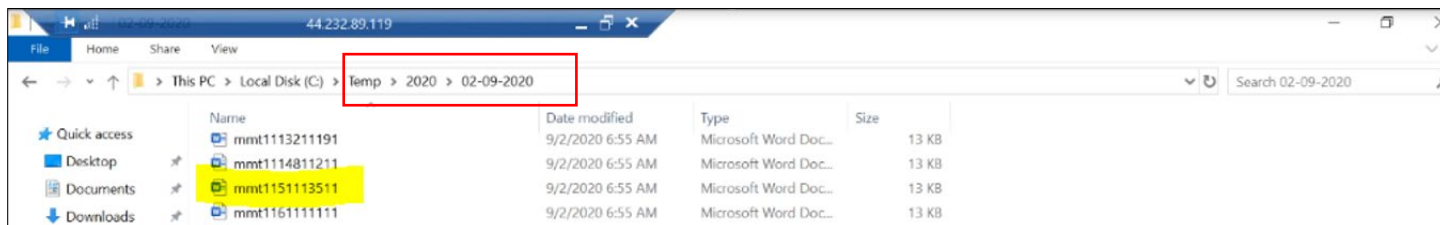


[Fig. 2]

Furthermore, selecting the above checkbox also enables the **Subdirectories format** dropdown menu. A desirable date format may be selected to name subdirectories accordingly. [Fig. 2]

e.g.: If the selected format, **YYYY/DD-MM-YYYY** and the document is attached on **2/9/2020**, then, a subdirectory named **02-09-2020** will be created within a folder named 2020. [Fig. 3]

DXC Assure Claims



[Fig. 3]

Subdirectories can be created

This functionality will be applicable across the application and on most screens that involve file attachment including the following screens/tools/modules:

- Mail Merge
- Auto Mail Merge
- Print EOB
- Reserve Worksheet
- Outlook Integration
- Executive Summary and others



 DXC.technology

DXC Assure Claims

This section of the Release Notes document describes all the interface, usability & performance related improvements and enhancements that make DXC Assure Claims v. 20.3 much more efficient & user-friendly.

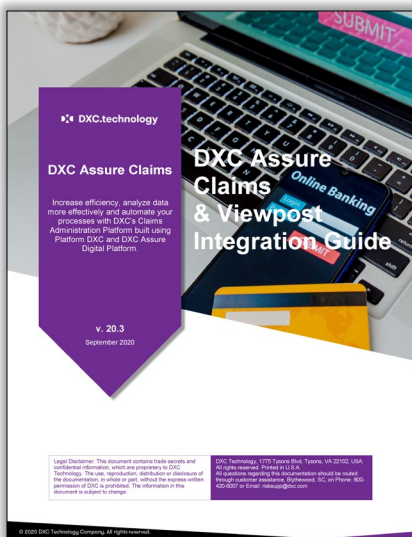
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Enhancements & Improvements

EOB and Roll Up Payments support for Viewpost*



DXC Assure Claims v. 20.3 enhances the [Viewpost](#) integration which was first introduced in its v. 18.4 release for facilitating sending electronic payments to suppliers without sharing sensitive bank information, or the hassle of printing checks, stuffing envelopes and adding postage.

This release version introduces new workflow improvements in this feature to accommodate the end users' changing business needs. This integration now supports sending **Explanation of Benefits (EOBs)** along with the Payment to Viewpost System.

Additionally, **Roll Up Payments** feature is also supported in this integration along with improved validations to ensure smooth processing of payments by the Viewpost System.

To know more about what's included in this release and everything else released previously, please read the adjacent document.

[CLICK HERE](#)



To know more about procuring this feature

Implementation of Phase 3 of Web Content Accessibility Guidelines (WCAG) 2.1

DXC Assure Claims v. 20.3 further enhances and improves the accessibility and user-friendliness of the application with the implementation of Phase 3 of the Web Content Accessibility Guidelines ([WCAG](#)) 2.1.

WCAG 2.1 has specially catered to the screens of the application that are not PowerView compliant. All the PowerView enabled screen was earlier covered in the Phase 1 of WCAG. The latest upgrade especially renders better accessibility on the Financial screens. The Accessibility is now compatible with screens like Time & Expense, Payment Notification, Non-occupational Calculation and others. Along with this all the modules that are included in the applications has been implemented in the WCAG.

The implementation of Phase 3 of WCAG 2.1 enables Assure Claims to reads aloud following screens:

- Time and Expense
- Table Maintenance
- Payment Notification
- Non-occupational Calculation
- Payment History
- Stop Checks screen
- Stop Checks History
- Self-insured
- Quick Summary and many others



Enhancements in the Data Collection module*

As part of the ongoing improvement of the Data Collection module first introduced in DXC Assure Claims v. 19.4, this version of the application brings in the following enhancements:

- Addition of new Address Fields on Person Involved (PI) screens
- Scripting Support for Data Collection

[CLICK HERE](#)



To know more about procuring this feature

[CLICK HERE](#)

To view detailed tutorial **videos** on Data Collection features released previously

Addition of new Address Fields on Person Involved (PI) screens

The addition of new Address Fields on Person Involved (PI) screens, it will now be possible to capture an exhaustive number of attributes about any person involved in an incident.

The table below shows the new address fields introduced on the various Person Involved (PI) screens on various Data Collection forms.

Person Involved (PI)	New Address Fields								
	City	State	County	Country	Mail Type	ZIP Code	Email Address	Phone	FAX
Other People	✓	✓	✓	✓	✓	✓	✓	✓	✓
Patient	✓	✓	✓	✓	✓	✓	✓	✓	✓
Witness	✓	✓	✓	✓	✓	✓	✓	✓	✓
Driver	✓	✓	✓	✓	✓	✓	✓	✓	✓
Employee	✓	✓	✓	✓	✓	✓	✓	✓	✓
Medical Staff	✓	✓	✓	✓	✓	✓	✓	✓	✓
Physician	✓	✓	✓	✓	✓	✓	✓	✓	✓

Scripting support for Data Collection*

DXC Assure Claims v. 20.3 further enhances the Data Collection feature by introducing support of **Scripting**. With this in place, users will be able to define different scripts that work only for incidents and forms submitted during the Data Collection process.

In other words, users can customize Data Collection by adding scripts via the Script Editor module [Fig. 4] to display custom warning messages triggered by certain actions. [Fig. 5]

Exceptions

The following scripts are not currently supported for release version 20.3:

- Before Delete
- Initialization Script for Claimant & Person Involved (when updating any data)
- Calculations (only warning messages are supported)

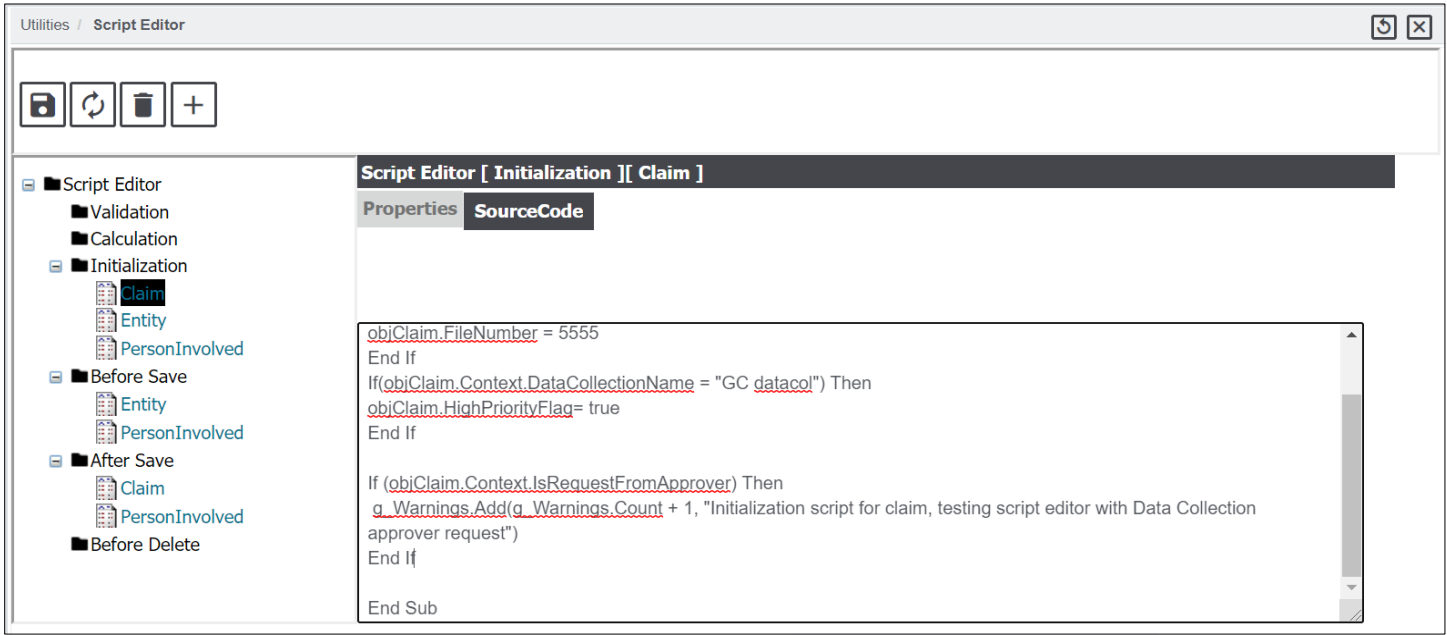
Important

The Script Editor feature is not bundled with Data Collection. A separate license will be required for using the Scripting feature in Data Collection.

Note

- This functionality will be available for all Claim LOBs
- Supported Object Types for Data Collection are Events, Claims, Maintenance, Vehicle and Property, Admin Tracking, Person Involved etc.

DXC Assure Claims v.20.3 screen



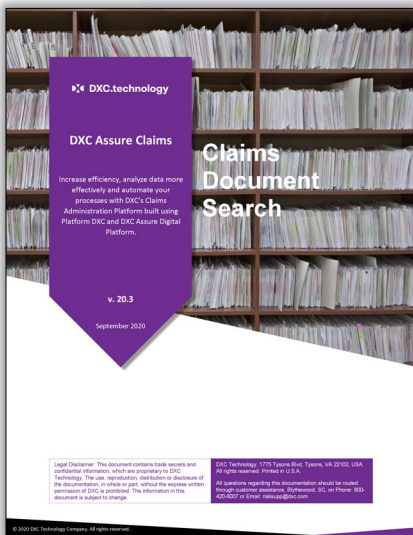
[Fig. 4]

DXC Assure Claims v.20.3 screen



[Fig. 5]

Improvements in the Claims Document Search Module*



As part of the ongoing enhancement of existing modules in Assure Claims, the Claim Document Search module also receives an improvement which increases its versatility in performing searches.

Going forward, Business Entity Security (BES) support will be enabled under Claims Document Search functions.

Please go through the adjacent document for complete details of improvements done in this release and those introduced previously.

[CLICK HERE](#)



To know more about procuring this feature



Enhancement in Void/Clear Payment Workflow

Keeping up with the business requirement of users, this release version of Assure Claims accords greater control over financials as it now introduces an option to transact Electronic Funds Transfers (EFT) manually when such a payment is in the printed state.

Utilities Setting

A new checkbox, **Auto Clear EFT Payment** has been added on the Payment Parameter Setup screen in the Utilities zone. [Fig. 6]

This new checkbox will be selected by default. This implies that EFT payments will be cleared automatically upon being printed. However, deselecting this checkbox will enable manual clearing of such payments. In other words, this feature allows turning automatic EFT payments **ON** or **OFF**.

DXC Assure Claims Screen v. 20.3

The screenshot shows the 'Payment Parameter Setup' screen with the following settings:

Check Options Setup	Supervisor Approval Configuration	Payment Notification Setup	Schedule Date
Roll Up Checks to the same payee: <input type="checkbox"/>		Print EOBs With Checks: <input type="checkbox"/>	
Allow Post Date of Checks: <input type="checkbox"/>		Print EOB Detail On Check Stub: <input type="checkbox"/>	
Include Prefix on Payments: <input checked="" type="checkbox"/>		Include Suffix on Payments: <input checked="" type="checkbox"/>	
Print EOB Description on Checks: <input checked="" type="checkbox"/>		Use Stop Pay Bulk Checks screen only for Roll-up Checks: <input type="checkbox"/>	
Print EOB Desc in next line: <input checked="" type="checkbox"/>		Default Distribution Type: RML Regular Mail	
Auto attach EOB with claim on printing: <input checked="" type="checkbox"/>		Auto Clear EFT Payment: <input checked="" type="checkbox"/>	

[Fig. 6]

Furthermore, if the Utilities zone setting is enabled, the checkbox labelled **Cleared** on the Transaction screen must also be selected for an EFT payment in Printed state to go through.

To perform manual EFT payments the Utilities zone setting must be disabled.

Previously, the **Un-Clear Checks** window of the Claims zone did not display EFT Payments. Now, the EFT payments can be viewed and un-cleared as required from this window. To manually un-clear an EFT payment via the Un-clear Checks window, select the desired payment followed by the **Mark Un-Clear** button at the top left corner of the screen. [Fig. 7]

The screenshot shows the 'Un-Clear Checks' screen with the following search criteria:

Check Searching Criteria

Check From Date: 09/10/2020 | Check To Date: 09/16/2020 | Filter by Company: -- Please Select -- | Filter By Bank Account: -- Please Select --

Include Collections: | Checks Not Attached to Claims:

Select Checks to Mark as Un-cleared

Transaction #	Check Date	Control #	Payee Name	Claim Number	Amount	Account Name
0	11/09/2020	0000095	adj1	GCGCa6000095	USD 1.00	MKEFTBankAcc

Total Items: 1

[Fig. 7]

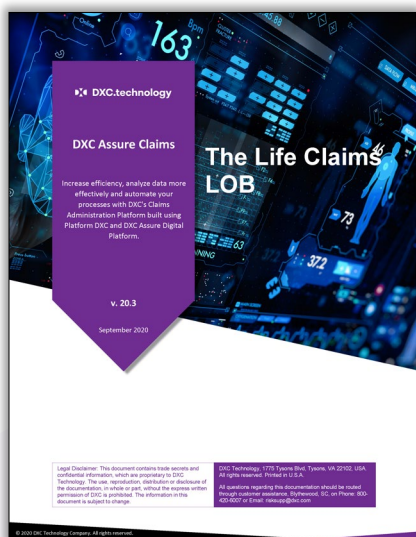
The list of checks that are **printed** but are **not cleared** can be viewed in the **Mark Checks as Cleared** window.

Earlier, EFT payments were not displayed on this window. With this enhancement, the same can be viewed and cleared from this window as well.

To clear EFT payments via the **Mark Checks as Cleared** window, go to Claims > Funds > Mark Checks as Cleared (dropdown option). Select a relevant check and mark it as cleared by selecting the **Mark Cleared** button at the top left corner of the screen.

In addition to this, the application now offers an option to clear/unclear the EFT checks from the Transactions screen as well.

Improvement in the Life Claims LOB*



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

- **Annuity (Quote Option on the Adjudication Window)**

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 know more about procuring this feature



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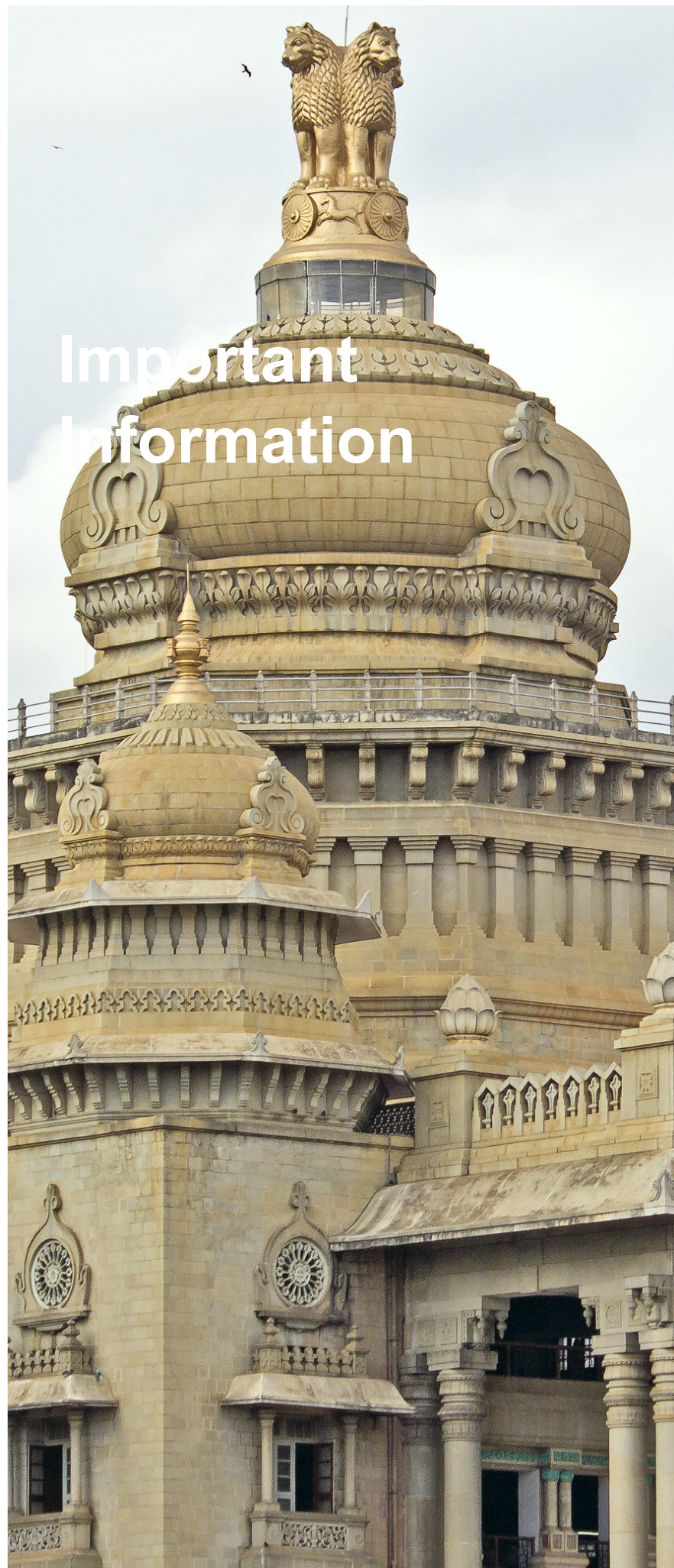
DXC Assure Claims

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

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](#)

Displaying Fraud Scores on Claims

[CLICK HERE](#)

Sisense Dashboards & Reports

[CLICK HERE](#)

Client Program module

[CLICK HERE](#)

Data Collection

[CLICK HERE](#)

Scripting for Data Collection

[CLICK HERE](#)

Claims Document Search

[CLICK HERE](#)

Viewpost

[CLICK HERE](#)

Life Claims LOB

Sunset of www.riskmaster.com and old FTP

As of August 31, 2020, the old website www.riskmaster.com has been sunset along with the old FTP. The Claims Microsite is now your gateway to all Claims and Claims related services.

Sunsetting of the riskmaster.com portal and the old FTP **will NOT affect** your access to the RISKMASTER *Accelerator* / DXC Insurance RISKMASTER™ / DXC Assure Claims applications in any way and you will have continued and uninterrupted access to the product along with the complete set of services and support as before.

Details of all current and previously released versions of Assure Claims are available on the new [Claims Microsite](#). Installation files and documents for legacy release versions (17.3 and prior) can be accessed via the new [SFTP](#). The Claims Microsite login credentials can be used to login to the SFTP. Please visit the website for more details.

[CLICK HERE](#)

To visit the DXC Claims Microsite and register.

API Licensing

We have moved away from our strategy of providing an all-encompassing API license for a fixed fee, thus, removing the barrier that existed for customers who wanted to try out our APIs for a fixed business case with predictable usage. Now, it is possible to license our APIs for a fixed number of resource requests. However, the option to buy an unlimited API license remains available.

This change does not affect existing licensed consumers of our APIs as they've been provided with unlimited counts.



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DXC Assure Claims

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.

v. 20.3

September 2020



Looking Beyond v. 20.3

Looking Beyond v. 20.3

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. We are working with several partners on different levels of engagements viz. **Franco Signor**, **Premonition**, **IVANs** to bring more business value to you, quickly.

We would have new **Sisense** dashboards, extracts for **Life Claims LOB** and more. We are also working on new requirements from various states around **EDI**. **Data Collection** would be improved to have different views for reviewer and viewers. Improved **CLUE** reporting, Introducing **Group Association** in admin tracking, easier **EOB Imports**, **POC** around **Straight-Through Processing (STP)** using **AI** are some of the items that are under research and development.



 DXC.technology

DXC Assure Claims

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.

v. 20.3

September 2020



About & Contact



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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 [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](#)



GBS: Global Business Services
GIS: Global Infrastructure Services

[CLICK HERE](#)

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

[CLICK HERE](#)

DXC Blog – Insurance and Technology.

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 microsite.

[CLICK HERE](#)

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

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