Release Notes

VERSION: 21.3 | SEPTEMBER 2021

DXC Assure Claims

Flexibility, scalability, configurability

FOR PROPERTY AND CASUALTY INSURANCE COMPANIES

CUSTOMERS AND COLLEAGUES DELIVERING EXCELLENCE FOR OUR CUSTOMERS AND COLLEAGUES DELIVERING EXCELLENCE FOR OUR CUSTOMERS AND COLLEAGUES DELIVERING EXCELLENCE FOR OUR CUSTOMERS AND COLLEAGUES DELIVERING

☰: Table of contents

DXC Assure Claims

Release Notes

VERSION: 21.3 | SEPTEMBER 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 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

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 CLAIMS MICROSITE

DXC Assure Claims

Release Notes

VERSION: 21.3 | SEPTEMBER 2021

General Overview

THIS SECTION CONTAINS BASIC GUIDELINES
AND PRELIMINARY ADVISORY PERTAINING TO
THE CURRENT RELEASE VERSION OF DXC
ASSURE CLAIMS.

‹

PREVIOUS
SECTION

☰

RETURN TO
TOC

›

NEXT
SECTION

General Overview

Document Purpose

Pursuant to the release of DXC Assure Claims v. 21.2, 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. 21.3.

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

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. 21.3:

➢ Technical Specifications (for Server hardware, software requirements and browser settings).

➢ New Installation Instructions/Upgrade Installation Instructions (for knowhow on installing/upgrading to DXC Assure Claims v. 21.3).

➢ Refer to the DA/Legacy Instructions section for details on installing/upgrading to Data Analytics Templates. It is highly recommended to upgrade to the latest DA/Legacy products to ensure better experience and optimum utility.

VISIT THE CLAIMS MICROSITE

DXC Assure Claims

Release Notes

VERSION: 21.3 | SEPTEMBER 2021

Executive Summary

DXC ASSURE CLAIMS V. 21.3 IS THE FIFTH
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 has come a long way since our first adaptation of the Scaled Agile Framework (SAFe®), almost a year ago, to align with the efforts of DXC Technology on business values for proactively and continually delivering innovative customer centric solutions.

Release version 21.3 offers several visible and foundational changes for outcomes in the application's value delivery. Amongst other things we are also adding **Verisk** as a partner – which provides detailed, accurate analytics of weather, climate, and environmental perils to help Adjusters understand and manage risk more effectively.

As part of the ongoing enhancement of existing modules and features in Assure Claims, the **Data Collection Module** has received important updates around the ability to associate **Approvers with Incidents** using custom rules.

We've listened to your feedbacks and introduced several usability improvements in various existing features. First up, is the ability to quickly identify the **Current Adjuster**. Next, we have made the the organization and segregation of documents with **Xybion DMS** much easier with the introduction of an ability to map and folderize Document Types from the Mail Merge screen. The option to allow or deny the **Printing of Insufficient Funds Checks** has now been extended to the **Bank Account** module as well. As per the needs of evolving regulatory compliances we have also introduced some changes. For example, as per the guidelines of the **Provide Accurate Information Directly (PAID) Act**, it is now also possible to register **RREs (Responsible Reporting Entities)** for **MMSEA**. Besides these, the **EDI Application** also becomes compatible with IAIABC extracts for the states of ID, VW, IN, LA, NE and NY for various versions of releases 3.0 and 3.1.

Furthermore, as part of **Digital Transformation** within Assure Claims, many screens were re-platformed and 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. Besides this, we have also introduced **Light** and **Dark themes** and a varied **color palette** in the **Configuration Manager** zone. This feature will be extended to other zones across the application over multiple future releases. Please note that this Release Notes document includes a **Video Demonstration** of the usage of the **Light** and **Dark** themes. 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.

DXC Assure Claims

Release Notes

VERSION: 21.3 | SEPTEMBER 2021

New Features

THIS SECTION OF THE RELEASE NOTES DOCUMENT DESCRIBES ALL THE NEW FEATURES INCLUDED IN DXC ASSURE CLAIMS V. 21.3. 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 Light/Dark modes and Color themes in the Configuration Manager zone

DXC Assure Claims v. 21.3 now offers an option to toggle between **Light** and **Dark** themed interfaces in the Configuration Manager zone. This has been done specifically to reduce light exposure and eye strain that come from prolonged screen time.

A new button labelled **Theme Settings** has been added on the primary menu bar of the Configuration Manager zone.

DXC Assure Claims v. 21.3 screen
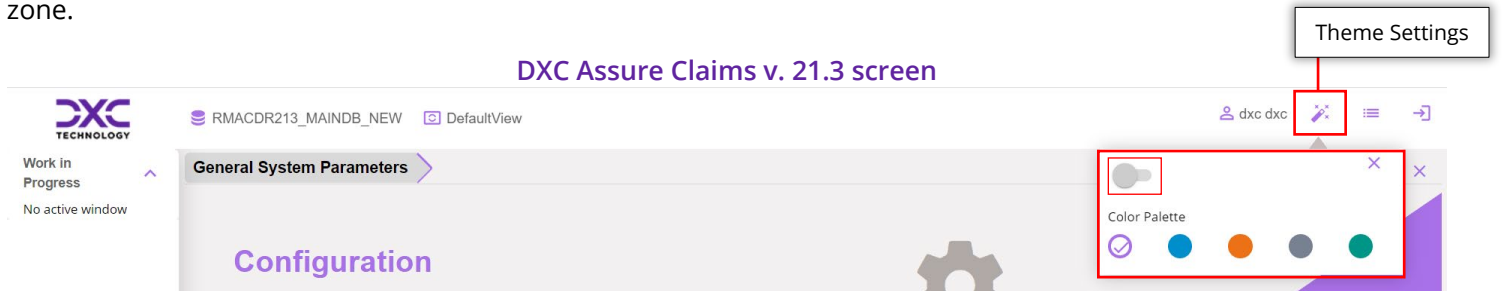
[Fig. 1]

Selecting the **Theme Settings** button opens a panel consisting of a Toggle button and Color Palette. **[Fig. 1]**

TOGGLE LEFT FOR LIGHT MODE
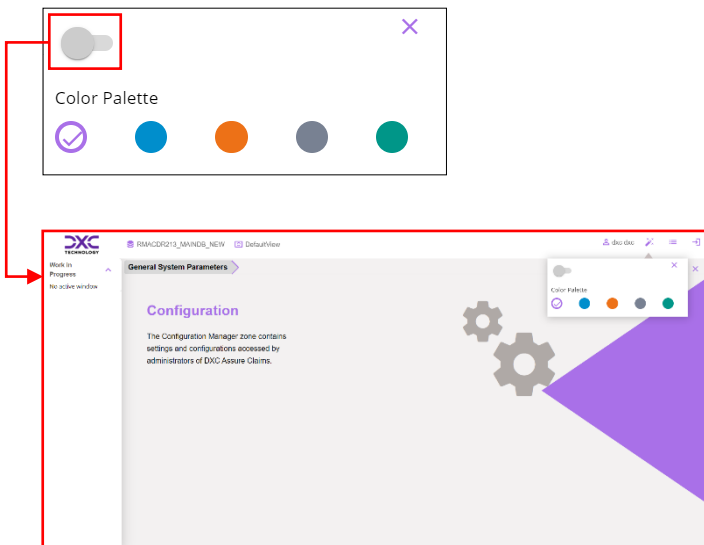
TOGGLE RIGHT FOR DARK MODE
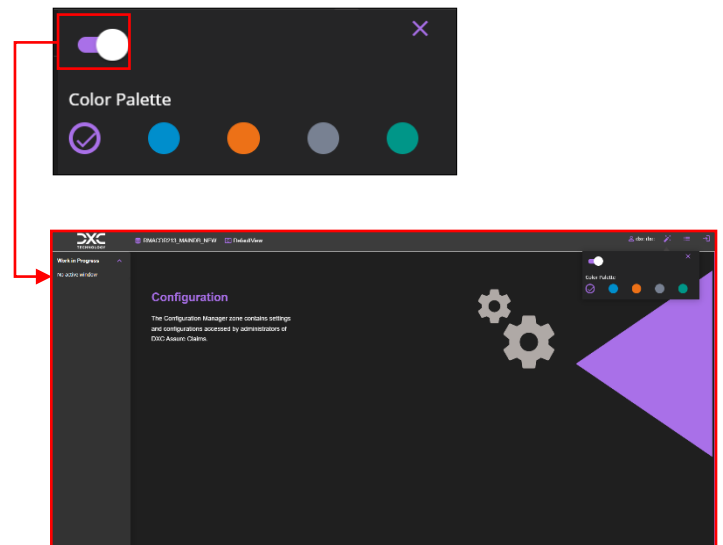
Besides toggling between light and dark modes, you can also choose a soothing color theme for various onscreen elements. The available color options are:

Purple	Blue	Orange	Gray	Green

Based on the selected light/dark theme and color option, the Configuration Manager screens will appear as shown below:

Purple – Light Mode
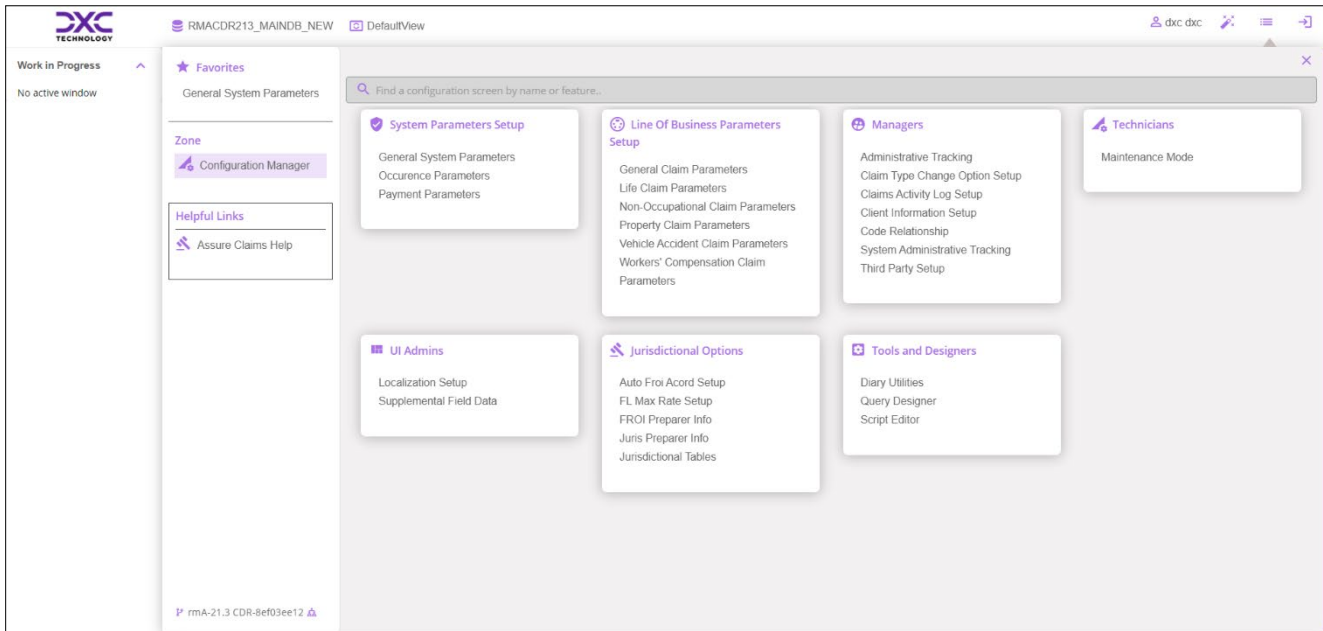
Purple – Dark Mode
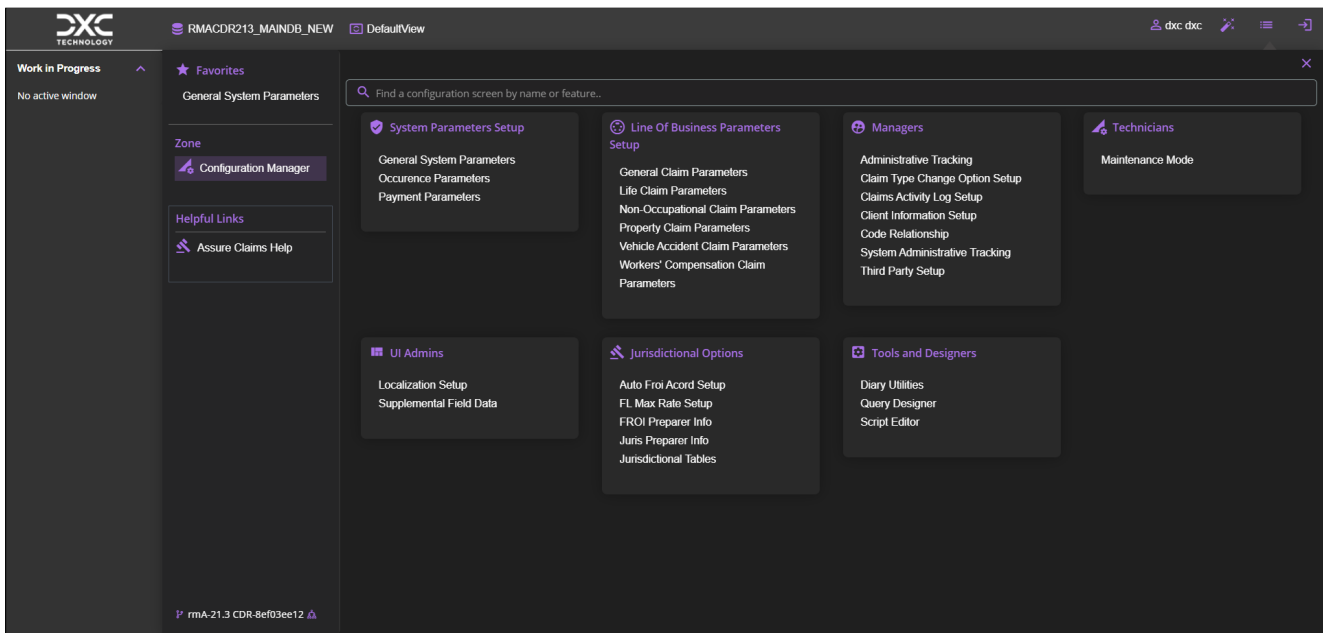
Video Demonstration of the Light/Dark modes & Color themes in the Configuration Manager zone

Please watch the video demonstration below on the implementation of light/dark themes and color palette across the Configuration Manager zone.
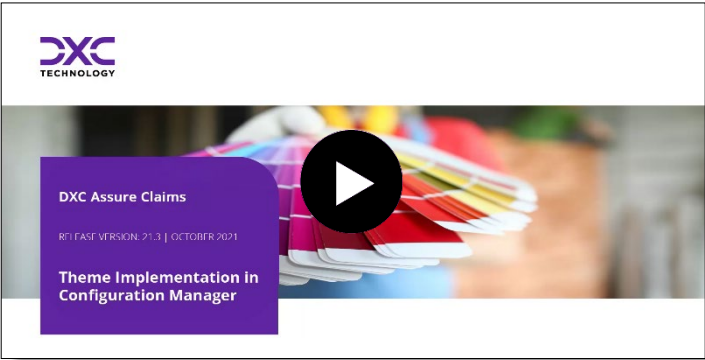
This video is also accessible via the "Help" navigation on the primary menu bar of the DXC Assure Claims application.

Note

➢ This feature will be made available across all zones of the Assure Claims application over several future releases.

Integration with Verisk to provide Loss Location specific weather reports*

DXC Assure Claims v. 21.3 partners with **Verisk** – a global provider of detailed, accurate analytics of weather, climate, and environmental perils.

With this integration, it will be possible to get detailed weather reports based on the **Date of Loss** and **Loss Location**.

This will in-turn help Assure Claims Adjusters to better understand the risks around claims to take informed decisions with accuracy and improve underwriting and claims outcomes.

VISIT THE VERISK WEBSITE

* VIEW PROCUREMENT INFO

Please go through the document above to understand the details and functioning of this new feature.
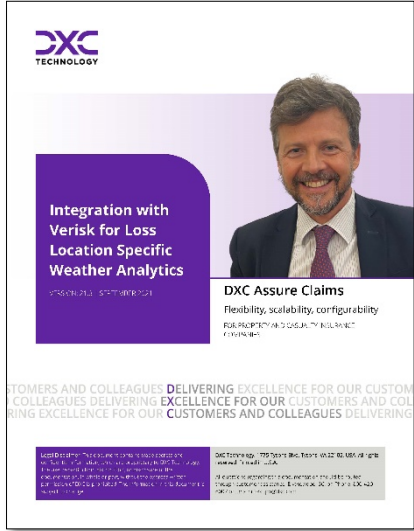
DXC Assure Claims

Release Notes

VERSION: 21.3 | SEPTEMBER 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. 21.3 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 Data Collection module*
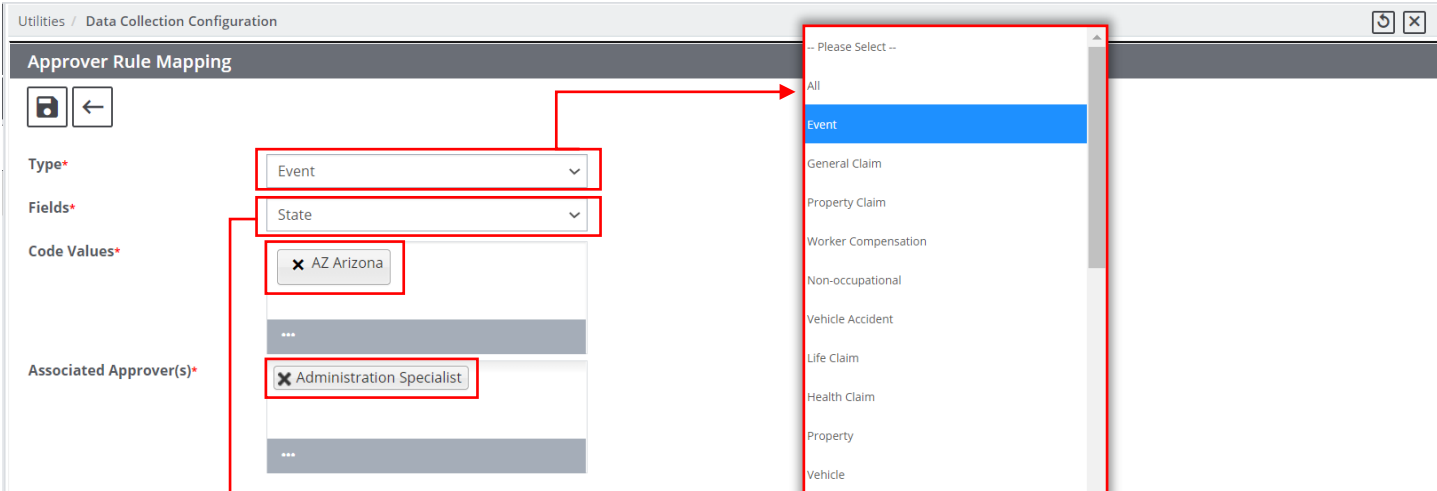
The Data Collection module receives some very useful enhancements in this release as well. The following features are being introduced in release version 21.3:

Ability to associate Rule based Approvers

With this release it will now be possible to assign Approvers to Incident Reports based on user created criteria such as Event, State etc.

DXC Assure Claims v. 21.3 screen

[Fig. 2]

For e.g.:   In [Fig. 2] above, we've created a mapping criterion for all reported Incidents of type **Event** in the state of **Arizona** to be assigned to the Approver – **Administration Specialist**.

Similarly, varied criteria may be created based on various combination of values and Approvers be assigned to each of those criteria. This will ensure automatic assignment of Approvers whenever an Incident Form matching an existing criterion is reported.

The Data Collection module was first introduced in release version 19.4. Please refer to the adjoining document and the video below for a complete understanding of all features and enhancements introduced so far.

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 (cont'd...)

Assure Claims takes a step forward in the journey of continued adoption of the .NET Core and Angular based system. The new upgraded screen comes 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.

In the current release version, following screens have been brought under the purview of the .NET and Angular based Configuration Manager zone.

- ➢ Query Designer
- ➢ Client Information Setup Screen
- ➢ Occurrence Parameter Setup Screen
- ➢ Claim Type Change Option Setup Screen
- ➢ Claim Activity Log Setup
- ➢ Juris Preparer Info

- ➢ FROI Preparer Info
- ➢ Auto FROI Accord Setup
- ➢ Diary Utilities
- ➢ FL Max Rate Setup
- ➢ Maintenance Mode Screen

Please refer to the adjoining document for complete details of the enhancements included in release version 21.3.
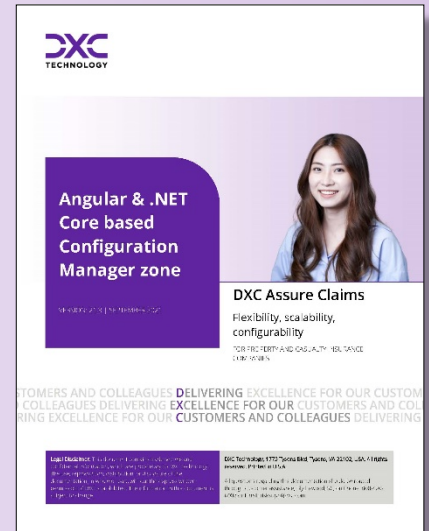
Easy identification of the Current Adjuster on the Adjuster lookup window

A new column - **Created Date**, has been added on the Adjuster lookup window where the Current Adjuster is displayed at the top with the date and time when it was made the Current Adjuster. **[Fig. 3]**

With Adjusters now displayed chronologically starting with the latest being displayed on top going down to the first, spotting the Current Adjuster has now been rendered easy.
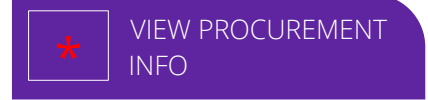
DXC Assure Claims v. 21.3 screen

[Fig. 3]

Better organization & segregation of Mail Merge documents based on their Type in the Xybion DMS*

The **Xybion DMS (Document Management System)** integration offered by Assure Claims now has the capability to create Mail Merge Documents in Xybion with accurate Document Types.

Earlier, as a part of the preliminary settings, the **RMA-Third Party Mapping** screen in the **Utilities** zone did not include any **Document Type** specified for the Mail Merge documents. Based on feedback received from business users, the **Document Type** of **Xybion** needs to be **matched** with the **Document Type** specified while creating a **Mail Merge**.

This need has been addressed in the Assure Claims v. 21.3 in the form of changes introduced in the **RMA-Third Party Interface Code Mapping** screen. Thus, moving forward, instead of using a generic Third Party Mapping, **it will be possible to map the Document Type specifically from the Mail Merge screen**. As a result, the documents in Xybion ECM will be saved in their respective folders making organization and segregation easier.

DXC Assure Claims 21.3 screen

Utilities / Third Party Setup		⟲ ✕
Add Third Party Interface **RMA-Third Party Code Mapping**		
Third Party Interface Code Mapping		
➕ ⊗		
Third Party Interface Name	XYBION DOCUMENT TYPE SET ⌄	
Third Party Interface Code Mapping		
Select Third Party Code Table	Xybion Supported TP Docume ⌄	
Select Assure Claims Code Table	Document Type ⌄	
Third Party Codes	⌄	
Assure Claims Codes	Default - DEFAULT ⌄	
Note: If any Third Party Code is not mapped with Assure Claims Code then Default value of Assure Claims Code will be used.		

[Fig. 4]

Additionally, moving forward, the name of Mail Merge documents saved in Xybion ECM will now be same as the **Title** mentioned on the Mail Merge screen.

To know the complete details of the Xybion Document Management System, please watch the video demonstration on the feature which was first introduced in DXC Assure Claims v. 20.1.

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

DXC TECHNOLOGY

DXC Assure Claims

RELEASE VERSION: 20.1 | April 2020

**Xybion DMS (Document Management System)**

▶
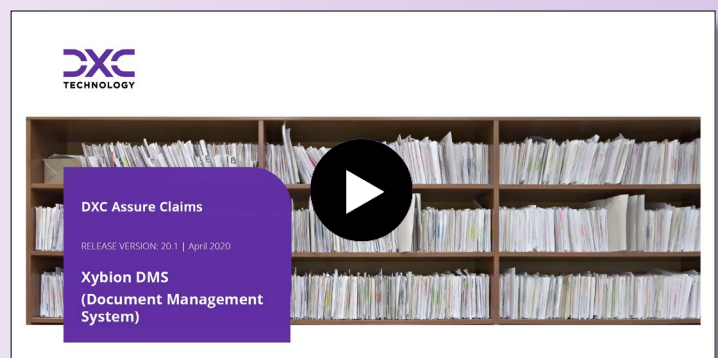
Enhancement in the ability to Print Checks at the Bank Account level

Earlier, the option to allow or deny the printing of **Check** was available only for the Sub-bank Account. With this enhancement, this feature has been made available at the **Bank Accounts** level as well.

Thus, going forward, based on preliminary settings, while checks can be Printed at the Bank Account level, it will not be possible to print checks if the **Payment** being made is for an amount higher than the **Deposit Balance**.

Please refer to the adjoining document for details of the ability to Print Checks at the Bank Account level included in release version 21.3.
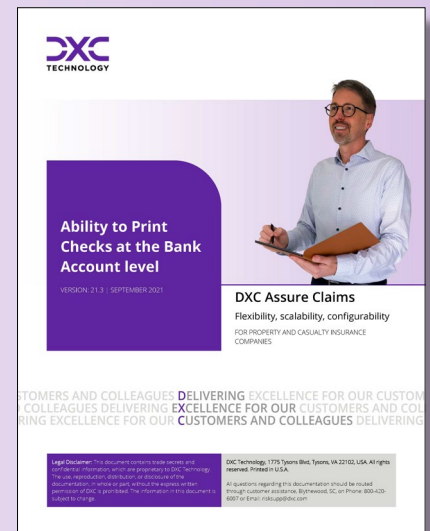
Ability to make the SSN field Mandatory or Optional based on State Jurisdiction

Up until the previous release of Assure Claims, the **Social Security Number (SSN)** was a mandatory field in **Workers' Compensation** and the **Non-Occupational Claims**. However, some of the State Jurisdictions do not mandate the availability of SSN for Claims.

Assure Claims v. 21.3 takes this into consideration and now offers the flexibility to make the SSN field mandatory or optional based on different States' Jurisdictional requirements.

To this effect, a new checkbox labelled, **Make SSN Non Mandatory**, has been added on the **State Maintenance** screen (**Maintenance > State Maintenance > Add New State). [Fig. 5]**

DXC Assure Claims 21.3 Screen

State Maintenance

States ✖

Country*

USA United States ···

State Abbrv*

CA

State Name*

California

Work Loss Calc

3 - Use 6 Day Workweek ▾

FROI

23

Appeal Text For EOB

Make SSN Non Mandatory

☐

| CountryName |
| USA United States |
| USA United States |
| USA United States |
| USA United States |
| USA United States |
| USA United States |
| USA United States |
| USA United States |
| BEG Belgium |
| USA United States |
| USA United States |

[Fig. 5]

DXC Assure Claims

Release Notes

VERSION: 21.3 | SEPTEMBER 2021

Compliances & Regulatory Updates

THIS SECTION OF THE RELEASE NOTES
DOCUMENT DESCRIBES ALL THE
ENHANCEMENTS AROUND COMPLIANCES AND
REGULATORY UPDATES INTRODUCED IN

PREVIOUS
SECTION

RETURN TO
TOC

NEXT
SECTION

Compliances & Regulatory Updates

EDI Claims Release 3.0 & 3.1

With the release of DXC Assure Claims v. 21.3, our IAIABC EDI extract for the state of –

- ➢ **Idaho (ID) is now compatible with Release 3.0 Version 2.8**
- ➢ **West Virginia (VW) is now compatible with Release 3.0 Version 20.0**
- ➢ **Louisiana (LA) is now compatible with Release 3.0 Version 1.9**
- ➢ **Indiana (IN) is now compatible with Release 3.1 Version 1.6**
- ➢ **Nebraska (NE) is now compatible with Release 3.1 Version 1.4**
- ➢ **New York (NY) is now compatible with Release 3.1 (available for testing)**

Claims Release 3.0 & 3.1 Implementation Schedule
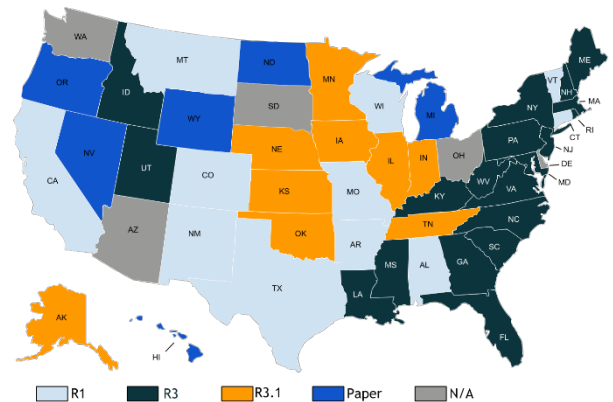
Source: IAIABC website as on September 20, 2021

PAID (Provide Accurate Information Directly) Act updates for MMSEA

To support previous system changes, **Policy Number** has been added as a key field. If this field changes, **RREs** must submit a **delete Claim Input File** record that **matches** the **previously accepted add record**, followed by a **new add record** with the changed information (i.e., **delete/add process**) (Sections 6.1.2, 6.6.1, 6.6.2, and 6.6.4).

In this release a new field **Policy Number** has been added to list of Key Fields Submitted on Update Transaction.

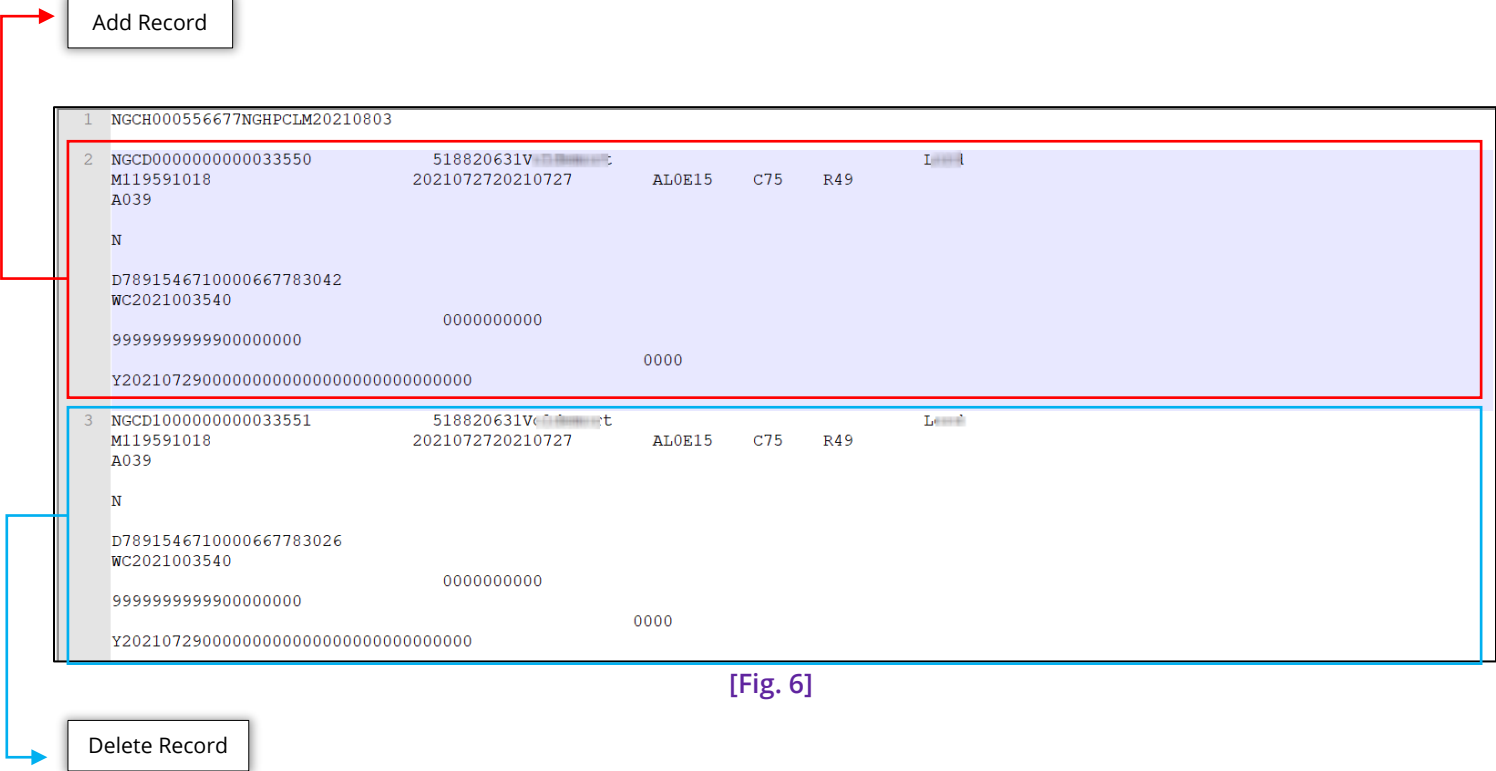| Key fields submitted on Update Transaction	Must exactly match the following key fields on the previously accepted Claims record
	CMS date of Incident
	Plan Insurance Type
	ORM Indicator
	Policy Number

The screenshot below shows the **Add** and **Delete Records** of the same Claim in case of changes in Key fields of the previously submitted claim record.

Add Record

```
1  NGCH000556677NGHPCLM20210803

2  NGCD0000000000033550            518820631V            L
   M119591018                      2021072720210727      AL0E15    C75    R49
   A039

   N

   D789154671000667783042
   WC2021003540
                                   0000000000
   9999999999900000000
                                           0000
   Y202107290000000000000000000000000000000

3  NGCD1000000000033551            518820631V            L
   M119591018                      2021072720210727      AL0E15    C75    R49
   A039

   N

   D789154671000667783026
   WC2021003540
                                   0000000000
   9999999999900000000
                                           0000
   Y202107290000000000000000000000000000000
```

[Fig. 6]

Delete Record

DXC Assure Claims

Release Notes

VERSION: 21.3 | SEPTEMBER 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 — **Verisk for Weather Analytics**

RETURN TO — **The Data Collection Module**

RETURN TO — **Xybion Document Management System**

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.

Purchasing MongoDB License

DXC has discontinued the use of 'strong copyleft' ◉ licensed software such as MongoDB which has adopted a new licensing policy. Going forward, we recommend procuring a paid MongoDB version. You may also contact the Assure Claims Support to understand the various available options that best suit your business needs.

Meanwhile, DXC is working on another open-source NO SQL database solution to keep your costs low. You may expect to hear more on this in one of our upcoming releases.

MONGODB PRICING

DXC Assure Claims

Release Notes

VERSION: 21.3 | SEPTEMBER 2021

Looking Beyond
v. 21.3

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.

<
PREVIOUS
SECTION

RETURN TO
TOC

>
NEXT
SECTION

🔭 Looking Beyond v. 21.3

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 on different levels of engagements *viz.* **Verisk**, **IVANS**, **One Inc**, **360Globalnet**, **Premonition**™, to bring more business value to you, quickly. Besides this we will continue to invest in our long-term feature – **Life Claims LOB** by incorporating globalization in the form of multicurrency support for Annuities.

Overall, you will continue to see an updated User Experience - especially in the **Configuration Manager** zone in release version 21.4, API enabled data extractions and imports, newer reporting dashboards using **Sisense** & a more robust development process.

On the technical upgrades front, the forthcoming release of Assure Claims will start support the **latest EDI extracts** for New York where new standards are expected to be available soon.

In our next release, you can expect to see several Accessibility and Mobility related changes in the **Code Lookup** grid to make Assure Claims more compatible with **WCAG 2.1** guidelines.

DXC Assure Claims

Release Notes

VERSION: 21.3 | SEPTEMBER 2021

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

DXC BLOG – 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.
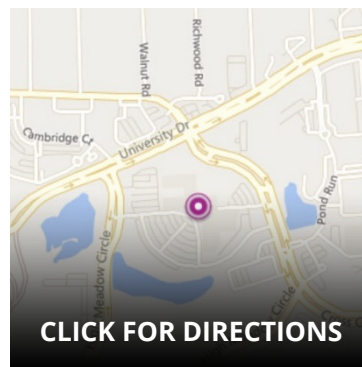
risksupp@dxc.com

1-877-275-3676

DXC Technology

3000 University Drive,
Auburn Hills,
Michigan 48326

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