DXC.technology

DXC Assure Claims

Flexibility, scalability, configurability

FOR PROPERTY AND
CASUALTY INSURANCE
COMPANIES

"new DXC"

Release Notes

Release version: 21.1

April 2021

Table of Contents

DXC.technology

DXC Assure Claims

"new DXC"

Release Notes

v. 21.1

April 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.

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

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

GBS: Global Business Services
GIS: Global Infrastructure Services

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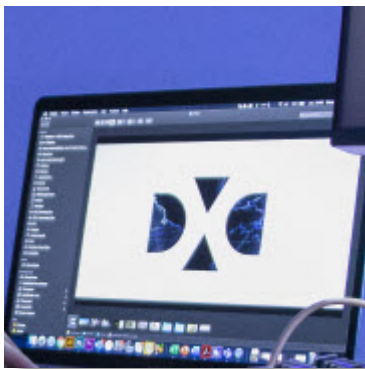
DXC Claims Microsite – a future ready portal based on newer technologies, offering a modern user-interface and enhanced user-friendliness has been launched as part of the ongoing Digital Transformation at DXC Technology.

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

DXC.technology

DXC Assure Claims

"new DXC"

Release Notes

v. 21.1

April 2021

General Overview

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

General Overview

Document Purpose

Pursuant to the release of DXC Assure Claims v. 20.4, 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. 21.1.

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. 21.1:

➢ 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. 21.1).
➢ 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.

VISIT THE DXC CLAIMS MICROSITE

DXC.technology

DXC Assure Claims

"new DXC"

Release Notes

v. 21.1

April 2021

Executive Summary

To succeed now and in the future, in the wake of an ever-increasing number of new competitors, rapidly evolving customer expectations, industry changing technologies, sudden market shifts, DXC has adopted the Scaled Agile Framework (SAFe®) to align the efforts of the entire organization on business values for proactively and continually delivering innovative customer centric solutions.

Executive Summary

To succeed now and in the future, in the wake of an ever-increasing number of new competitors, rapidly evolving customer expectations, industry changing technologies, sudden market shifts, DXC has adopted the Scaled Agile Framework (SAFe®) to align the efforts of the entire organization on business values for proactively and continually delivering innovative customer centric solutions.

DXC Assure Claims v.21.1 is the third release since the implementation of this new way of working and winning in the digital age, business agility and delivering values to customers. In release version 21.1, DXC introduces several new features including an integration with **Franco Signor** for improving the efficiency of MMSEA reporting and compliance. Also introduced in this release is an intuitive new feature to **identify Current Adjusters and track** the duration for which they are assigned to various Claims. Besides these, also being introduced in this release is a **Loss Run Report** widget in the Dashboard Zone screen that gives a bird's eye view of the financial details across all Claims. We are also introducing the ability to **quickly add Payments** via the Funds menu.

A few long-awaited enhancements requested by customers have been introduced to improve the usability of the Assure Claims system. These include, improving the **Auto-assign Adjuster feature** especially for handling Workers' Compensation and Non-Occupational Claims, enhancements in the **Bank and Sub-Bank Account** feature, introduction of **one-click Diary Routing**, enhancing the ability to **open multiple Claim Enhanced Notes** at once, and an **Advanced Search** option on the Transaction History screen to enable performing custom search operations with user defined search criteria. Moreover, this release also does away the dependency on the **Session Management** services with the integration of a **Session Clean-up** process in the Task Manager services.

Besides these, as part of the ongoing enhancement of existing modules and features in Assure Claims, the **Life Claims LOB**, the **Data Collection** module, the **Client Program** module and the **Vendor Quotations** feature, all receive critical new features and enhancements in the release. Furthermore, as part of **Digital Transformation** within Assure Claims, several **new screens** have been added in the Configuration Manager zone, which was first introduced in release version 20.3 as a future replacement for the existing Utilities zone.

This release of Assure Claims also brings in **critical enhancements** to our **360Globalnet** partnership which complements the existing in-house Data Collection solution and hence increases the choices for our customers. The **Medical Bill Review** system, **Reporting tools** – **BusinessObjects** and **Sisense** also receive multiple usability enhancements. Last but certainly not the least, with **Assure Claims Analytics** now being **supported** only on devices running **Ubuntu 18.04 LTS**, it becomes ever more scalable, reliable, and secure.

Besides the descriptions of all the above, this Release Notes document also includes Video Demonstrations of selected new features to aid their better understanding. These can be accessed directly through this document or via the Help navigation option in DXC Assure Claims.

To sum up, all new features, feature enhancements and usability improvements not only engender greater versatility, manoeuvrability, and control over the application, but also address the specific business needs of DXC's global customer community.

DXC.technology

DXC Assure Claims

"new DXC"

Release Notes

v. 21.1

April 2021

New Features

This section of the Release Notes document describes all the New Features included in DXC Assure Claims v. 21.1. 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.

New Features

▶ Integration of DXC Assure Claims with Franco Signor for automated MMSEA reporting*

The Franco Signor integration provides Assure Claims with a solution that improves the efficiency of MMSEA (Medicaid & Medicare SCHIP Extension Act of 2007) reporting and helps leverage Franco Signor's expert guidance with prompts and alerts to meet MMSEA compliance. It validates the information before it is sent for further processing to CMS (Centers for Medicare & Medicaid Services) and informs whenever an error is encountered in real time. Thus, offering correct guidance to provide optimal information with minimal errors to avoid penalties and damages.

This integration with Franco Signor is an API based automated solution and no manual intervention is needed throughout the MMSEA reporting process.

* VIEW PROCUREMENT INFO

READ MORE ON FRANCO SIGNOR

▶ Introduction of an ability to Track Adjuster Assignment

The ability to track Adjuster Assignment is an intuitive new feature that helps track the duration for which an Adjuster is assigned to a Claim. This is especially useful in ascertaining the workload on Adjusters who may or may not be actively working on one or several Claims at any given time. It will now be possible to identify the Current Adjuster, the duration and status of assignments along with the work history of an Adjuster working on multiple Claims which help to record and identify how long files are being held by a particular Adjuster etc.

Please watch the adjoining video for a detailed understanding of this new feature.

DXC.technology

DXC Assure Claims

Tracking Adjuster Assignment

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

Enhancing the 360Globalnet Partnership

The partnership with 360Globalnet gets a fillip as several key enhancements are introduced in DXC Assure Claims v.21.1. Customers now have another FNOL solution complementing our existing in-house Data Collection solution, hence, increasing the choices for our customers.

Please read the adjacent document for a detailed understanding of this enhancement.

VISIT THE 360GLOBALNET WEBSITE

Introduction of the Vendor Quotations feature for Property Claims and Vehicle Accident Claims

The ability to add Vendor wise Quotations for General Claims (Property and Unit) was first introduced in DXC Assure Claims v.20.4 which enabled the capturing of Quotations in a structured manner at one place for the easy analysis and comparison on a single frame.

With the release of DXC Assure Claims v.21.1, the Vender Quotations feature has been extended to the following LOBs:

➢ **Property Claims**
➢ **Vehicle Accident Claims**

Watch a video demonstration on the Vender Quotations feature for General Claims (Property and Unit) introduced in DXC Assure Claims v.20.4.
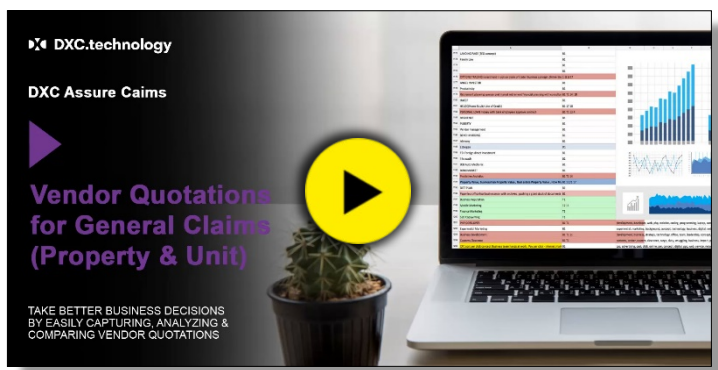
This video is also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

▶ Introduction of a Loss Run Report widget on the Dashboard Zone screen

This release version of DXC Assure Claims adds the ability to get a bird's-eye view of the financial status of an organization across its various business verticals over a specified period. To this end, a new widget called – **Loss Run Report**, for the Dashboard zone which gives a bird's eye view of the financial details across all Claims on a selected DSN. The data displayed in this new widget can be filtered based on the Claim Type/ Coverage Type/ Policy LOB, Line of Business, Policy Details, and duration.

▶ Introduction of an Advanced Search option on Transaction History screen

An Advanced Search option has now been introduced on the Transaction History screen which will enable performing custom search operations with user defined search criteria.

Two new buttons "Advanced Search" and "Refresh" have been added on the Transaction History screen. This was necessitated by the absence of filters on the various columns of the Transaction History grid.

Selecting the newly added "Advanced Search" button opens the Search Criteria popup window where custom search operations can be performed on the Transactions done on a selected Claim.

DXC Assure Claims v. 21.1 screen

[Fig. 1]

Note

  ➢ Transaction History Search parameters can be edited via the Query Designer in the Utilities Zone.
  ➢ The Transaction History Search will be the default search criteria on the Search Criteria popup window.
  ➢ The default search criteria for Funds can be changed via the Search menu.

> ➢ Any changes done to the Funds Search criteria will have no impact on the Transaction History screen's Advanced Search criteria, i.e.: Transaction History Search will remain the default search criteria.
> ➢ A Funds Search performed via the Search menu displays results from all Claims in the system whereas, a Transaction History Search displays results from a selected Claim only.
> ➢ The Advanced Search results (filtered results) will be displayed on the Transaction History screen itself.
> ➢ Selecting the "Refresh" button will display the unfiltered Transaction History grid.
> ➢ A total of 25 search parameters are available under Transaction History Search criteria.

▶ Ability to quickly add Payments via the Funds menu

DXC Assure Claims v.21.1 enhances the application's usability by directly allowing the creation of Transactions without the need for opening a Claim Record. This enhancement not just saves time by allowing the **addition of a Claim Number to a Transaction created via the Funds menu**, but also, the reduces the number of clicks needed to navigate through a Claim to add a Transaction.

Until the previous release, the Claim Number field wasn't available on this screen resulting in the creation of orphan transactions. Now, with the introduction of the Claim Number lookup field, it will be possible to search for an appropriate Claim against which the selected transaction may be posted.

"new DXC"

Release Notes

v. 21.1

April 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. 21.1 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 all current and previously released features.

⟨   ☰ ⟩

Previous Section   TOC   Next Section

Enhancements & Improvements

▶ Improvement in the Life Claims LOB*

As part of the ongoing development of the Life Claim Line of Business the application now gains multilingual capabilities along with ability to define custom rules for calculating Withholding Taxes across the system.

The following enhancements are being introduced in release version 21.1:

➢ **Implementation of Visual Product Modeling System (VP/MS) for Federal Withholding Tax (FWT)**
➢ **Multicurrency Support**

Please refer to the adjoining document for details of the enhancements included in release version 21.1, along with all previously released features.

As the Life Claims module 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.

■ VIEW PROCUREMENT INFO
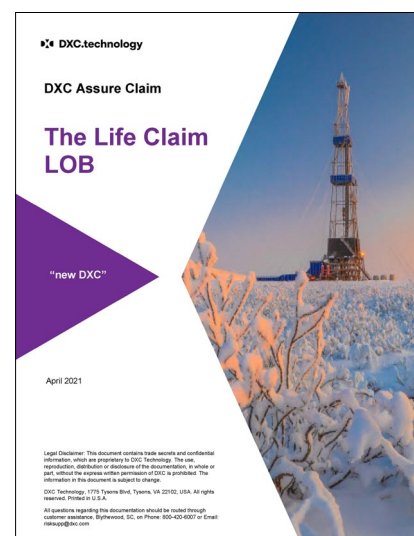
▶ Enhancements in the Data Collection module*

The Data Collection module receives some very useful enhancements in this release as well. **The application now supports separate views/screens for both External and Internal Reviewers for performing actions on various assigned Data Collection Forms on a single screen.** This feature is especially convenient as it saves Reviewers the trouble to navigating across individual forms for performing actions.

The following are the screens introduced in this release:

➢ **External Reviewer's screen for approving Data Collection forms**
➢ **Internal Reviewer's screen for approving Data Collection forms**

Details of all the features made available in DXC Assure Claims v.21.1 and all previously released versions 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.

Data Collection

DXC Assure Claims

Release: v.19.4
January 2020

© 2020, DXC Technology Company. All rights reserved.

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

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

The Configuration Manager zone which dons a new look and feel, offering an enhanced usability experience – is a remarkable improvement over the existing Utilities zone. This new ecosystem with several rearranged internal settings and tags offers a logical grouping of various administrative controls aimed at boosting responsiveness, efficiency, and overall user experience. The content rich pages now load faster than ever, and the component-based architecture even allows for easy maintenance and bug-fixing. With support for accessibility (WCAG) at its core, DXC Assure Claims v.21.1 offers several visible changes and outcomes in the application's value delivery.

Video Demonstration of the new Script Editor screen

The adjoining video demonstration of the **Script Editor** screen clearly exemplifies the improved performance, accessibility, usability, mobility, and security of the screens.

These videos are also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

DXC Assure Claims

Angular and .NET Core based Script Editor Screen

Similar enhancements have also been done on the following screens in the Configuration Manager zone:

➢ **Code Relationship Mapping screen**
➢ **System Administrative Tracking screen**
➢ **Jurisdiction Tables screen**

➢ **Administrative Tracking screen**
➢ **Supplemental Field Data screen**

To go through the features included in the Configuration Manager zone in the previous releases, please watch the adjoining video demonstration.

These videos are also accessible via the "**Help**" navigation on the primary menu bar of the DXC Assure Claims application.

DXC Assure Claims

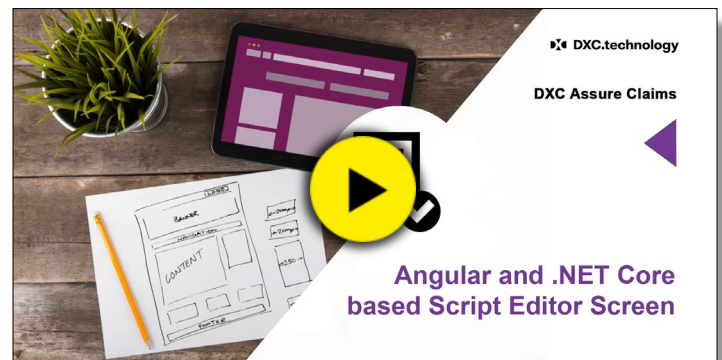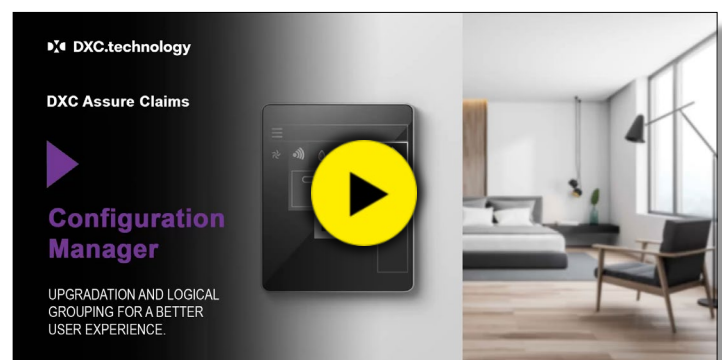**Configuration Manager**

UPGRADATION AND LOGICAL GROUPING FOR A BETTER USER EXPERIENCE.

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, **Client Program** receives the following new features in this release:

★	**VIEW PROCUREMENT INFO**

- ➤ **Introduction of Diaries and Record Summary functionalities**
- ➤ **Introduction of Client Program related categories for handling Claims, Events, Policy and Mail Merge**
- ➤ **Introduction of an ability to add a Broker Firm on a Unique Market Reference Number (UMR)**
- ➤ **Introduction of an ability to add a Bank Account at the UMR level**

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.

DXC.technology

DXC Assure Claim

The Client Program Module

"new DXC"

Legal Disclaimer: This document contains trade secrets and confidential information, which are proprietary to DXC Technology. The use, reproduction, distribution or disclosure of the documentation, in whole or part, without the express written permission of DXC is prohibited. The information in this document is subject to change.

DXC Technology, 1775 Tysons Blvd, Tysons, VA 22102, USA. All rights reserved. Printed in U.S.A.

All questions regarding this documentation should be routed through customer assistance, Blythewood, SC, on Phone: 800-420-6007 or Email: risksupp@dxc.com

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

Improvement in the Auto-assign Adjuster feature

The already exiting Auto-assign Adjuster feature has been rendered more flexibility for handling **Workers' Compensation** and **Non-Occupational Claims**. The system now can prioritize adjusters who have in the past or are currently handling other Claims for that Employee. This prioritization happens when there are multiple adjusters fulfilling the main selection criterions like LOB's, Department, Claim Type, Jurisdiction etc. thus preventing a situation where multiple adjusters get assigned to work on different claims for the same employee.

> **Note**
>
> - ➤ This enhancement is applicable for the **Workers' Compensation** and **Non-occupational Claims** only.
> - ➤ The latest implementation will work only in the case of new Claims and not for the existing ones.

Enhancements in Bank and Sub-Bank Account feature

Considering the feedback and requirements of clients, some alterations have been done in the Bank and Sub-Bank Account screens of Assure Claims. Earlier, the **Pre-check Register PDF** file and the **Balance information** screen were missing some information which have now been included in the current release version.

Balance information displayed as a PDF

Now, the Balance Information will be displayed in the Pre-check Register PDF file only when the **Use Sub Account** setting is ON in the General System Parameter Setup screen. The Pre-check Register PDF file retrieved from the Precheck Register tab of the Print Check window, earlier displayed the Sub-account Name and Number only.

With this latest enhancement, the Available Balance and Total check Amount will be displayed in the PDF files. **[Fig. 1]** The Available Balance is the deposit balance of the respective sub-account. Total Check Amount is the sum of the amount allocated to the selected checks.

DXC Assure Claims v. 21.1 Screen

[Fig. 1]

Improvement in Account Balance Screen with or without Bank Reconciliation

Up until the last release, Balance Information of the Bank and the Sub-bank Account was displayed only when Bank Reconciliation was done. In the current release, Balance information can be viewed even when actual reconciliation has not been performed.

In case the reconciliation is not done, then, a message **"Reconciliation not done for this Bank Account"** will be displayed on the Disbursement Account Balance Information window. This enhancement augments the usability of the balance information window by displaying additional details. **[Fig. 2]**

To view the details, enter the Start and End Statement Date and select the corresponding Refresh button. In addition to this, the fields have now been labeled for a better understanding. The formulae and calculation associated with the Sub Total, Balance Per Book (System) and Reconciliation Items amounts are displayed as well.

DXC Assure Claims v. 21.1 Screen

[Fig. 2]

Note

➢ Disbursement Account Balance Information window of the Sub-bank and the Master Bank account are in-sync with each other.

Addition of the "Assign to Me" toolbar button for one click Diary Routing

Assure Claims enhances the application's usability with the introduction of the ability to Route Diaries with a single click. Thus, doing away with the need to navigate to the Routing screen.

A new toolbar button – "Assign to Me" has been added on the Diary List screen to reassign a selected Group/Individual Diary to the user currently logged in, thereby reducing the number of clicks involved in the entire Diary reassignment process. **[Fig. 3]**

DXC Assure Claims v. 21.1 screen
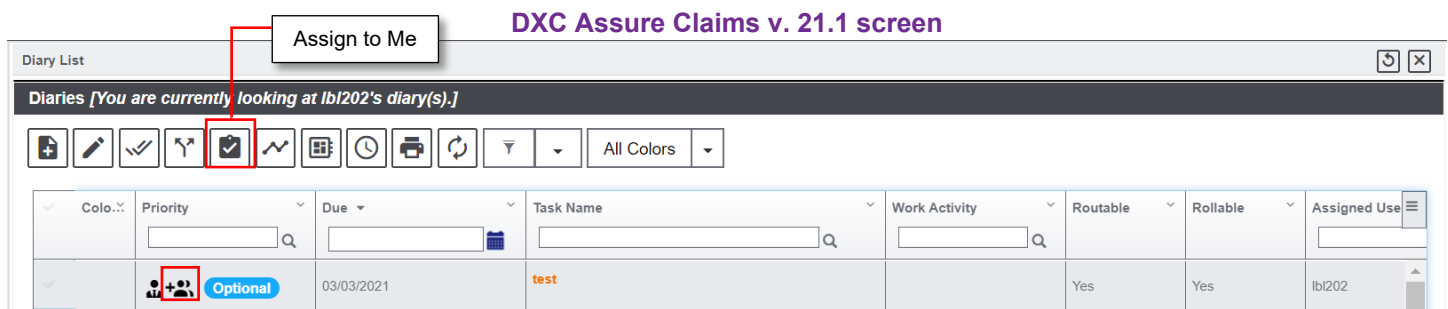
[Fig. 3]

Note

➢ The logged in user can assign one or more Groups/Individual Diaries to self via the new toolbar button "Assign to Me".
➢ Routing (reassignment) information on a Group Diary can be viewed in the Log Information column.
➢ The "Assign to Me" function cannot be performed for Group Diaries marked "Non-Routable".
➢ The "Assign to Me" functionality is governed by SMS permissions allowed for a logged in user.
➢ SMS permission under Diary has been renamed from "Route" to "Route/Assign to Me".
➢ "Route" and "Assign to Me" toolbar buttons will be unavailable if the above SMS permission if OFF.

Option to open multiple Claim Enhanced Notes at once

The usability of the Claim Enhanced Notes feature gets a boost with the introduction of an ability to create a new Enhanced Note while being able to simultaneously view the existing list of Enhanced Notes list thereby reducing the possibility of duplicate Note creation by Adjusters. This was a long-awaited enhancement that Assure Claims addresses in this release version.

In other words, the Enhanced Notes list can be viewed in the background window while simultaneously working on a new Note in the Extended window. The **Reload** button can be used to sync data in both the inline window and the extended windows without the need to close the latter.

▶ Taxonomy Code Enhancement in DA Medical Bill Review

With this release the **Medical Bill Review** system receives new capabilities desired by several customers. Earlier taxonomy code import was available only on payment level. Now, the import of a Taxonomy Code will also be available at the Payment Split level. Owing to this, any data redundancies arising from the fact that the same Payee could have different Taxonomy Codes, have been curtailed.
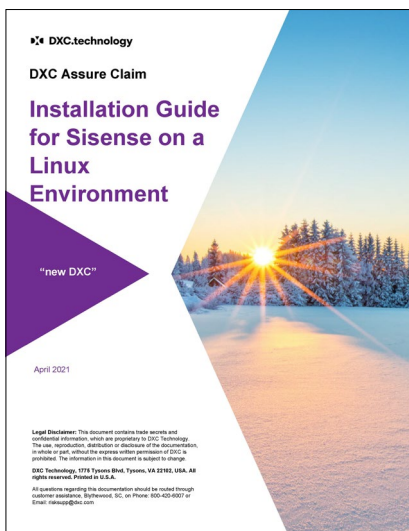
Please visit DXC Assure Claims' Help section for more information on Taxonomy Code.

▶ Integration of Session Management into Task Management Services

The current release version adds major boost to the user-friendliness by negating the dependency on multiple management services. Earlier, Assure Claims had both Session Management and Task Manager services. This version does away with the dependency of the users on the Session Management services with the integration of Session Cleanup process in the Task Manager services. All the jobs related to Session Manager will now be handled via the Task Management Services.

Thus, the application reduces the steps involved in executing the jobs by including all of them at a single place.

▶ New and updated Installation Guide for DXC Assure Claims Analytics

DXC.technology

DXC Assure Claim

Installation Guide for Sisense on a Linux Environment

"new DXC"

April 2021

Legal Disclaimer: This document contains trade secrets and confidential information, which are proprietary to DXC Technology. The use, reproduction, distribution or disclosure of the documentation, in whole or part, without the express written permission of DXC is prohibited. The information in this document is subject to change.

DXC Technology, 1775 Tysons Blvd, Tysons, VA 22102, USA. All rights reserved. Printed in U.S.A.

All questions regarding this documentation should be routed through customer assistance, Blythewood, SC, on Phone: 800-420-6007 or Email: risksupp@dxc.com

With this release going live, **Assure Claims Analytics** (Sisense Single Node installation) will be supported only on **devices running Ubuntu 18.04 LTS**.

Also, Sisense on Linux machines will now support **Kubernetes** and **Container Deployment** which would result in lower TCO, scalability and improved stability & reliability.

The adjoining guide explains all the steps needed to provision Sisense on Linux. Prior experience with configuring server software and with Linux will be needed for setting this up.

This document also contains information on the prerequisite settings for Sisense installation.

Introduction of new fields on Entity & Contact Info Screens to aid Reporting Tools

To enhance the efficiency and data capturing capabilities of reporting tools – **BusinessObjects** and **Sisense**, Assure Claims v.21.1 has added multiple information fields on the **Entity** and **Contact Info** screens.

Newly introduced fields include:

➢ **Phone**	➢ **Fax Type Desc**
➢ **Phone Type Code**	➢ **Social ID**
➢ **Email**	➢ **Social ID Type Code**
➢ **Email Type Code**	➢ **Social ID Type Desc**
➢ **Email Type Desc**	➢ **Primary Flag**
➢ **Fax**	➢ **Phone Number**
➢ **Fax Type Code**	➢ **Phone Type Desc**

Data from the above fields will be utilized by the reporting tools for better statistical insights and analytics.

DXC.technology

DXC Assure Claims

"new DXC"

Release Notes

v. 21.1

April 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.

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 Franco Signor**

RETURN TO   **The Life Claims LOB**

RETURN TO   **The Data Collection module**

RETURN TO   **The Client Program module**

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.

DXC.technology

DXC Assure Claims

"new DXC"

Release Notes

v. 21.1

April 2021

Looking Beyond v.21.1

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

Looking Beyond v.21.1

DXC will continue to remain committed to further enhancing the Assure Claims software as part of its Digital Transformation journey by keeping abreast of the latest in technology. DXC will keep investing in all upcoming long-term features like Life Claims, Data Collection and Client Program, where newer features will be introduced. The next release will see enhancements being made to Medical Bill Review (MBR) system as it is slated for access via an API. The existing partnership with 360Globalnet will receive enhancements around data import and coverage improvement. We are also investing to make our software platform agnostic and more suited to cost effective cloud deployments using Linux as operating system besides MS Windows. Our journey to bring better digital services using our InsurTech and partner universe continues as we bring more functions like salvage, weather, analytics into our claims. Areas like Cash management, Client program, Localization for APAC & Europe would also see major improvements in future.

DXC.technology

DXC Assure Claims

"new DXC"

Release Notes

v. 21.1

April 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

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
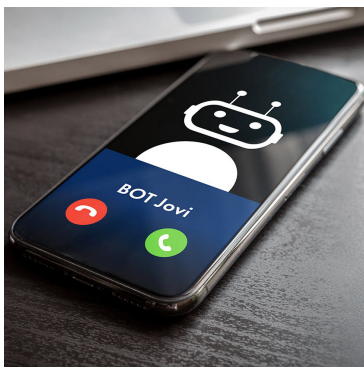
DXC Assure Claims is an integrated Claims Administration Platform that consolidates multiple functions into one cohesive solution to provide accurate and up-to-date business functions using the latest technology.

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.

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.
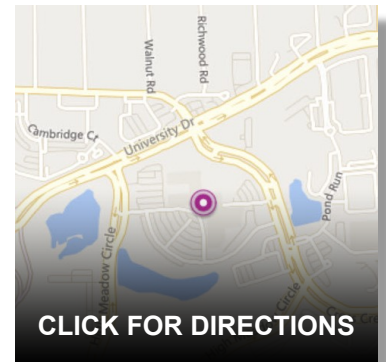
☎ **1-877-275-3676**

✉ **risksupp@dxc.com**

📍 **DXC Technology**
3000 University Drive,
Auburn Hills,
Michigan 48326

CLICK FOR DIRECTIONS

DXC.technology

"new DXC"

Follow **DXC Technology** on social media

Get the insights that matter.

Keep up to date with technology and
innovation, now and in the future.