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DXC Assure Claims

Flexibility, scalability, configurability

MANAGE WORK MORE EFFICIENTLY, FROM FIRST NOTICE OF LOSS TO FINAL PAYMENT.

"new DXC"

Release Notes

Release version: 20.4

January 2021

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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

Table of Contents

What's New at DXC Technology? 3
General Overview 6
Executive Summary 8
New Features 10
Integration of DXC Assure Claims with Premonition™ * 11
Digital Transformation within Assure Claims (Phase 1 cont'd.…) 11
Introduction of Vendor Quotations for General Claims (Property & Unit) 12
Video Demonstrations of existing features 12
Improved Integration with Mail Merge 13
Improved Integration with Viewpost* 13
Introduction of "Explanation of Benefits" (EOB) Upload Tool 14
Implementation of new APIs for the "Search" function 14
Capability to automatically send Email/Dairy Notifications to Adjusters on New Attachments 17
Enhancements & Improvements 20
Improvement in the Life Claims LOB* 21
Enhancements in the Data Collection module* 21
Introduction of Group Association in Administrative Tracking 22
Improved Sisense Dashboards and Reports* 23
Autosuggest feature for the County field 25
Inclusion of a new field – "License State" for CLUE reporting 26
Improvements in the Client Program Module* 28
Addition of Email field on all Supplemental and Administrative Tracking screens 28
Implementation of WCAG 2.1 (Phase 4) 29
Important Information 30
Crucial Information for Select Features 31
API Licensing 31
Looking Beyond v.20.4 32
About Us & Contact Info 34
DXC Technology 35
DXC Assure Claims 35
Contact Info 36

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DXC Assure Claims

"new DXC"

Release Notes

v. 20.4

January 2021

What's New at DXC Technology?

This section captures in brief the latest news and events at DXC Technology that have a direct bearing on our customers and employees.

TOC

Next Section

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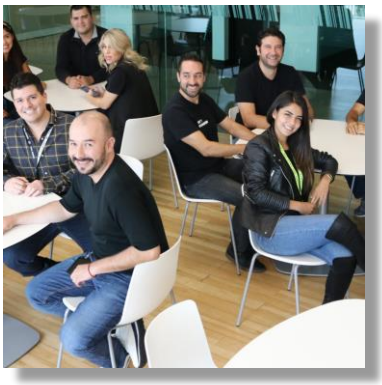
What's New at DXC Technology?

"New DXC"

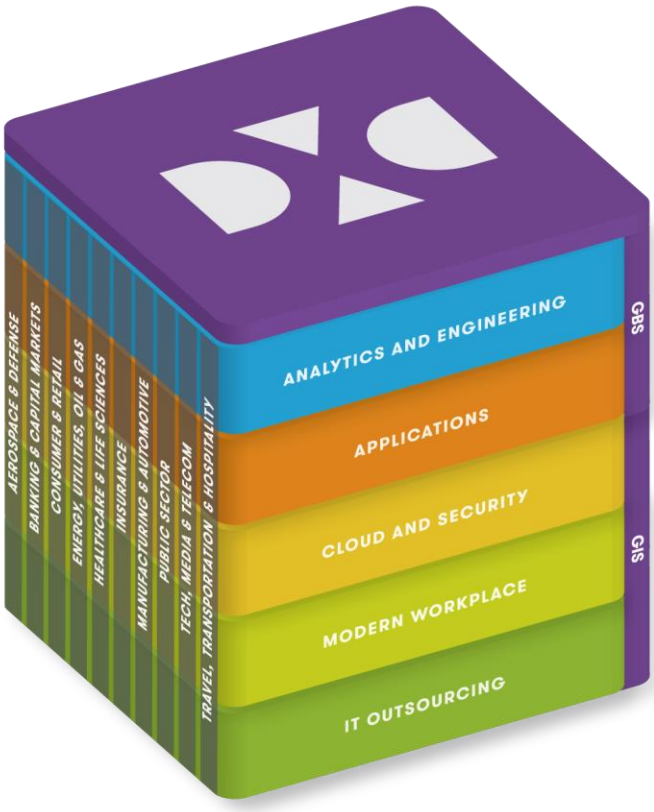


DXC Technology launches the "new DXC" Experience — the first step toward reimagining the way work will be done across DXC, moving forward. The idea is to inspire, engage, and take care of employees, to continue focusing on customers and helping DXC to seize the market.

To bring the "new DXC" Experience to customers and employees alike, DXC's management has brought onboard industry stalwarts to further strengthen its leadership team and execute the company's transformation journey.

READ THE PRESS RELEASE

Business Transformation



GBS: Global Business Services
GIS: Global Infrastructure Services

The race to modernize mission-critical systems and transform into a 21st century business is on. At DXC, we deploy the Enterprise Technology Stack to help customers achieve elevated levels of performance and new experiences.

The criticality of the IT estate is top of mind. Simplify and optimize existing, on-premises investments, empower employees with a rich workplace experience and securely move IT resources to the cloud. Automate and manage processes, modernize applications and build data-driven operations. DXC Technology can help you unlock value and transform your business with the Enterprise Technology Stack.

READ MORE

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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.

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.

VISIT THE DXC CLAIMS MICROSITE

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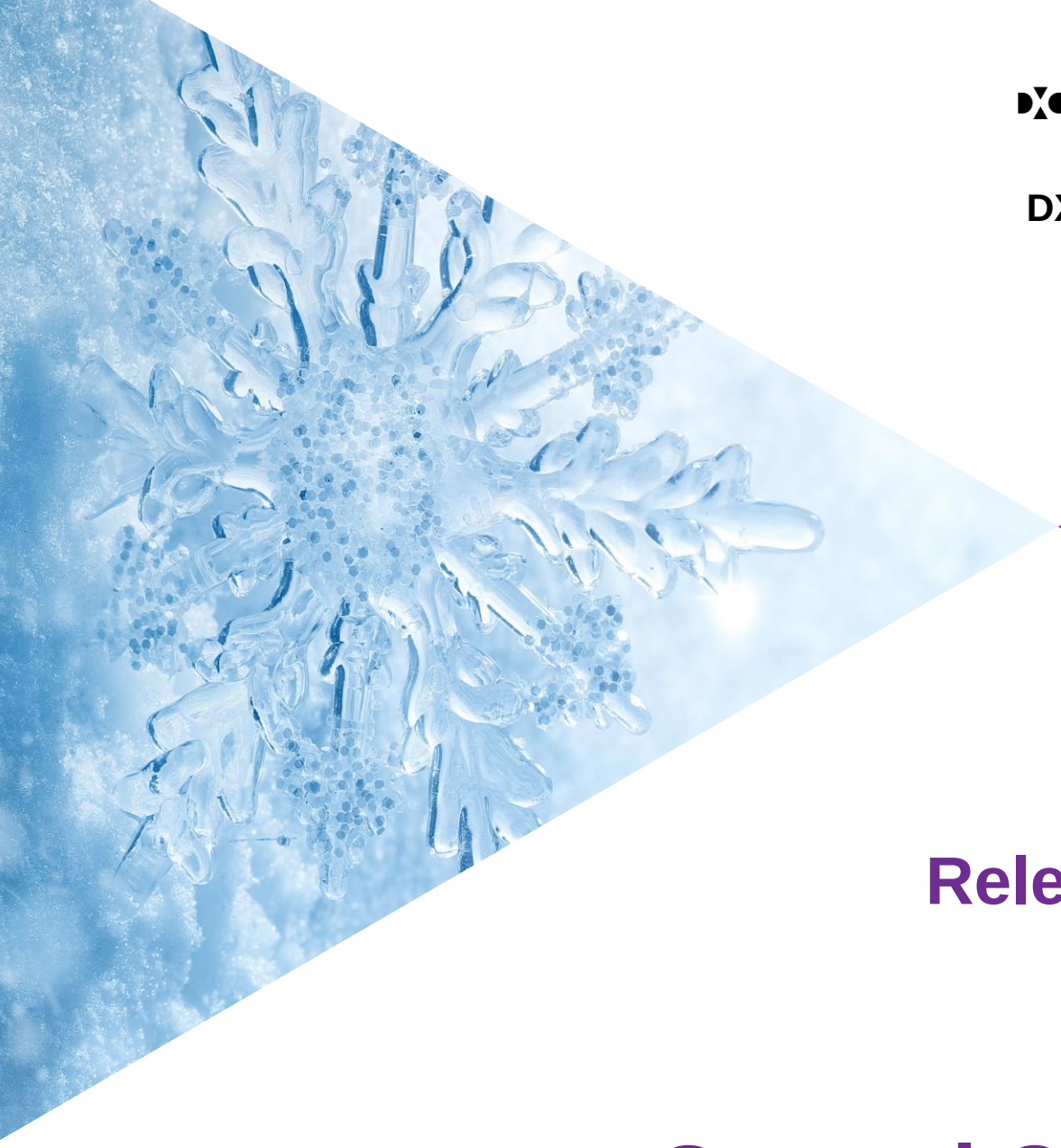

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Release Notes

v. 20.4

January 2021

General Overview

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

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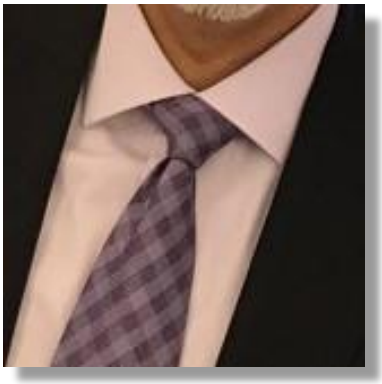
General Overview

Document Purpose

Pursuant to the release of DXC Assure Claims v. 20.3, this Release Notes document contains descriptions of all New Features, Enhancements and improvements, Administrative & Security Enhancements and Customer Resolutions introduced in the latest release of DXC Assure Claims v. 20.4.

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 Claims Microsite for information and advisory prior to installing/upgrading to DXC Assure Claims v. 20.4:

- 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. 20.4).
- 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.

VISIT THE DXC CLAIMS MICROSITE

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Release Notes

v. 20.4

January 2021

Executive Summary

DXC Assure Claims v. 20.4 is the second 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

DXC Assure Claims v. 20.4 is the second 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**. In release version 20.4, we bring forth the first outcome of our partnership with Premonition™ in the form of **Claims Scan**, which offers **pre-suit Claim Analytics**. We have also added a full suite of **search APIs** as part of our digital journey and it was a much-needed request from customers and partners alike.

For our customers, we have several enhancements done to make the Assure Claims system easier & better to use. For example, we now have a tool to upload **EOBs (Explanation of Benefits)** separately which now makes it possible to receive **Email/Diary Notifications** on arrival of new attachments. Besides this, we now can have different views of the **Data Collection** filled template **(submitter vs. reviewer)**. You would be pleased to know that now you can use **Group Associations** in **Administrative Tracking** feature too. We have also brought in more screens under the purview of the **WCAG** implementation.

You would note that we are undertaking several technical upgrades with each release. Our continued adoption of **.NET Core** and **Angular** are some of the progressive steps in this journey. The new **Configuration Manager** zone that was introduced in release version 20.3 is now very close to replacing the existing Utilities zone.

With this release, we are also adding support for **SAP BI 4.3** release for existing customers as we parallelly roll out **Sisense** based dashboards & reports.

We would request you to go through the Release Notes for an update on long-term features like **Client Program** and **Life Claims** where newer features come out in every quarterly release.

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Release Notes

v. 20.4

January 2021

New Features

This section of the Release Notes document describes all the New Features included in DXC Assure Claims v. 20.4. Besides the descriptions of innovations introduced in this release version, to aid their better understanding, several video demonstrations have also been included. Together they make this version of the application more robust and flexible to accommodate business scenarios to perform business operations.

Previous Section | TOC | Next Section

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New Features

Integration of DXC Assure Claims with Premonition™ *

This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

PREMONITION™

READ MORE ABOUT PREMONITION™ ON THEIR WEBSITE

One of the key highlights of this release is the integration of DXC Assure Claims with Premonition™ for its **ClaimsScan™ service**. This integration can help augment Assure Claims' settlement strategy for pre-litigated claims.

With ClaimsScan™ it will now be possible to identify unfriendly venues and spot litigious plaintiff lawyers, thus improving the settlement negotiations and lowering loss adjusted expense.

*** VIEW PROCUREMENT INFO**

RECOMMENDATION

Download and import the Claims Scan PACKAGE for a hassle-free configuration of this feature.

DOWNLOAD THE CLAIMS SCAN PACKAGE

For knowhow on PACKAGE import, please refer to page 26 of this document.

Digital Transformation within Assure Claims (Phase 1 cont'd.…)

Since the adoption of scaled Agile (in release v.20.3) for software development (aka SAFe) as part of the digital innovation drive to enhance User Experience making the UX more responsive, efficient and supporting accessibility (WCAG) at its core, the current release of DXC Assure Claims v.20.4 now offers visible changes and outcomes in the application's value delivery.

DXC Assure Claims has adopted the latest versions of Angular and .NET Core for the development of the **Configuration Manager** (~ new Utilities Zone). This new ecosystem with logical grouping of various administrative controls is built to

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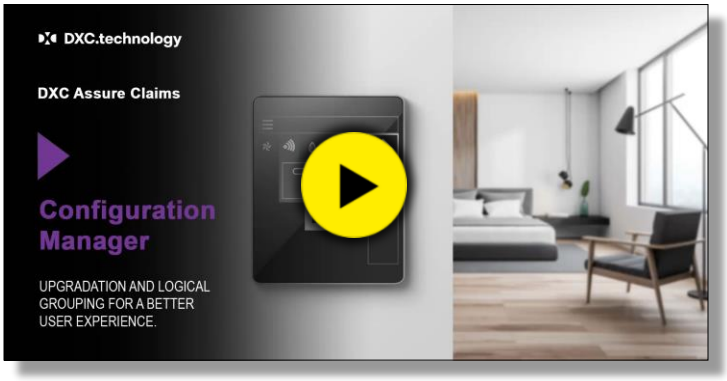
boost efficiency. The incorporation of this screen offers a content rich interface that is fast to load and allows for easy maintenance and bug-fixing.



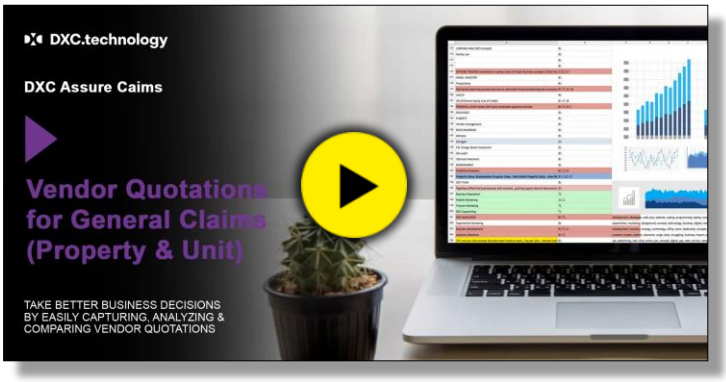
This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

Click on the adjoining image to watch a detailed video demonstration on the new zone – Configuration Manager.

The following (Utilities Zone) modules are now available in this zone:

- **System Parameters Setup**
  - General System
  - Payment Parameters
- **Lines of Business Parameters**
  - General Claim Parameters
  - Health Claim Parameters
  - Life Claim Parameters
  - Non-Occupational Parameters
  - Property Claim Parameters
  - Vehicle Accident Parameters
  - Worker's Compensation Parameters

Introduction of Vendor Quotations for General Claims (Property & Unit)



This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

With the introduction of this feature, vendor-wise quotations can be captured in a structured manner in the Assure Claims system.

The Quotations screen will be a means to capture quotations for different vendors at one place, so that, any requisition request can be analyzed and compared on a single frame.

Currently this feature is available for General Claims – Property and Unit only.

Video Demonstrations of existing features

This Release Notes document also includes some long-awaited video demonstrations of important modules. These include:

- **Mail Merge**
- **Viewpost Integration**

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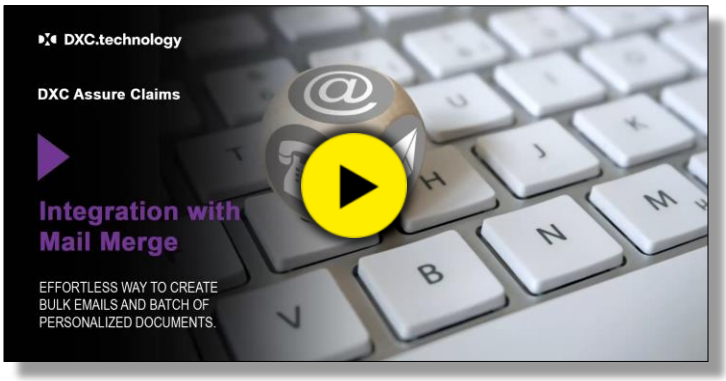
Improved Integration with Mail Merge



This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

Mail Merge is a powerful tool for writing a personalized letter or email to many people at the same time. It imports data from another source such as a spreadsheet and then uses that to replace placeholders throughout the message with the relevant information for everyone that is being messaged.

Assure Claims offers an option to create Mail Merge templates, that enables creating similar documents based on data from the application. Setting up a Mail Merge template is necessary to create Mail Merge documents or customized letters.

Click on the adjoining image to watch a detailed video demonstration on the Mail Merge feature.

Improved Integration with Viewpost*

This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

Viewpost, is one of DXC's InsureTech partners, that makes electronic funds transfers and remittances simple and easy by greatly simplifying the way payments are delivered to vendors, insurers, and associates without sharing sensitive bank information, or the hassle of printing checks, stuffing envelopes and adding postage.

Click on the adjoining image to watch a detailed video demonstration on Viewpost's integration with Assure Claims.

*** CLICK FOR PROCUREMENT INFO**

viewpost®

READ THE VIEWPOST INTEGRATION GUIDE FOR RISKMASTER V.15.4 – V.18.3

READ THE VIEWPOST INTEGRATION GUIDE FOR RISKMASTER V.18.4 AND ABOVE

READ MORE ABOUT VIEWPOST ON THEIR WEBSITE

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Introduction of “Explanation of Benefits” (EOB) Upload Tool

Assure Claims introduces an efficient tool to upload Explanation of Benefits (EOB) to Viewpost.

Click the adjacent image to read the technical document of the EOB upload tool.

Implementation of new APIs for the “Search” function

This release makes the Claims search function in Assure Claims more robust and flexible with the implementation of HAL+JSON for dynamic search operations. With the incorporation of this feature, it will now be possible to access claims via the HAL browser without even accessing the Assure Claims application.

Moving on, the details of a Claim can be fetched even when Assure Claims is inaccessible. For this, select the adjacent button to open the HAL browser **[Fig. 1]**. In the browser’s “search box”, enter the search query and hit the **Browse API** button.

READ MORE

The format of the search query is as shown below:

http://**hostname**/riskmasterapi/v2/claims/search

The host name specifies the Environment that is to be searched. For instance, if the claim is to be searched in the **dev-assure-claims.dxc-rmcl.com** environment, then the search query will be as shown below:

https://**dev-assure-claims.dxc-rmcl.com**/riskmasterapi/v2/claims/search

Enter the desired link in the search box and select the “**Add headers**” button. Next, enter the headers by selecting the “**+**” sign as highlighted **[Fig. 1]** below. Fill the **Authorization** and **Client ID** in the respective fields followed by the **Browse API** button at the top. “Client ID” is only required for a multi-tenant environment. This will display the operation options as shown below. **[Fig. 1]**

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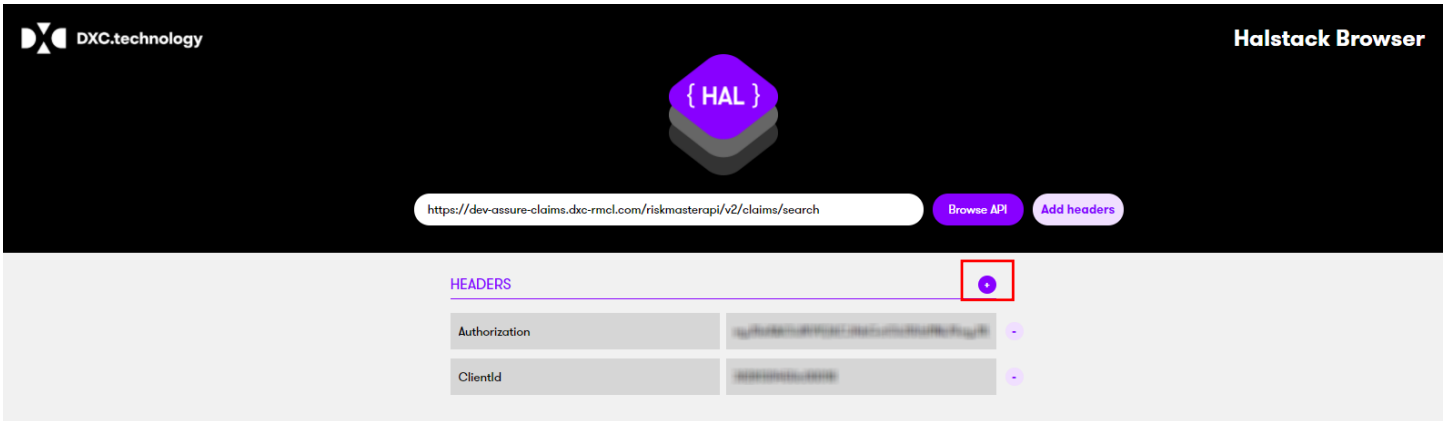
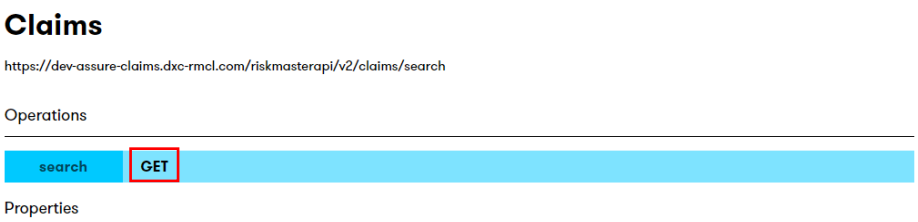
DXC Assure Claims v.20.4 Screen

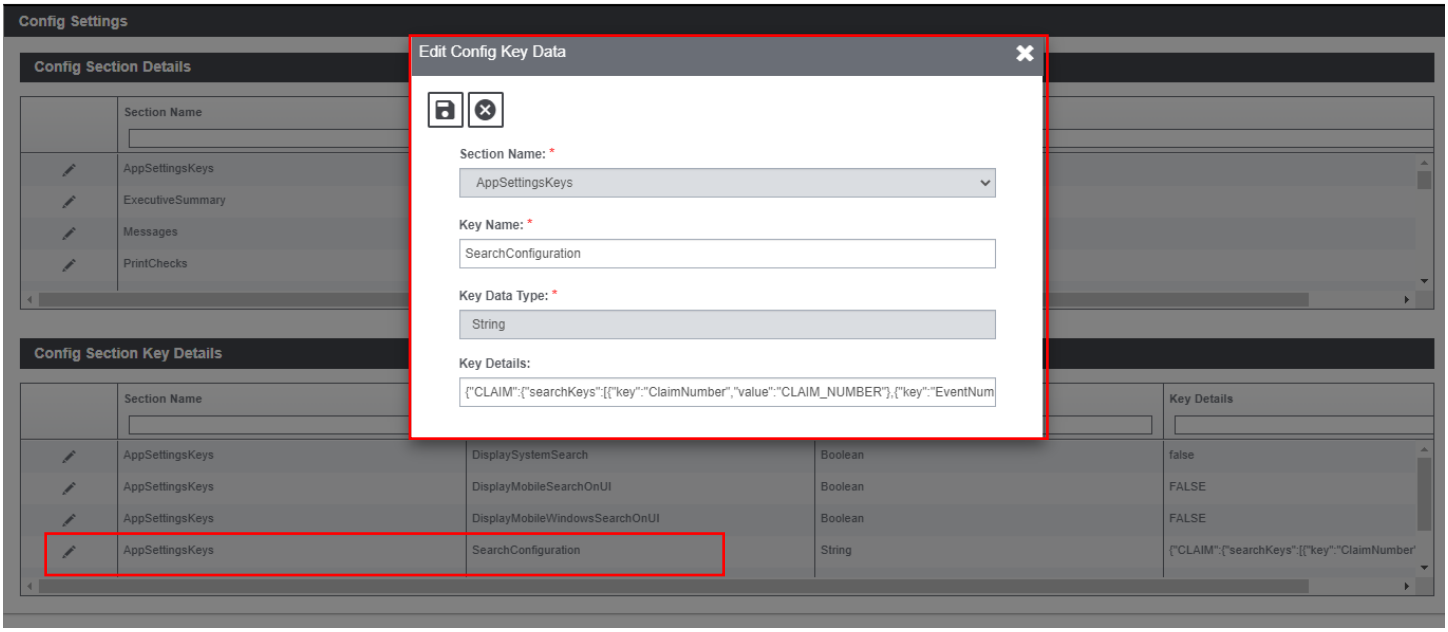




[Fig. 1]

Select "**GET"** to display the various search properties. These search properties will be displayed based on the settings done in the Utilities zone. For this, navigate to Utilities > Config Settings. Under the **Config Section Key Details** section of the Config Settings screen, type in the keyword, "**SearchConfiguration"**. Select the Edit button adjacent to it to pop open the Edit Config Key Data window. Make the desired changes in the Key Details field and the search criteria will be displayed as per the changes made here. **[Fig. 2]**

DXC Assure Claims v.20.4 Screen



[Fig. 2]

Now, enter the search in the relevant field of the HAL browser and hit the button labelled **Try it out**. The search results will be displayed as shown. **[Fig. 3]**

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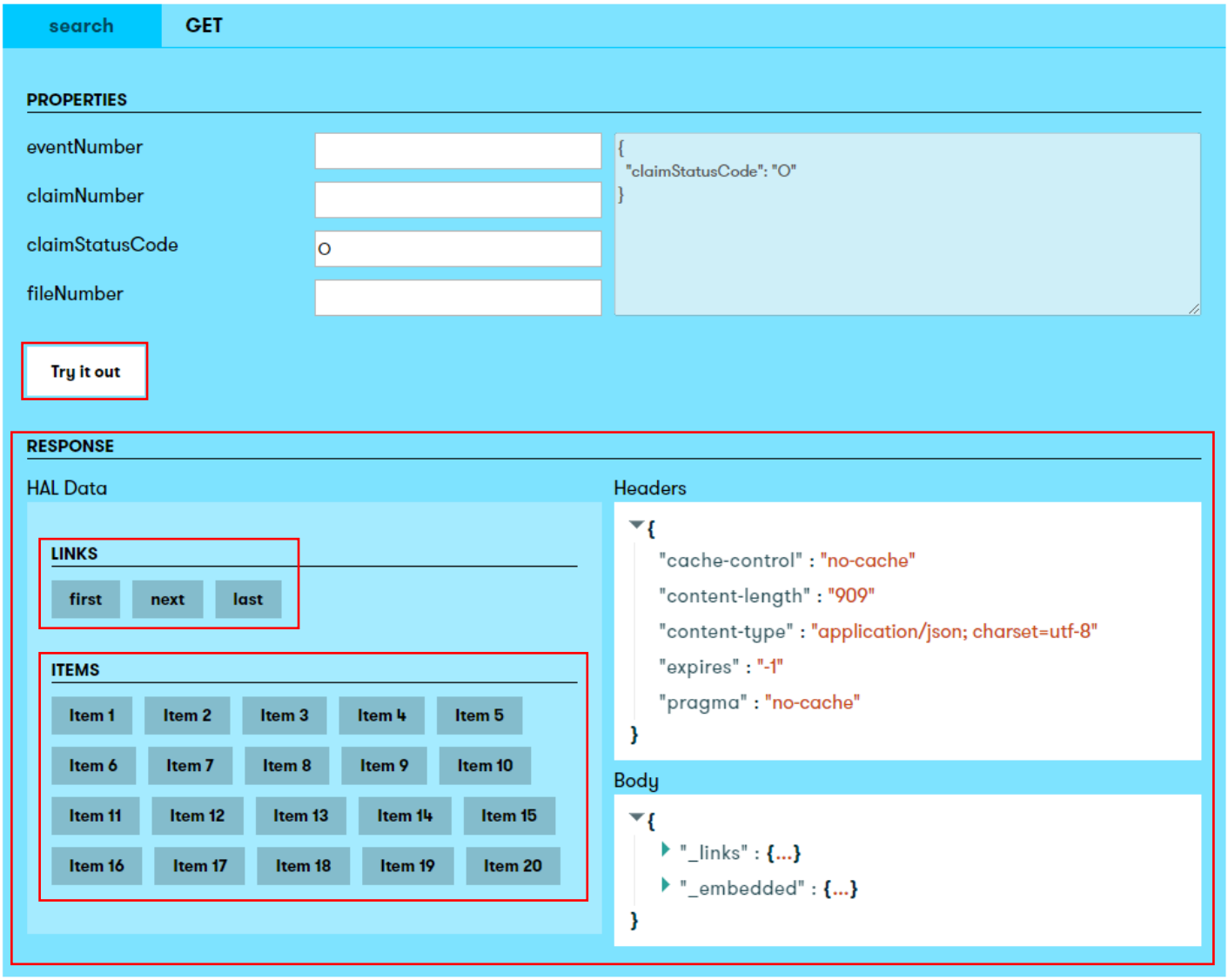
Operations



[Fig. 3]

Select the Items displayed in the **Response** section of the window to view the Claim details [Fig. 3]. The pagination displayed in the **Links** section [Fig. 3] of the browser makes browsing easier. Select either the **First**, **Next** or **Last** button to scroll through the pages.

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DXC Assure Claims v.20.4 Screen

[Fig. 4]

Expand the "**_links**" tag in the Body section on the right-hand side of the screen to view the number of search result pages displayed and the claims displayed on each page.

Furthermore, the total number of results displayed in one page can be viewed as well. For this, expand the "**_embedded**" tag.

Now, expand the "**claims**" tag within the "**_embedded**" tag. The Claim details of the selected claim can be viewed as shown **[Fig. 4]**.

Capability to automatically send Email/Dairy Notifications to Adjusters on New Attachments

Assure Claims makes it easier for the users to keep their Adjusters informed regarding any new attachment done on a Claim. Moving forward, the tool will offer an option to send an automatic **Email** or a **Diary notification** or **both** to the Adjuster(s) whenever an attachment is made on a Claim.

New settings have been included in the (legacy**) Utilities** as well the Configuration Manager screen. Follow these steps. To avail the functionality, go to **Legacy Utilities or Configuration Manager > General System Parameter Setup > Diaries/Text Fields tab**.

The Adjuster Setting section of the window sports **Adjuster Notification Mode on Document Attach** field. Select the relevant option from dropdown list of the field. Depending on the selection made here, a notification will be automatically sent to the adjuster whenever an attachment is made in the Claim. **[Fig. 5 & 6]**

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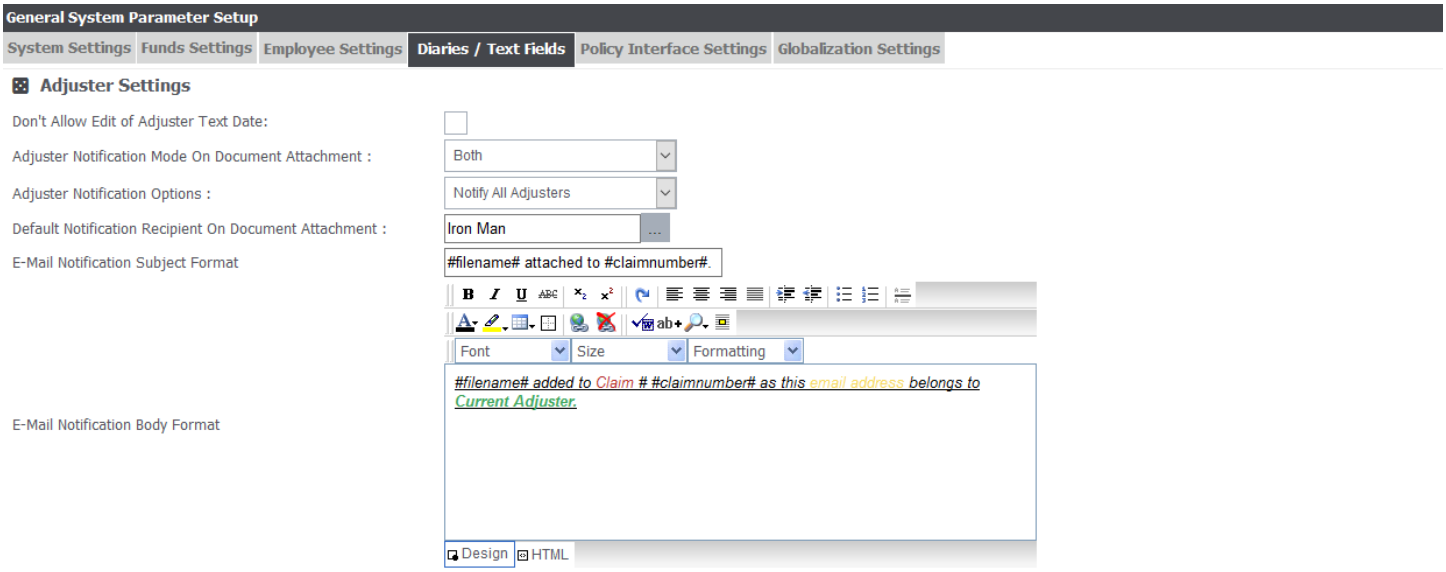
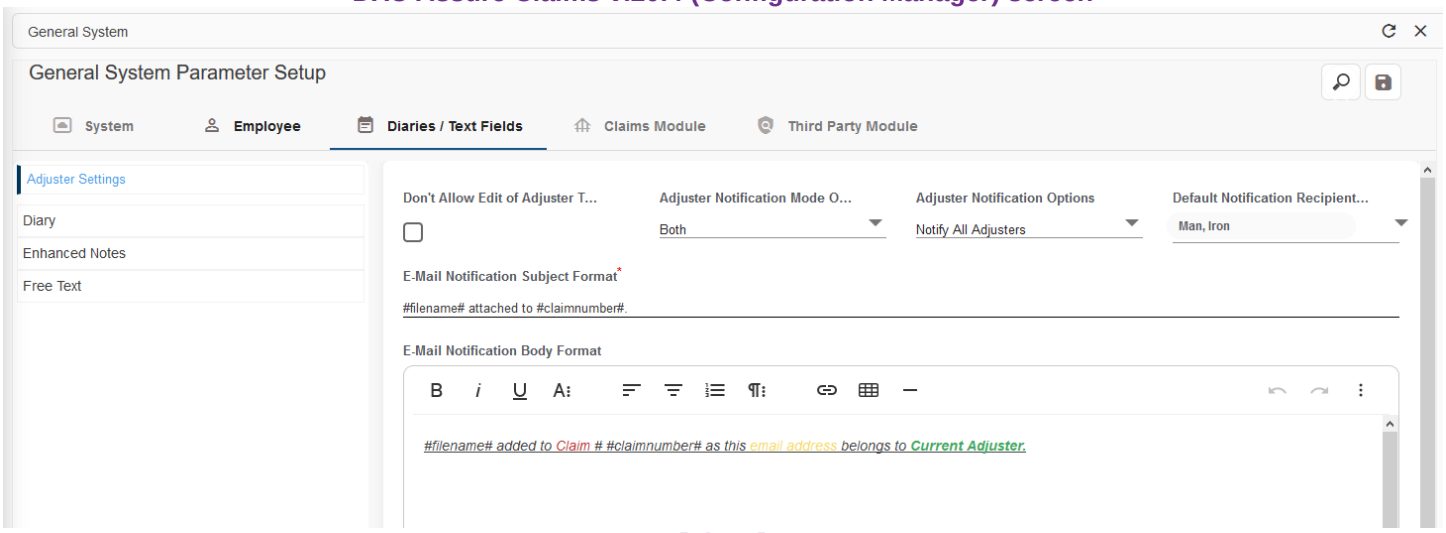
DXC Assure Claims v.20.4 Screen



[Fig. 5]

The same settings can be found in the newly introduced Configuration Manager zone as shown below. [Fig. 6]

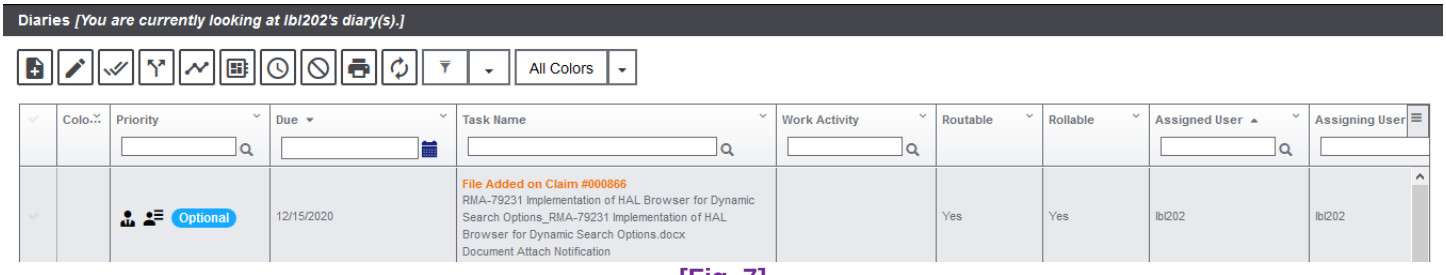
DXC Assure Claims v.20.4 (Configuration Manager) screen



[Fig. 6]

In case the option **None** is selected from the dropdown list, then, the option to send notification on new attachment will be disabled. If **Diary** is selected as the notification option, then, a Diary notification will be sent to the adjuster. A task will be created in the Diary List window as shown below. [Fig. 7]

DXC Assure Claims v.20.4 Screen



[Fig. 7]

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The notification can be sent to all the Adjusters or to the current Adjuster of the Claim depending on the selection made in the **Adjuster Notification Option** field. On the contrary, if no adjuster is attached a Claim, then, the notification will be sent to the user selected in the **Default Notification Recipient On Document Attach** field.

Similarly, if **Email** notification option is selected, then, the adjusters will be notified via an email. In this case, the fields, **Email Notification Subject Format** and **Email Notification Body Format** will be enabled. Enter the Email Subject and Email Body Content in the respective fields. Whenever an attachment is done on a Claim, an email notification will be sent to the adjuster in the same format as specified here.

Note:

- The relevant Claim Number and File Name will be dynamically fetched and added in the notification template.

Alternately, both Email and Diary notification option can be selected as per the requirement.

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Release Notes

v. 20.4

January 2021

Enhancements & Improvements

This section of the Release Notes document describes all the enhancements to existing features along with interface, usability & performance related improvements that make DXC Assure Claims v. 20.4 much more efficient & user-friendly.

For a holistic understanding of an existing module/feature, in addition to descriptions of enhancements and improvements introduced in this release version of Assure Claims, this section also contains direct links to module specific documents capturing complete details of previously released features.

Previous Section | TOC | Next Section

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Enhancements & Improvements

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:

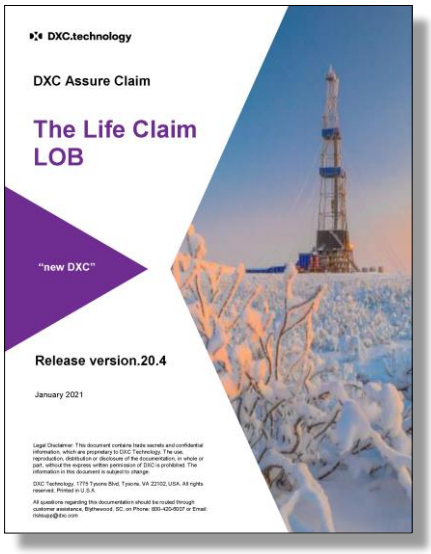
- **Option to Create Financials on the Adjudication Screen**
- **Enhancement in PMI Calculation in Reserves for Annuity Policy**

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.

Please refer to the adjoining document for details of the enhancements included in release version 20.4, along with all previously released features.

VIEW PROCUREMENT INFO



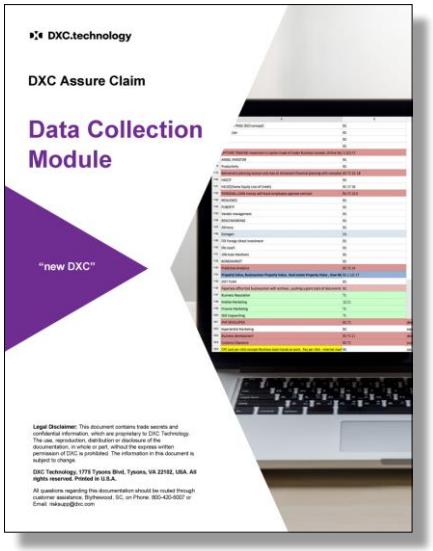
Enhancements in the Data Collection module*

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

- **Introduction of separate Powerviews for Reporters and Reviewers/Approvers**
- **Addition of new checkbox – Notify by Email**
- **Addition of an Email field in the Supplemental Accordion**

Details of all the features made available in DXC Assure Claims v.20.4 and those released in v.20.3 can be found in the adjoining document.

VIEW PROCUREMENT INFO



The introductory video tutorials on the Data Collection module from release version 19.4 can be accessed below.

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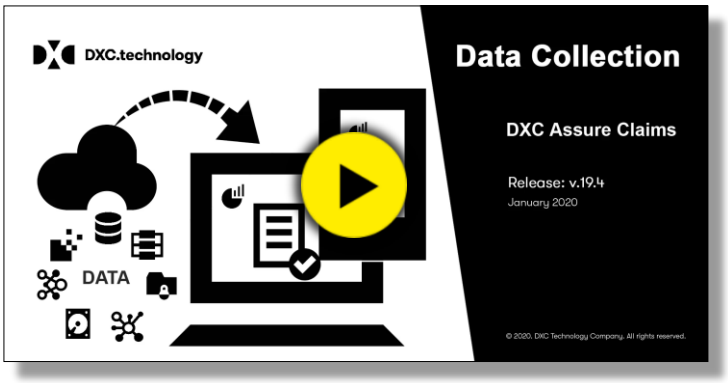


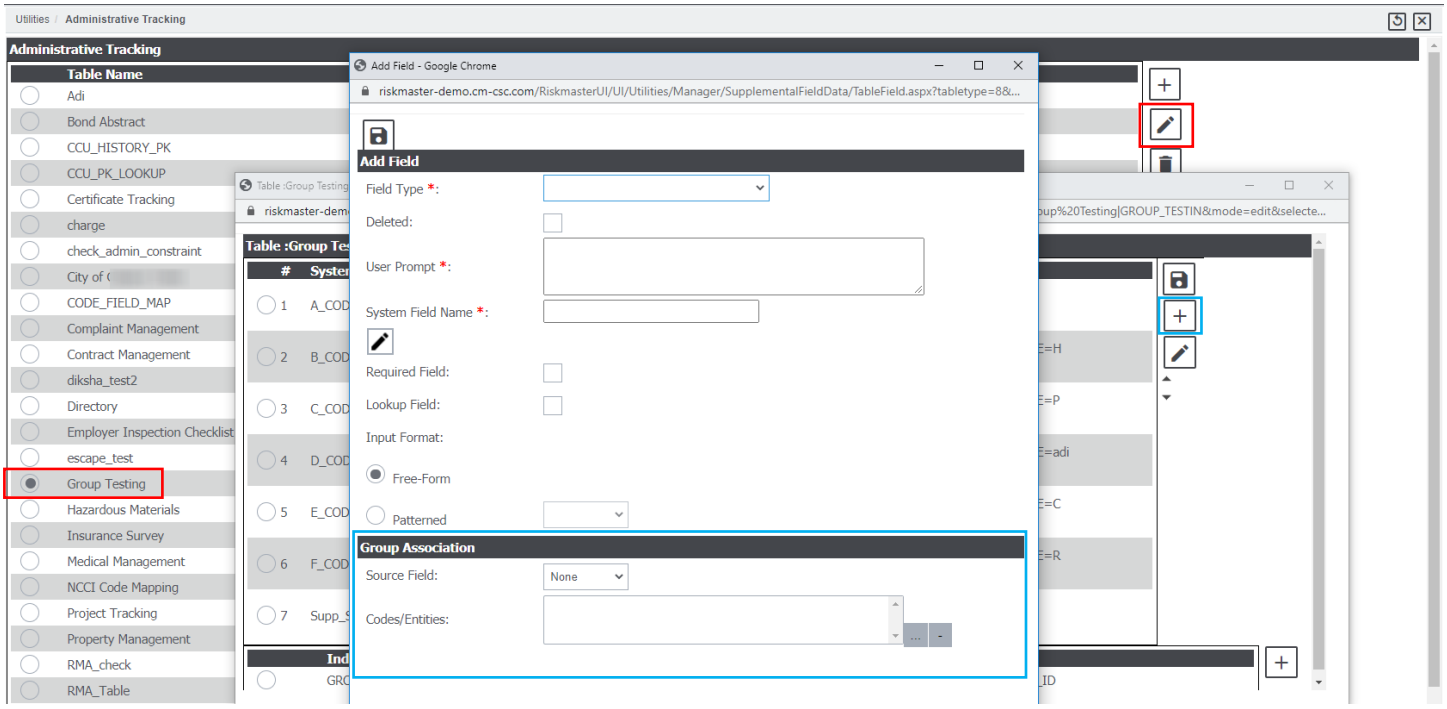
This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

Introduction of Group Association in Administrative Tracking

The Administrative Tracking feature receives an update in this release whereby, it will now be possible to define Group Associations giving a huge flexibility in capturing data while adhering to a range of values. Fields can now be grouped, and their data can be populated based on related fields should the defined conditions are met.

A new section, Group Association **[Fig. 8]** has been added on the Add Field popup window under Administrative Tracking in the Utilities zone.

DXC Assure Claims v.20.4 screen



[Fig. 8]

Note

- Group Association on Administrative Tracking will work like Group Association for Supplementals
- Fields with cyclical dependence cannot be saved
- Selecting the correct code field, simultaneously displays the associated field
- Selecting a field not selected for Group Association will result in the disappearance of the associated field
- This feature is Powerview compliant.

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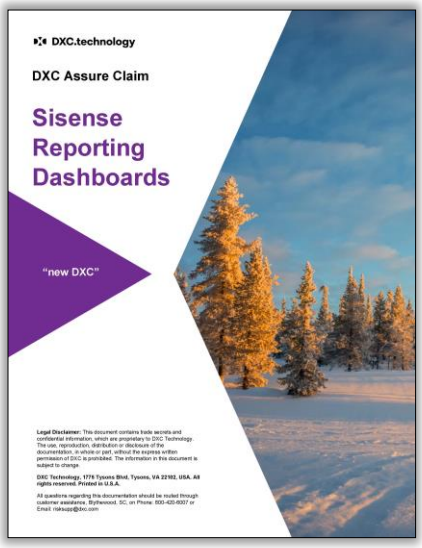
Improved Sisense Dashboards and Reports*



DXC Assure Claims Analytics powered by Sisense continues to deliver NextGen analytics solutions to DXC Assure Claims customers. release version 20.4 brings forth new interactive dashboards for the Life Claims line of business, that summarize information in the most efficient manner and allow data backed instant insights for management to help drive business.

The various dashboards for the Life Claims module included in the current release version are:

- **Claim Financials at Payee Level Dashboard**
- **Annuity Policy Claims Dashboard**
- **Performance Summary Dashboard**

Entity Maintenance Improvements

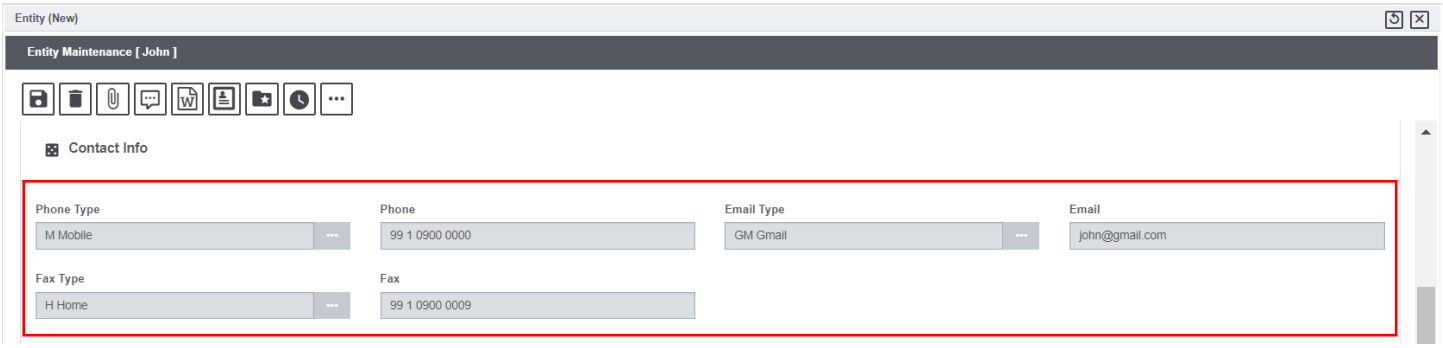
Catering to long-standing business needs around the better maintenance and representation of contact information and addresses of Entities for the purposes of reporting, DXC Assure Claims v.20.4 introduces below features:

Addition of New Fields

New contact Info Types as OFC Office, HOM Home, and OTH Other in Contact Info section of the Entity accordion. The following six new fields have been added on the Entity accordion on the Entity Maintenance screen. **[Fig. 9]**

- **Phone Type**
- **Phone**
- **Email Type**
- **Email**
- **Fax Type**
- **Fax**

DXC Assure Claims v.20.4 screen



[Fig. 9]

The details displayed in the above fields shown in **[Fig. 9]** are driven by data entered in the Contact Info accordion on the Primary Contact Info record on the Entity Maintenance screen.

Adding a Primary Phone

The checkbox – Primary Contact, must be selected to ensure that the information entered in the Contact Info accordion is reflected in the Entity accordion.

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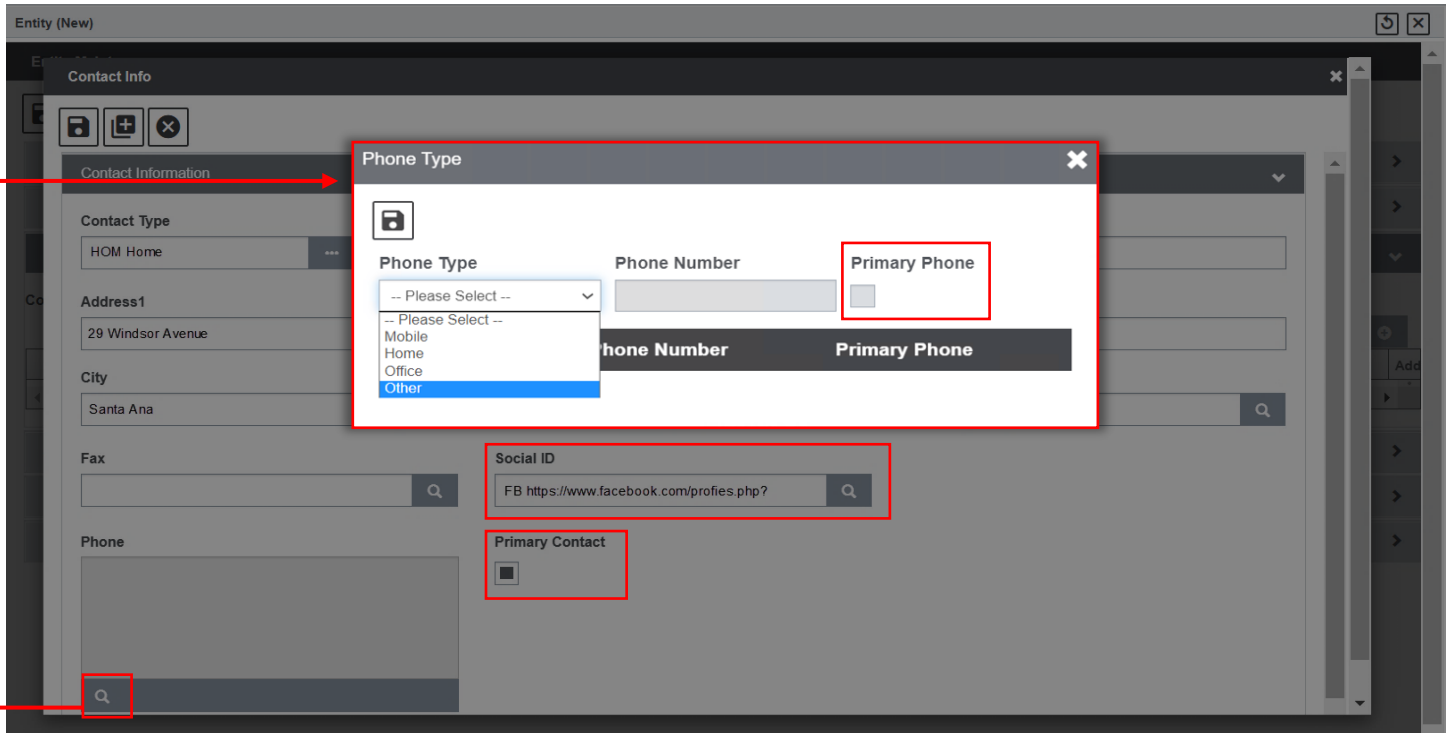
DXC Assure Claims v.20.4 screen

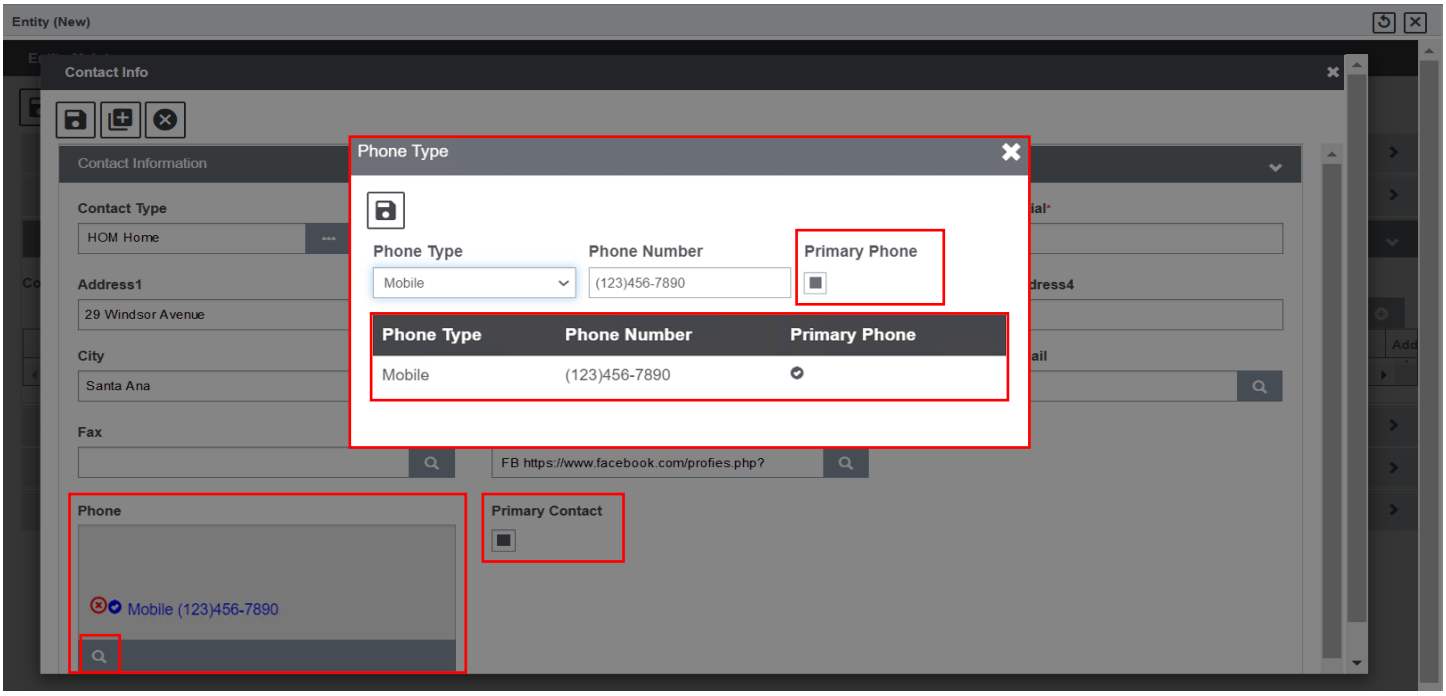


[Fig. 10]

To add a Primary Phone to a Primary Contact, select the search icon **[Fig. 10]** on the Phone field to open the Phone Type window. Select an appropriate type from the dropdown, add a phone number and select the Primary Phone checkbox.

The Primary Phone number gets added on the Contact Info window as shown below. **[Fig. 11]**

DXC Assure Claims v.20.4 screen



[Fig. 11]

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Note

- Only one record can be marked “Primary Contact” at a time.
- Pre-existing Phone, Email and Fax fields are now lookup type fields.
- Social ID is a new field added on the Contact Info window. **[Fig. 10]**
- The new Contact Info – Phone, Phone Type, Fax, Fax Type and Email, Email Type are also reflected on the Organizational Hierarchy and People maintenance screens as well.
- It is possible to add multiple phone numbers on the Contact Info window. **[Fig. 11]**
- A Primary Phone number can be added to both Primary & Non-Primary Contact Info record by selecting the checkbox – “Primary Phone”, on the Phone popup window. **[Fig. 11]**
- This functionality will work with both Entity Role ON and Entity Role OFF.

Brief Concept of Entity Roles

Entity Role OFF

The Entity Role is said to be OFF when multiple Entity records can be created for different roles (Adjuster, Broker, Attorney etc.)

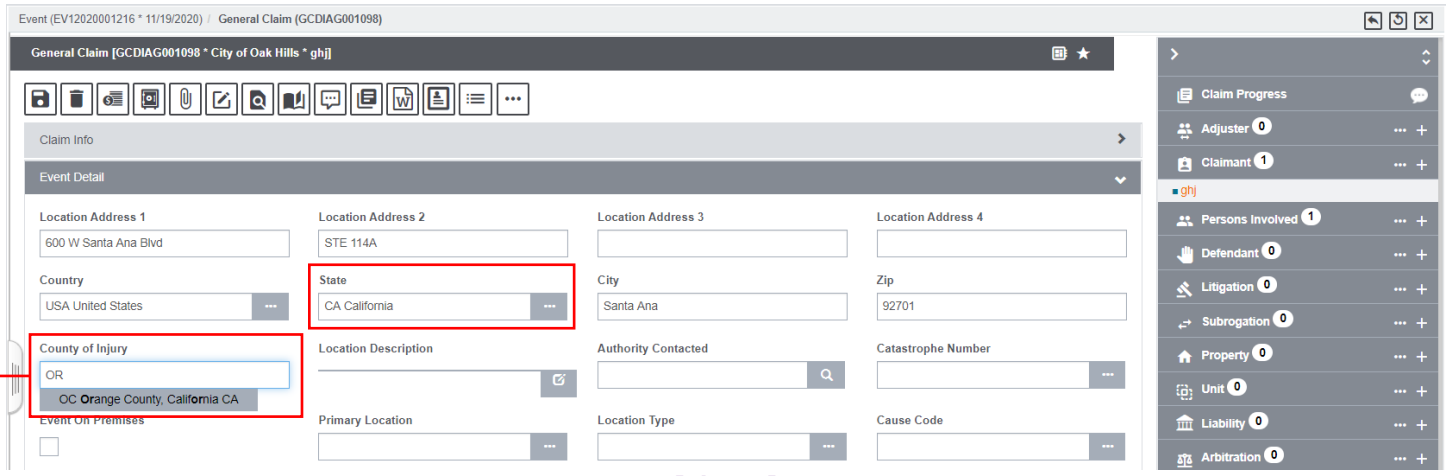
Entity Role ON

Entity Role is said to be ON when “one” Entity record in the Entity Table is assigned to different Roles (Adjuster, Broker, Attorney etc.)

Autosuggest feature for the County field

With the release of v.20.4, the County field has been upgraded with the implementation of the autosuggest feature. The system will suggest matching county options to choose from based on the characters input in the field. **[Fig. 12]**

DXC Assure Claims v.20.4 screen



[Fig. 12]

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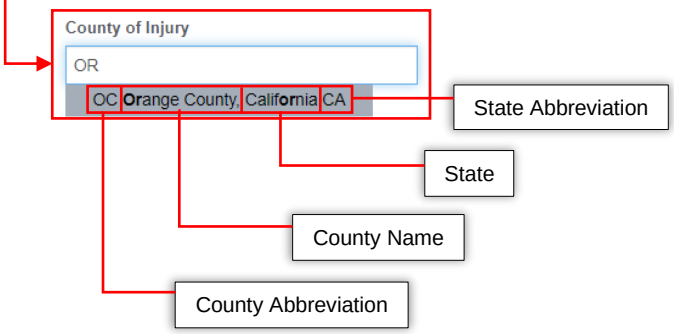


Prerequisite Utilities Setting

To trigger county name autosuggestion upon entering characters in the County field, enter and save a desired value in the field labelled Lookup Typeahead Min Length (Others) on the following path:

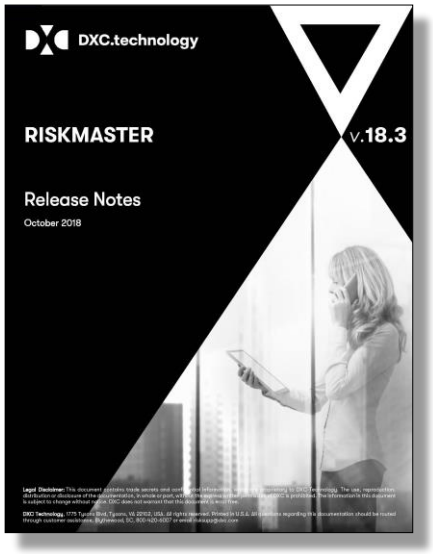
Utilities > General System Parameter Setup > System Settings (tab) > Lookup Typeahead Min Length (Others)

The autosuggestion feature will be available on all county fields on the following screens:

- **General Claim**
- **Life Claim**
- **Health Claim**
- **Property Claim**
- **Vehicle Claim**
- **Workers' Compensation Claim**
- **Non-Occupational Claim**
- **Event**
- **Litigation**
- **PI Driver**
- **PI Employee**
- **PI Medical Staff**
- **Pi Patient**
- **PI Physician**
- **PI Witness**
- **PI Other Person**

Note

- County autosuggestions are made based on the selected "State" and its list of counties available in the County Maintenance screen of the Maintenance zone.
- Autosuggestion can be initiated by either entering an abbreviation or a County name or both.



DOWNLOAD THE LATEST COUNTIES PACKAGE

DOWNLOADABLE "PACKAGES" WERE FIRST INTRODUCED IN RELEASE VERSION 18.3.

To know more about PACKAGE download and their import into DXC Assure Claims (formerly RISKMASTER Accelerator/DXC Insurance RISKMASTER™), please click on the adjoining Release Notes document and refer to pages 15 and 22 for details.

Inclusion of a new field – "License State" for CLUE reporting

In the earlier versions of DXC Assure Claims, the system did have the provision to capture "State" of the Driver downloaded along with the Policy. However, capturing this information is a requirement for the users of CLUE (Comprehensive Loss Underwriting Exchange) reports which include the insured's personal information such as Policy Number, Type and Date of Loss, Claim Status, Amount Paid, and Insured Property or Vehicle information including the State Issued etc.

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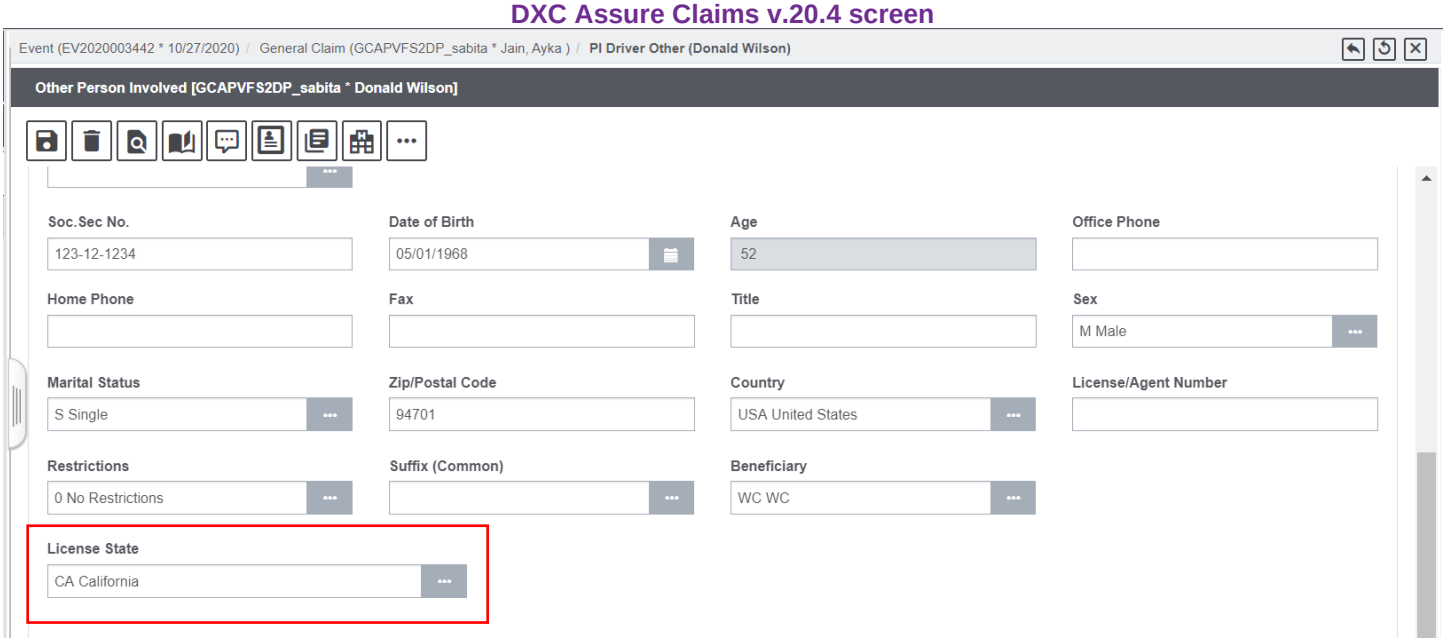
DXC Assure Claims v.20.4 address this requirement by introducing a new field – “License State” on the Other Person Involved screen for Other Person type “Driver”. This enhancement now facilitates the underwriting process and determining premiums. **[Fig. 13]**

DXC Assure Claims v.20.4 screen



[Fig. 13]

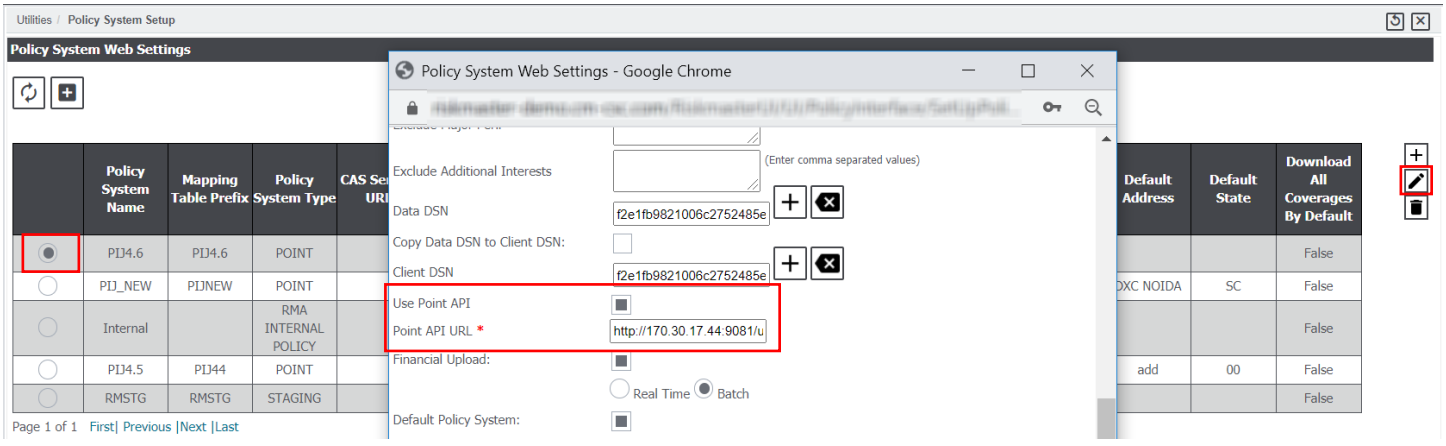
Note

- It works only with Point Policy where both Vehicle and Driver are attached with Policy.
- It works only with ERON (Entity Role ON) because PI Other of Driver type is downloaded on ERON.

Introduction of Point APIs for seamless data transmission

DXC Assure Claims v.20.4 introduces support for Point Client API’s for updating Entity data during Point Policy Upload. A new checkbox “Use Point API” and field “Point API URL” have been added under Policy System Setup in the Utilities zone. **[Fig. 14]**

DXC Assure Claims v.20.4 screen



[Fig. 14]

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When the said Point API settings are enabled, Assure Claims will be able to transmit Entity and Address data using Point Client API's during the Point Policy upload. Please note that uploading financial data would still require direct database connection with Point Database.

Improvements in the Client Program Module*

The Client Program module was first introduced in Assure Claims v. 20.3 to aid insurers and TPAs in tracking agreements/contracts with their individual clients for whom they manage claims. A system to manage all these was previously lacking 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.

As part of the ongoing enhancement of existing modules in Assure Claims, the **Client Program** module receives the following new features in this release:

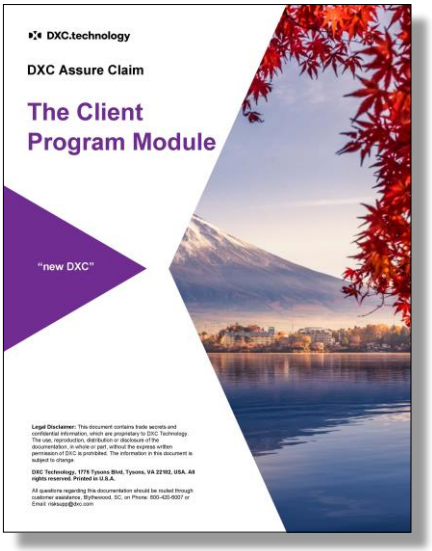
- **Ability to navigate to Client Program via the Claims/Events screens.**
- **Ability to associate Syndicates/Brokers/Coverholders to Client Program**
- **Ability to Create UMRs to Syndicates**

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

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

Please refer to the adjoining document for details of the Client Program feature included in this release, along with all previously released features.

*** VIEW PROCUREMENT INFO**



> **Note**
>
> - The Client Program module and its functions will be delivered over multiple releases.

Addition of Email field on all Supplemental and Administrative Tracking screens

This release of DXC Assure Claims adds an **Email** type field on all **Supplemental [Fig. 15]** and **Administrative Tracking [Fig. 16]** screens of the application. Previously when an email type was captured in Admin Tracking, it wasn't possible to validate whether the email captured was syntactically proper or not. With the implementation of built-in validations, emails being captured can be validated.

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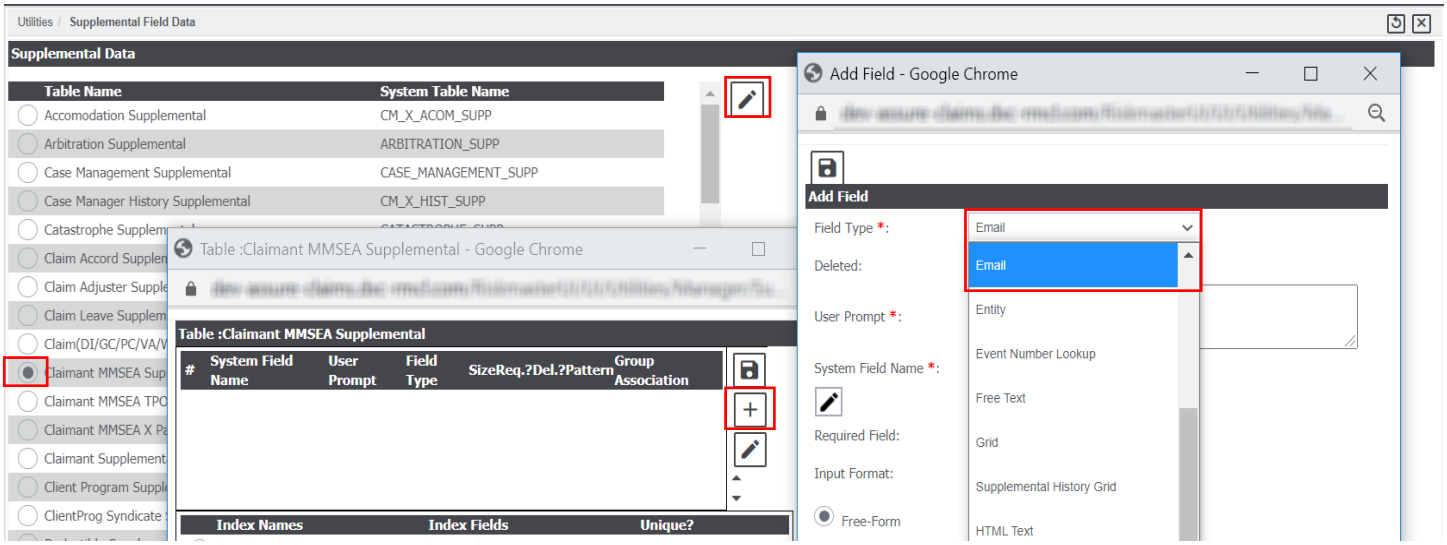
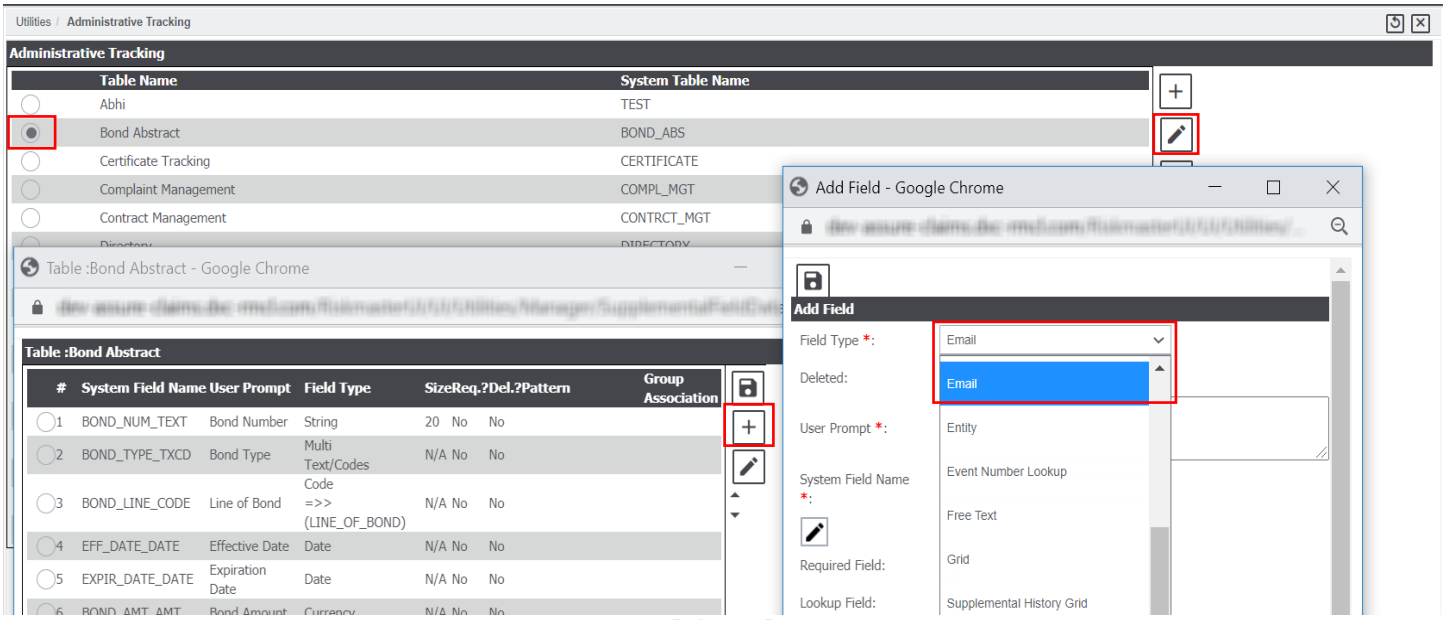
DXC Assure Claims v.20.4 screen



[Fig. 15]

DXC Assure Claims v.20.4 screen



[Fig. 16]

Implementation of WCAG 2.1 (Phase 4)

DXC Assure Claims v. 20.4 further enhances and improves the accessibility and user-friendliness of the application with the implementation of Phase 4 of the Web Content Accessibility Guidelines (WCAG) 2.1. The latest upgrade especially renders better accessibility in the Print Checks and Search functionality of the application. All the modules and screen that use these two functionalities are now compatible with the WCAG 2.1 guidelines.

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Release Notes

v. 20.4

January 2021

Important Information

This section includes information for procuring and/or using the new/existing licensed 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.

RETURN TO Integration with Premonition™

RETURN TO Life Claims LOB

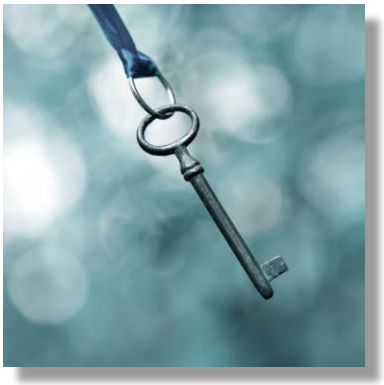
RETURN TO Sisense Dashboards & Reports

RETURN TO Improved Integration with Viewpost

RETURN TO Data Collection

RETURN TO Client Program

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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January 2021

Looking Beyond v.20.4

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.

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Looking Beyond v.20.4

As the technical landscape for InsureTechs changes at breath-taking speeds, DXC will continue to keep abreast of the latest in technology by innovating and improving the Assure Claims software. DXC will keep engaging with its various partners to onboard even more functions to benefit customers through the various releases of DXC Assure Claims.

DXC will be incorporating globalization in its Life Claims LOB in a future release along with in-suit Litigation Analytics on Claims using Premonition™ as a partner. The application will see an improvement in its Quotation handling capabilities besides incorporating a new and improved workflow for handling FNOLs with the help of another partner 360 Globalnet. Besides developing the Life Claim LOB, DXC will continue to build and improve the Cash Management functions in Assure Claims.

On the technical upgrades front, Assure Claims will start supporting SAP BI 4.3 in its v. 21.1 release and upgrade the EDI interface for Alabama, Iowa and Michigan where new standards are expected to be available soon.

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Release Notes

v. 20.4

January 2021

About Us & Contact Info

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.

Previous Section

TOC

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About Us & Contact Info

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.

DXC'S DIGITAL DESTINATION FOR CHANGEMAKERS AND INNOVATORS

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.

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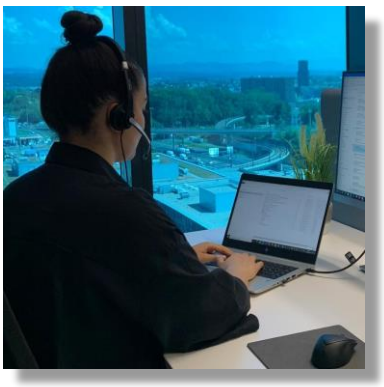
Thousands of Risk and Claim professionals rely on DXC Assure Claims to manage all types of Claims, making it one of the industry's leading Claims Management Systems. This active client community ensures that DXC Assure Claims is continually supported and enhanced – keeping your Claims processing running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

VISIT THE DXC CLAIMS MICROSITE

MORE ABOUT DXC ASSURE CLAIMS

Contact Info



The Assure Claims Support Center provides manned telephone support services at these times –

8:00 AM – 8:30 PM, EST, Monday through Friday.

Additional and after-hours coverage may be available upon request.

1-877-275-3676

risksupp@dxc.com

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Auburn Hills,
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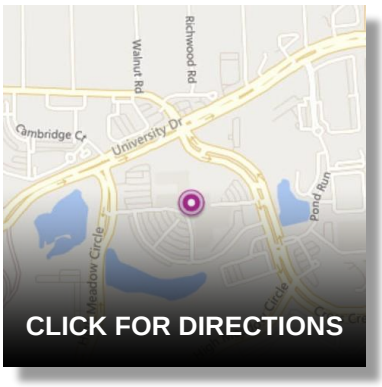

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