Release Notes

Version: 21.2

June 2021

DXC Assure Claims

Flexibility, scalability, configurability

FOR INSURANCE COMPANIES & SELF INSUREDS

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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 MORE

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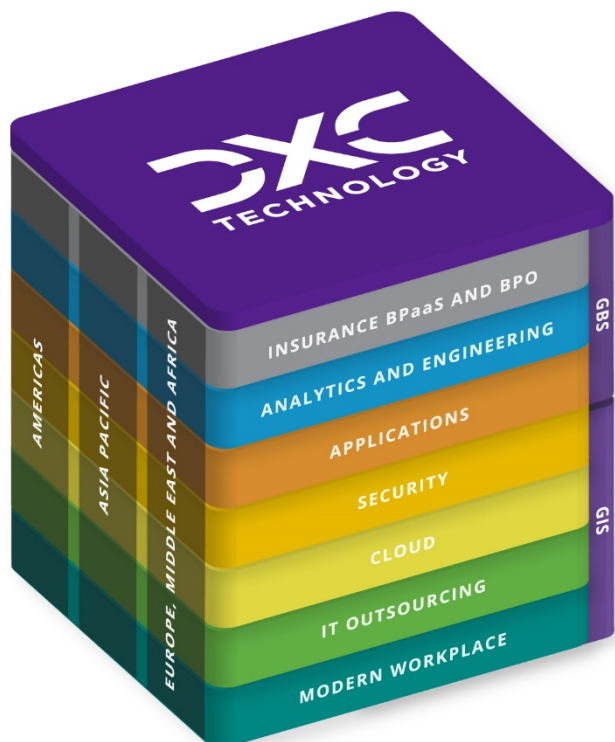
The race to modernize mission-critical systems and transform into a 21st century business is on. At DXC, we deploy the Enterprise Technology Stack to help customers achieve elevated levels of performance and new experiences.

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

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VISIT THE CLAIMS MICROSITE

DXC Assure Claims

Release: v.21.2

June 2021
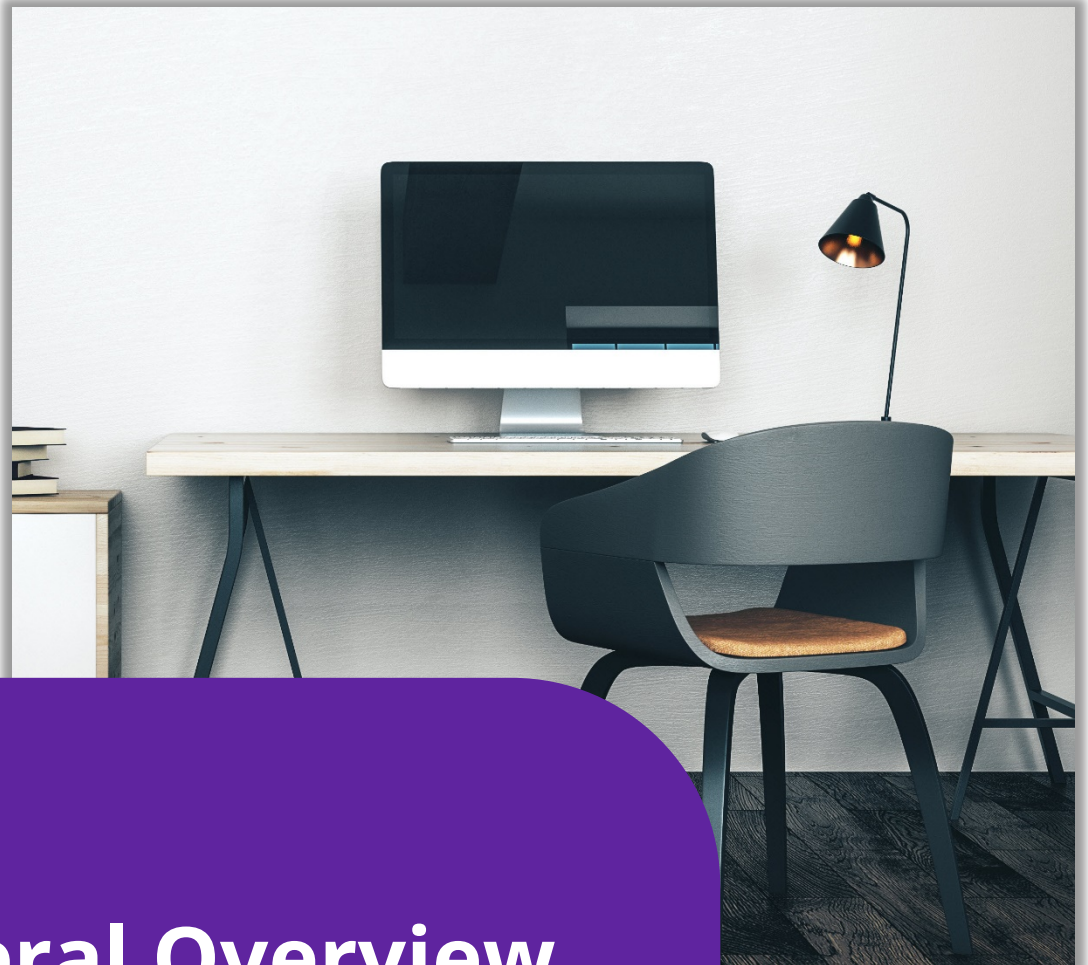
General Overview

— 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. 21.1, 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. 21.2.

It is recommended that customers desirous of upgrading their version of DXC Assure Claims must go through the Release Notes of their present version up to the version that they wish to upgrade to.

VISIT THE CLAIMS MICROSITE

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. 21.2:

➢ 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 CLAIMS MICROSITE

Executive Summary

— DXC Assure Claims v. 21.2 is the fourth release since our adaptation of the Scaled Agile Framework (SAFe®) to align the efforts of DXC Technology on business values for proactively and continually delivering innovative customer centric solutions.

Executive Summary

DXC Assure Claims v. 21.2 is the fourth release since our adaptation of the Scaled Agile Framework (SAFe®) to align the efforts of DXC Technology on business values for proactively and continually delivering innovative customer centric solutions.

In release version 21.2, DXC introduces several new features including a new **Workflow** capability in our Document Management System. Also introducing in this release is our partnership with **Copart** as our Vehicle Salvage Partner to aid our customers locate the nearest salvage locations. Besides these, this release of Assure Claims also introduces a new feature in our existing integration with **Premonition™** whereby, it becomes possible to view the probability of winning a litigation and fetching **In-suit** details. Another useful new feature being introduced in this release is the ability to view the **Event Level Person Involved** on the Claim Screen, which makes for their easy identification and navigation.

We've listened to your feedbacks and introduced a few long-awaited enhancements and improvements to existing features to improve their usability. First in line is the implementation of **First and Final Collections on Non-Recovery Reserves** by auto populating financial keys helping in the quick processing of financials. Furthermore, we have also extended support for **Staging Policy download** for Claims Made Policies as you can now filter Policies and Coverages based on parameters like Date of Loss and Claim Date Reported. The **EDI Application** also becomes compatible with IAIABC Version 1.4 for Release 3.1 and the latest XML Standard format for the states of Kansas. Alaska and Rhode Island will be available with latest versions of Release 3.0. Lastly, the efficiency and data capturing capabilities of DXC Assure Claims Analytics (**Sisense**) reporting tool is greatly improved with the inclusion of numerous Payee Info screen fields.

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, all receive critical new features and enhancements in this release. Furthermore, as part of **Digital Transformation** within Assure Claims, the **Localization Setup** screen also gets added to the **Configuration Manager** zone, which was first introduced in release version 20.3 as a future replacement for the existing (legacy) Utilities zone.

Please note that the Release Notes document includes a Video Demonstration of the working of the **Localization Setup** screen to aid your better understanding of its functioning in the Configuration Manager zone. This video can be accessed directly either 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, maneuverability, and control over the application, but also address the specific business needs of DXC's global customer community.

New Features

— This section of the Release Notes document describes all the New Features included in DXC Assure Claims v. 21.2. 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

Introduction of the DXC Assure Claims Workflow*

DXC Technology has developed a new **Workflow** management feature to streamline the routing, reviewing, and documents approval processes with an easy automated system.

> * VIEW PROCUREMENT INFO
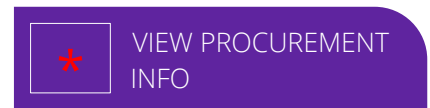
The new workflow feature, **DXC Assure Claims Workflow** (DXCWf), can be used to define different workflows for various job types and processes. This feature can be used to determine an individual or a group for performing a specific task at every stage in the workflow. Once an individual or group has completed a task, DXCWf notifies the individual/group responsible for the next task who receive the data needed to execute their stage of the process. This process goes on until all tasks defined for all stages have been executed and the job has been completed.

Please go through the documents below for a detailed understanding of this new feature.

DXC Assure Claims Workflow — User Guide — Version: 21.2

DXC Assure Claims Workflow — Technical Specifications — Version: 21.2

DXC Assure Claims Workflow — Installation Instructions — Version: 21.2
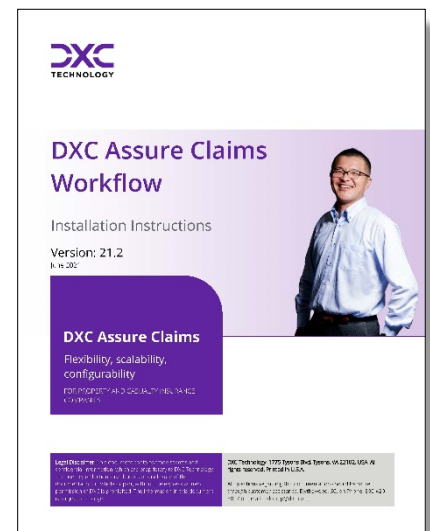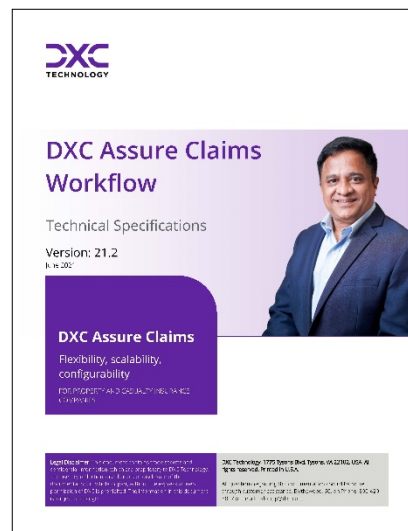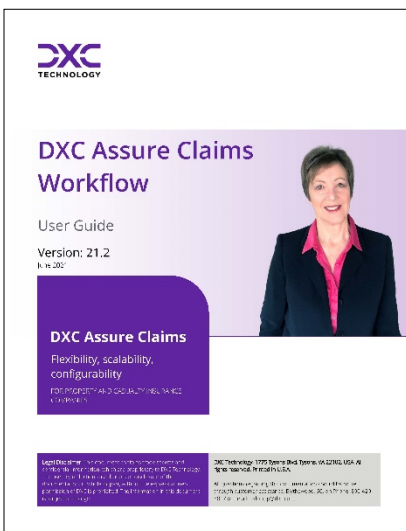
Note

> ➢ Currently the DXC Assure Claims Workflow module does not support Oracle database, Multitenancy and multiple DSNs (Data Source Names). Support for these will be introduced in one of our future releases.

Introduction of Copart, Inc. as Vehicle Salvage Partner*

DXC Assure Claims v. 21.2 partners with **Copart, Inc.** a global provider of **Vehicle Salvage Services**.

With this integration, insurance companies can now submit basic salvage assignments to Copart directly via the Assure Claims interface. Copart in-turn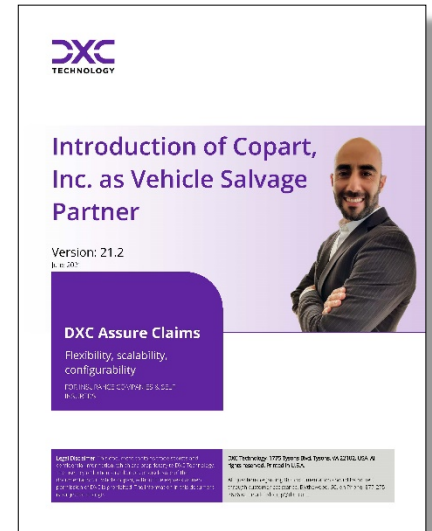 provides the insurance companies with the nearest salvage location which gets populated in the Copart Yard details on the Supplemental section of the Salvage screen.

Please read the adjacent document for a detailed understanding of this partnership and functionality.

VISIT THE COPART WEBSITE	* VIEW PROCUREMENT INFO

Claims Scan powered by Premonition^{TM} now offers an In-suit functionality*

The **Claims Scan** feature powered by **Premonition**^{TM} gets a boost with the introduction of **In-suit** functionality. **A new toolbar button has been added on the Litigation screen to access the Claims Scan app.**

In Assure Claims, a case is considered **In-suit** if it includes Docket Number, Court Name, Suit Date, Judge Last Name or Matter Name.

Owing to this enhancement, the application now offers an option to find the odds or probability to win a litigation. Not just this, the feature even enables fetching the **In-suit** details from Premonition. This empowers Assure Claims customers with insights into actual case outcomes by providing invaluable knowledge to make better case related decisions.

Please read the adjoining document for a detailed understanding of the Claims Scan In-suite functionality introduced in release version 21.2.

The Claims Scan feature was first introduced in release version 20.4. For a holistic understanding of Claims Scan, please also watch the video demonstration linked below.
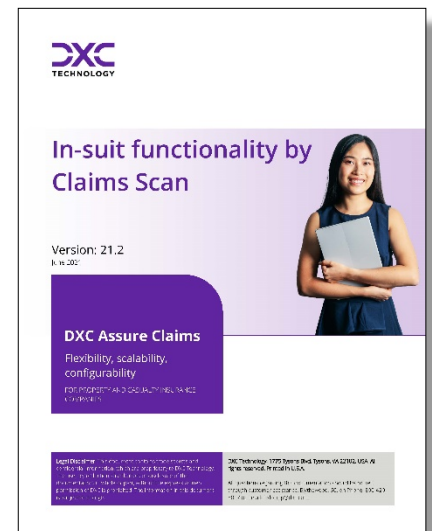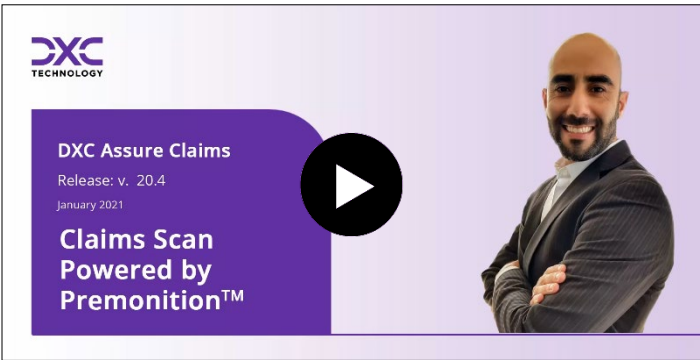
DXC Assure Claims
Release: v. 20.4
January 2021

Claims Scan Powered by Premonition™

READ MORE ABOUT CLAIMS SCAN BY PREMONITION™

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

Availability of the Event Level Person Involved on the Claim Screen

This release introduces a new option to view the Event Level Person Involved on the Claim screen as well. This has been done to make user experience better and increasing the usability of the application.

With the introduction of this feature, the Person Involved available at the Event level will now be displayed in the Person Involved node in the right-hand pane of the Claim screen, thus, making for easier visibility and access without the need for navigating away from the Claim screen.

Further details on this enhancement can be viewed in the adjoining document.

Availability of the Event Level Person Involved on the Claim Screen

Version: 21.2
June 2021

DXC Assure Claims

Flexibility, scalability, configurability

FOR PROPERTY AND CASUALTY INSURANCE COMPANIES
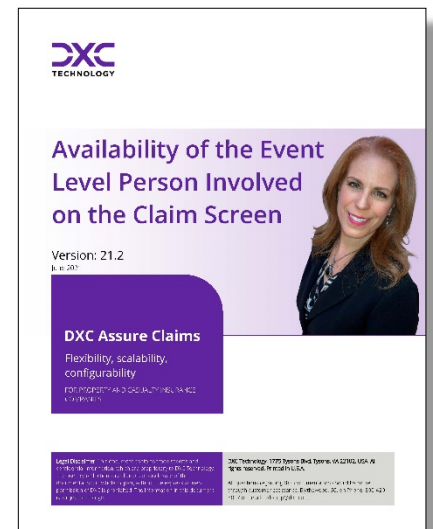
Enhancements & Improvements

— 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. 21.2 much more efficient & user-friendly.

This section also contains direct links to module specific documents capturing complete details of previously released features.

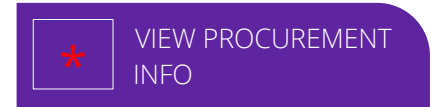# Enhancements & Improvements

Enhancements in the Life Claim LOB*

As part of the ongoing development of the Life Claim Line of Business, the following enhancement is being introduced in release version 21.2:

> ***** VIEW PROCUREMENT INFO

Ability to add a Bank Account number via Amount Item Account (AIA) Mapping with DXC Assure Product/Rule Engine

The Life Claims module receives an important update previously unavailable at the time of Proceeds Calculations. Going forward, it will now be possible to **associate a Bank Account Number with Proceed Details Calculations**. This account number will be populated based on the preconfigured Claim Amount Item Type and Account Mapping.

Implementation of DXC Assure Product for Post-mortem Interest (PMI)

With the implementation of the Assure Claims Product mapping for Post-mortem Interest (PMI) calculations it will now be possible to **define custom rules for calculating PMI** across the system for the Life Claims LOB.

Coverage inclusion for Annuity and Non-Annuity Policies

Keeping in view the importance of Policy Amounts and Coverage Amounts in Life Claims, DXC Assure Claims v.21.2 changes the way these are treated. Going forward, it will be possible to **modify the Coverages for a Claim** from a single screen for both Annuity and Non-Annuity policies.

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.

Please refer to the adjoining document for details of the 3 enhancements included in release version 21.2, along with all previously released features.
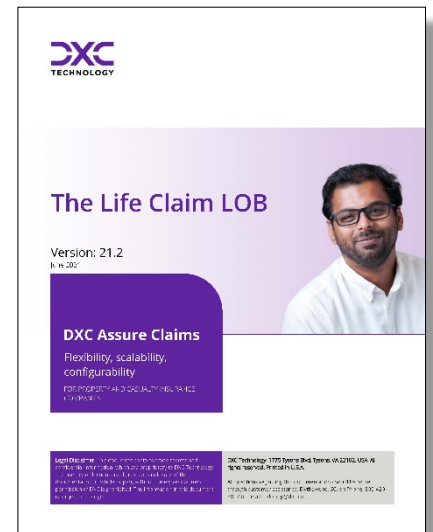
Enhancements in the Data Collection module*****

The Data Collection module receives some very useful enhancements in this release as well. The following features are being introduced in release version 21.2:

> ***** VIEW PROCUREMENT INFO

Newly added Approve & Reject buttons on the Data Collection Form screen

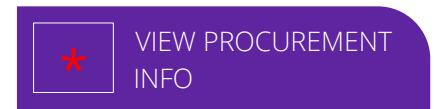New toolbar buttons – **Approve** and **Reject** have now been added on the Approver's view of the Incident Form screen to help make logical and informed approval or rejection decisions of an Incident form submitted by a Reporter. Previously these 2 buttons were placed on the Incident Form list grid.

Ability to Email/Attach a PDF copy of the Incident Report Summary form upon submission

This release adds the ability to auto-generate a **PDF** copy of the **Incident Report Summary** form submitted by the Reporter. This PDF summary also gets attached with the Claim record. and based on settings; the same also gets sent via email to the Reporter.

This feature not just helps a Reporter in keeping a record of the submitted Incident Report, but also aids Adjusters in verifying whether the Claim created in Assure Claims is in sync with the data submitted by the Reporter.

> **Note**
>
> ➢ Currently all fields submitted by the Reporter are not available in the PDF copy of the auto generated **Incident Report Summary**. Support for all fields will be available in one of our future releases.

Ability to Migrate Data Collection Configurations and Powerviews from one Environment to another

The ability to migrate **Data Collection Configurations** and **Powerviews** from one environment to another is a very useful feature being introduced in this release.

This is because a significant amount of time is devoted to test the newly deployed version of the application on the Test Environment, where customized Data Collection Configurations and Powerviews are added based on business requirements. As these Configurations and Powerviews are replicas of those coming up on the Production Environment, the ability to migrate them from the Test to the Production Environment will prove extremely handy economizing time and efforts recreating them from scratch.

Complete details of all the new features and enhancements introduced in DXC Assure Claims v.21.2 and all previously released versions can be found in the Data Collection Module document on the next page.

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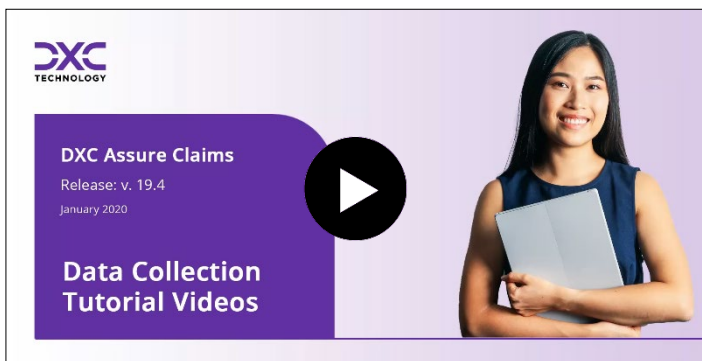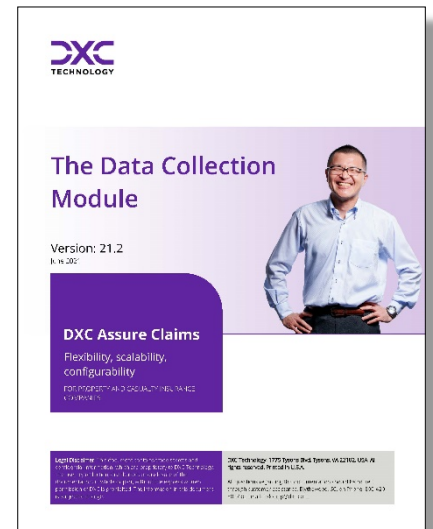

This video is also accessible via the "Help" navigation on the primary menu bar of the DXC Assure Claims application.

Enhancements in the Client Program module*

The Client Program module was first introduced in Assure Claims v. 20.3 to aid TPAs in tracking agreements / contracts with their individual Syndicates/Insurers for whom they manage claims.

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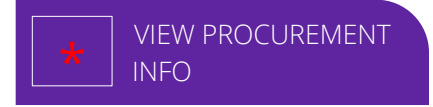
As part of the ongoing enhancement of existing modules in Assure Claims, **Client Program** receives the following new features in this release:

Ability to refer Insurer(s) associated with a Client Program in Policy

Previously, the Insurer Entity lookup table available on the Policy screen lacked the ability to list the Syndicates/Insurers associated to a Client program. Now, three new controls namely, **Lookup**, **Entity Search** and **Open Entity**, have been added in the Insurer field of the Policy Tracking screen of the Maintenance zone. Hovering the mouse over the Insurer lookup icon displays the 3 new options.

Ability to map the Insurer with UMR on Policy

The mapping of **UMRs** (Unique Market Reference) and **Policy percentages** is now possible based on the selected Client Program and Syndicate/Insurer. The UMR information on the Policy screen will aid in identifying the right Bank Account of the Syndicate/Insurers (associated with UMR's) while processing payments on Claims. The inclusion of the UMR also helps to decide the percentage share of each Insurer while processing the payment.

Introduction of new Validation Rules

Three new default validation rules have been added to the Client Program module in this release. The **default system validations** not only make it easier to meet business requirements of the users, but also help in identifying discrepancies on the Client Program, Claims and Policy screens.

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.
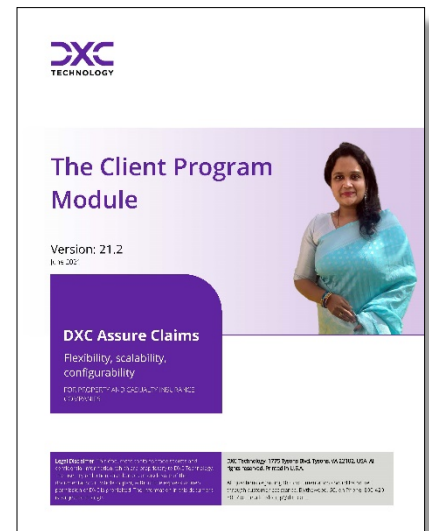
Digital Transformation within Assure Claims (cont'd...)

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. 21.2 offers several visible changes and outcomes in the application's value delivery.

Video Demonstration of the new Localization Setup screen

Please watch the adjoining video demonstration on the newly migrated **Localization Setup screen** (including **Globalization** settings), to the Configuration Manager zone for a feel of a greatly enhanced User Experience over that in the (legacy) Utilities zone.

This video is also accessible via the "Help" navigation on the primary menu bar of the DXC Assure Claims application.
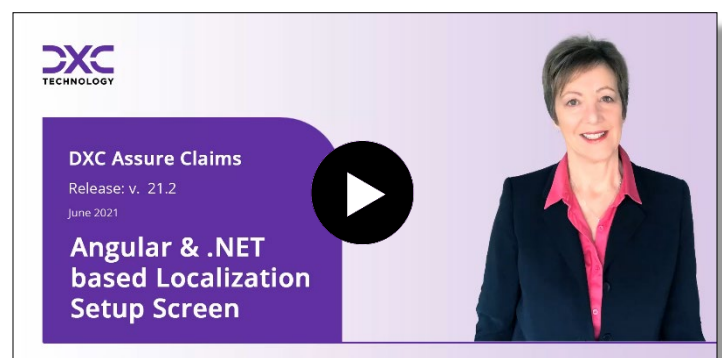
Implementing First and Final Collections on Non-Recovery Reserves

Until the previous release of Assure Claims, when a Collection was created on a Non-Recovery Reserve, the system adjusted the Collection, instead of treating it as a First and Final Collection. This release adds the ability to process Collections on Non-Recovery Reserves as First and Final Collections by auto-populating financial keys, thus, helping in the quick processing of financials. Going forward, it will be possible to create Recoveries even after selecting a Non-Recovery Reserve like Loss or Med, etc.

> **Note**
>
> ➢ The checkbox, **Allow Collections** on Associated Recovery Reserve (Utilities > Line of Business Parameter Setup > Reserve Options), can be enabled only if either one or both the checkbox pertaining to Non-Recovery Reserves Prevent Collections For Non Recovery Reserves (All Claims) and Prevent Collections For Non Recovery Reserves (All Claims) Per Reserve are selected.
>
> ➢ As the system treats this Collection as a First and Final Collection, saving it also closes the Reserve automatically.

Claims made handling for Policy Staging

Catering to the business requirements, the Policy Staging Download option now supports Retro and Tail Date interactions to be used for attaching verified coverage from Claims Made and Occurrence Based policies.

The Coverages will be filtered in accordance with the following 4 scenarios:

Scenario 1:   When the Coverages has both Retro Date and Extend Date specified, then, the Coverage will be available for download if:

   ➢ Date of Loss falls between Retro Date and Expiry Date of the Coverage.
   ➢ Claim Date Reported falls between Effective Date and Extend Date of the Coverage.

Scenario 2:   When only Retro Date is specified in the Coverage, then, the Coverage will be available for download if:

   ➢ Date of Loss falls between Retro Date and Expiry Date of Coverage.
   ➢ Claim Date Reported falls between Effective Date and Expiry Date of the Coverage.

Scenario 3:   When only Extend Date is specified in the Coverage, then:

   ➢ Date of loss should fall between Effective and Expiry Date of the Coverage.
   ➢ Claim Date Reported should fall between Effective Date and Extend Date of the Coverage.

Scenario 4:   If the Coverage has not specified Retro Date or Extend Date, then, the Coverage will be available for download if:

   ➢ Date of Loss falls between Effective and Expiry Date of the Coverage.

EDI Claims Release 3.0 & 3.1

With Assure Claims 21.2 EDI Application is compatible with IAIABC's Release 3.1 Latest XML Standard format for the state of Kansas which went live by 16th April 2021

Also Assure Claim's EDI is also complaint with New IAIABC Version 1.4 for Release 3.1 which is used by all states that have migrated to Release 3.1.

We do support Alaska's Latest Version 1.3 for Release 3.1 in our latest EDI Application as well.

READ MORE – IAIABC

Claims Release 3.0 & 3.1 Implementation Schedule

R1   R3   R3.1   Paper   N/A
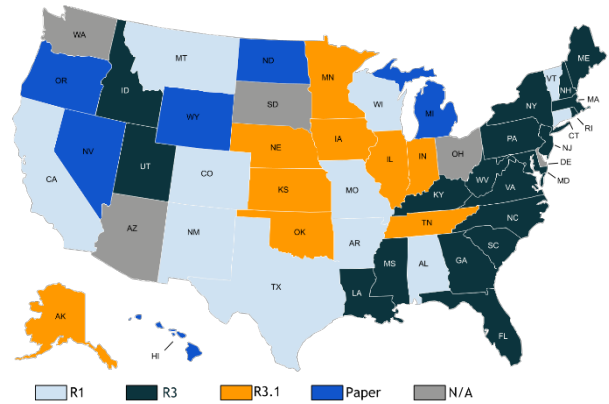
**Source:** IAIABC website as on June 22, 2021

Introduction of additional Payee Info screen fields in Assure Claims Analytics (Sisense)*

To enhance the efficiency and data capturing capabilities of DXC Assure Claims Analytics (Sisense) reporting tool, multiple information fields have been added on the Payee Info screen in Assure Claims v. 21.2 for better statistical insights and analytics.

Please refer to the adjoining document for details.

> ## Note
> ➢ This is not an exhaustive list as newer fields are introduced in every successive release.
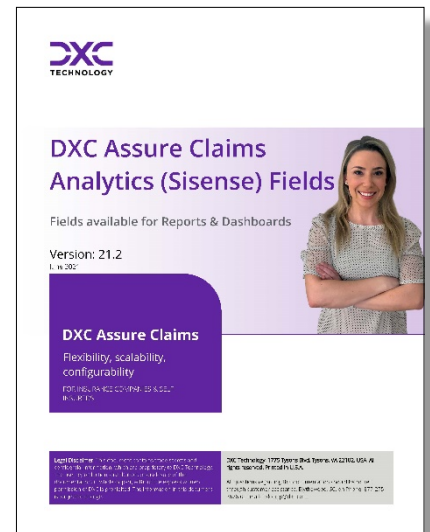
VIEW PROCUREMENT INFO *

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 — **DXC Assure Claims Workflow**

RETURN TO — **Copart, Inc. as vehicle salvage partner**

RETURN TO — **The Life Claim LOB**

RETURN TO — **The Data Collection Module**

RETURN TO — **The Client Program Module**

RETURN TO — **DXC Assure Claims Analytics (Sisense)**

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.

Looking Beyond v. 21.2

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

Looking Beyond v. 21.2

DXC will remain committed to further enhancing the Assure Claims software as part of its Digital Transformation journey by keeping abreast of the latest in technology. We will continue to grow our ecosystem of InsurTech & partners besides investing in all upcoming long-term features like Life Claims and Data Collection. 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.

Overall, you will continue to see an updated User Experience - especially in the Configuration Manager zone in release version 21.3, API enabled data extractions and imports, newer reporting dashboards using Sisense & a more robust development process.

About Us & Contact Info

DXC Technology is a Fortune 500 global IT services leader. Our more than 130,000 people in 70-plus countries are entrusted by our customers to deliver what matters most. We use the power of technology to deliver mission critical IT services across the Enterprise Technology Stack to drive business impact
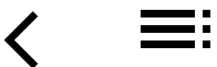
About Us & Contact Info

DXC Technology

Delivering eXcellence for our Customers and Colleagues

DXC Technology is a Fortune 500 global IT services leader. Our more than 130,000 people in 70-plus countries are entrusted by our customers to deliver what matters most. We use the power of technology to deliver mission critical IT services across the Enterprise Technology Stack to drive business impact. DXC is an employer of choice with strong values, and fosters a culture of inclusion, belonging and corporate citizenship. We are DXC.

READ MORE ABOUT DXC
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.

READ MORE ON THE DXC CLAIMS MICROSITE

READ THE DXC BLOG ON INSURANCE & TECHNOLOGY

Contact Us

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

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

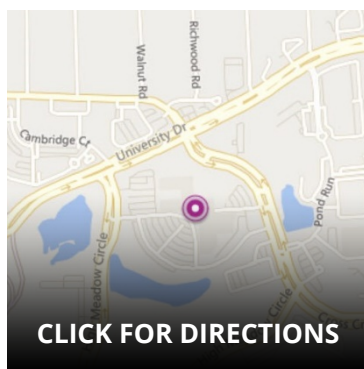Additional and after-hours coverage may be available upon request.

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