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OUR CUSTOMERS AND COLLEAGUES DELIVERING EXCELLENCE FOR OUR CUSTOMERS AND
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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.



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What's new at DXC Technology

“New DXC”

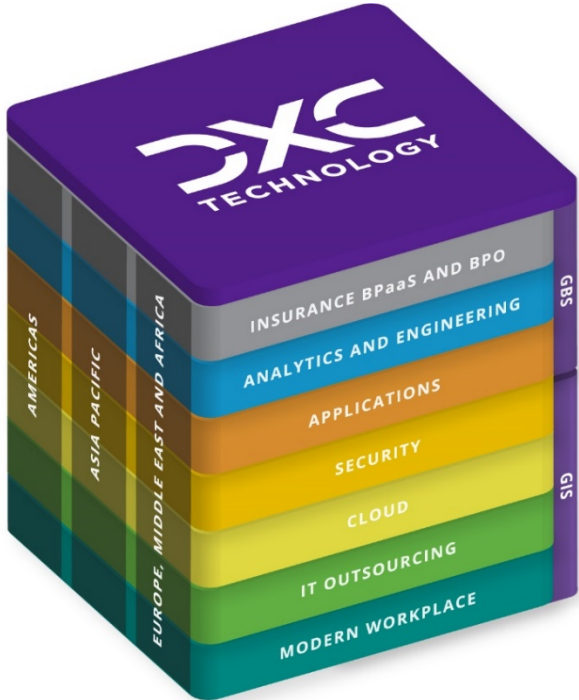


DXC Technology launches the “new DXC” Experience — the first step toward reimagining the way work will be done across DXC, moving forward. The idea is to inspire, engage, and take care of employees, to continue focusing on customers and helping DXC to seize the market.

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

[READ 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



General Overview

Document Purpose



Pursuant to the release of DXC Assure Claims v. 21.3, this Release Notes document contains descriptions of all Enhancements and Improvements, and Compliances & Regulatory Updates introduced in the latest release of DXC Assure Claims v. 21.4.

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

[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. 21.4:

- Technical Specifications (for Server hardware, software requirements and browser settings).
- New Installation Instructions/Upgrade Installation Instructions (for knowhow on installing/upgrading to DXC Assure Claims v. 21.4).
- Refer to the DA/Legacy Instructions section for details on installing/upgrading to Data Analytics Templates. It is highly recommended to upgrade to the latest DA/Legacy products to ensure better experience and optimum utility.

[VISIT THE CLAIMS MICROSITE](#)



Executive Summary

The year 2020-2021 has been like no other for businesses operating in the Insurance space, which has escalated customers' expectations for personalized digital engagement from insurers. Consumers have been perfecting their digital savviness and now demand personalized digital engagement from their insurance providers that brings added value. Having understood that digitalization makes it possible for insurers to serve customers in many new ways, DXC continues to enable insurers to build a digital future while simultaneously transforming their legacy operations and technologies while helping insurance companies grow digitally and transform their existing IT environment to deliver customer centric solutions by adopting new technologies.

With this in the backdrop, DXC has continuously been upgrading its own service offering and aligning its organizational efforts towards customer centricity. The adaptation of the Scaled Agile Framework (SAFe®) awhile back was a big step in this direction.

In Assure Claims v. 21.4, DXC brings forth further outcomes of our concerted efforts towards offering business values for proactively and continually delivering innovative customer focused solutions. This release dwells on accelerating the **Digital Transformation** process within the Assure Claims as many screens from the legacy Utility zone screen get migrated to the **Configuration Manager** zone. The screens migrated in this release include:

- **Check Stub Text Setup**
- **Auto Diary Setup**
- **Work Loss/Restrictions Mapping**
- **Report Access Rights**
- **Leave History and Record Update**
- **Auto Discount Transaction-Reserve Mapping**
- **Claim Type vs ACORD Mapping**
- **Exchange Rate Setup**
- **View all Reports in Queue**
- **NCCI Class Code and State Relationship**

These aside, as part of the ongoing enhancement of existing modules in Assure Claims, the **Data Collection** receives an important security feature in the form of **CAPTCHA Codes** for a more secure data capturing experience. Likewise, the **Life Claims LOB** also receives an important update in the form of **multicurrency support** for **Annuity Quotes** thus catering to existing and prospective customers from across different geographies.

Further enhancements and improvements have also been extended to our existing integration with **Verisk** which provides detailed, accurate analytics of weather, climate, and environmental perils to help Adjusters understand and manage risk more effectively. This release also brings heightened data security to customers using the **Business Entity Security (BES)** module whereby, admin users will now be able to **Add/Edit Users** in Non-Admin groups accessing **Confidential Records (Claims/Events)**. The introduction of an **API based Extract Tool** does away with the **hassle** of not just having **multiple DA Exchange tools** for MBR, DIS, DDS etc., but also an **SAP license**, thus saving on costs as well. This release also receives enhancements in the **Main Bank Account** operations involving **Insufficient Fund Check(s)**. Lastly, the **eClaims document requirements** for the state of **New York** have been fulfilled for **EDI R3.1** which is slated to go live in phases by April 2022.

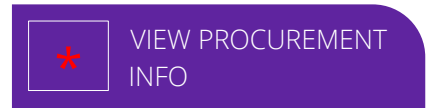
To sum up, all enhancements and usability improvements not only engender greater versatility, maneuverability, and control over the application, but also address the specific business needs of DXC's global customer community.



Enhancements & Improvements

Enhancements in the Data Collection module*

The Data Collection module receives a very useful enhancement in this release as well. The following feature is being introduced in release version 21.4:

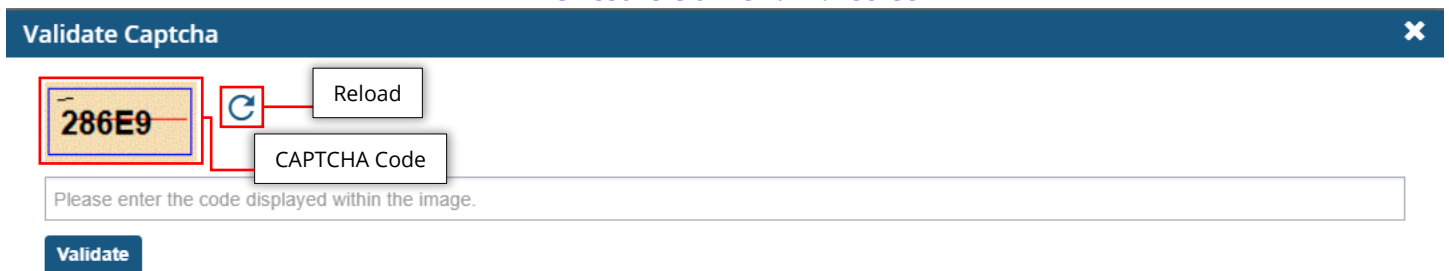


Introduction of alphanumeric CAPTCHA Codes for a more secure Data Collection experience

Alphanumeric CAPTCHA Code Verification has been introduced in Data Collection as an additional layer of security for keeping user data secure especially when Data Collection forms are **accessed & submitted by Reporters** or when they're **accessed by External Approvers via the global link**.

Thus, going forward based on settings, **Reporters** may have to verify an alphanumeric CAPTCHA Code at the time of **accessing or submitting/saving** a Data Collection Incident Report form, while **Approvers** may have to verify alphanumeric CAPTCHA Codes for **accessing or opening** the submitted Data Collection Incident Report forms and when **approving or rejecting** them. [Fig. 1]

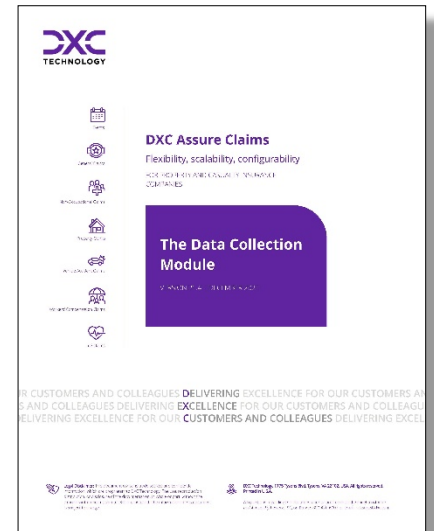
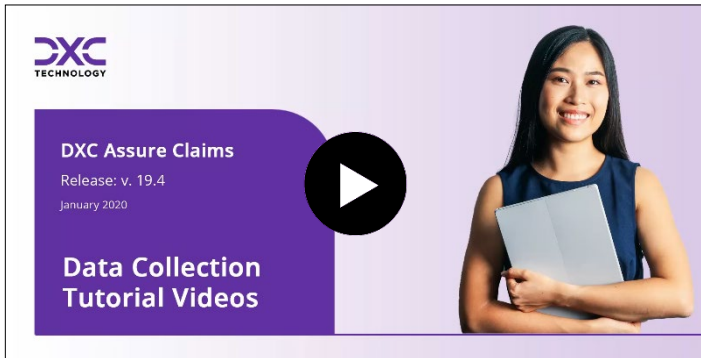
DXC Assure Claims v. 21.4 screen



[Fig. 1]



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:

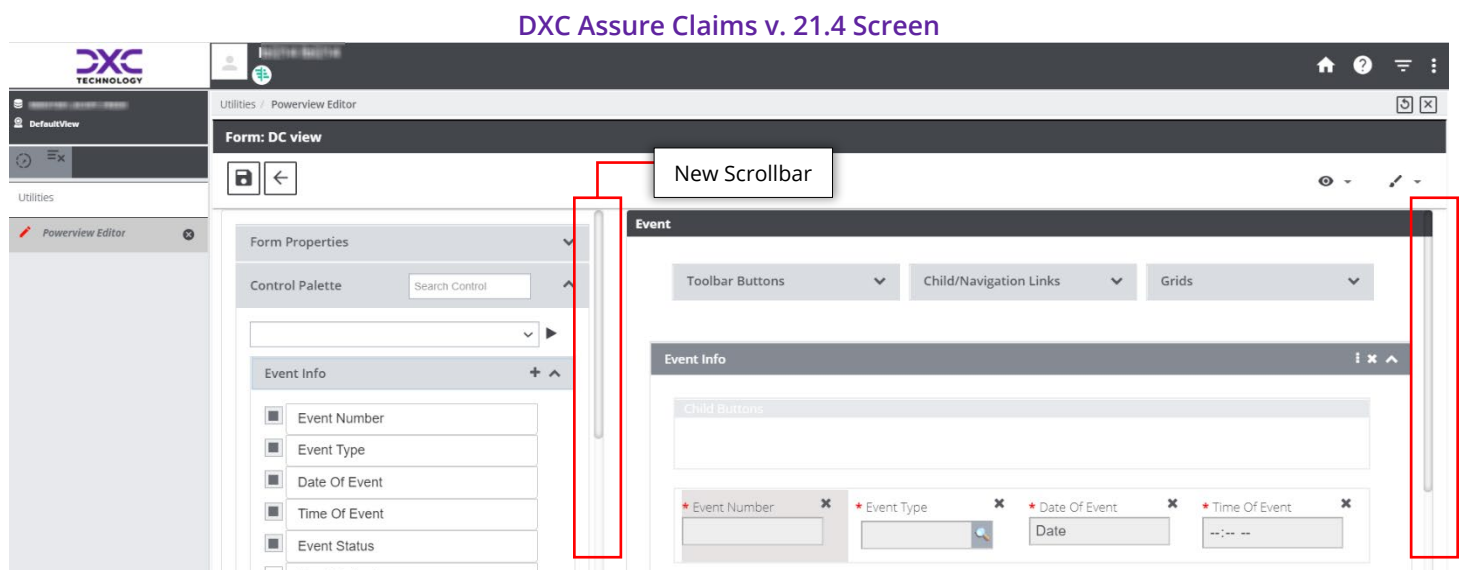
- Check Stub Text Setup
- Auto Diary Setup
- Work Loss/Restrictions Mapping
- Report Access Rights
- Leave History and Record Update
- Auto Discount Transaction-Reserve Mapping
- Claim Type vs ACORD Mapping
- Exchange Rate Setup
- View all Reports in Queue
- NCCI Class Code and State Relationship



Addition of a new scrollbar for easy navigation on the Powerview Editor screen

The Powerview Editor screen is now split into 2 separate panes and a new scrollbar has been added on the left pane making it possible to scroll both sides of the screen independently. [Fig. 4]

Until the previous release version navigating and maneuvering one's way across the Powerview Editor screen was rather inconvenient making it difficult to drag-drop buttons/fields. Now, as both panes can be scrolled independently, adding buttons/fields, for example, from the top of the left-hand pane to the bottom of the right-hand pane is rendered very easy.



[Fig. 4]

Ability to Add/Remove BES Users during working hours

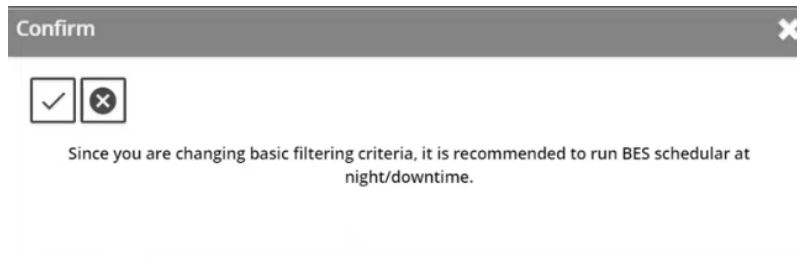
DXC Assure Claims v. 21.4 introduces the ability to **modify BES User groups** during working hours when **only Users are Added/Removed**.

Note

- Running a **BES Scheduler** is **NOT** required when Adding/Removing BES Users for **Non-Confidential Claims**.
- Running a **BES Scheduler** is **recommended** when Adding/Removing BES Users and/or updating any filtration criteria for **Confidential Claims**.



- It is recommended that updating Organizational Hierarchy or any other filters/features in BES, other than Adding/Removing Users be **done at night/downtime**. Now, a popup message is displayed suggesting that BES Scheduler be run at night/downtime.



New Import/Export Tool: Medical Bill Review (MBR) Beta Release*

Over the past many years, DXC (and our customer community) has relied on SAP based Data Services platform for addressing our data exchange requirements.

[VIEW PROCUREMENT INFO](#)

With the focus on addressing customers' feedback, we would be slowly moving to a new standard API based platform. We are confident that by leveraging the standard APIs we would be able to deliver a robust platform for addressing our customers Data Exchange requirements.

With the Assure Claims current release, we are doing a Beta Release for the new MBR (both Import/Extract). We encourage our customers to start using this new MBR in their Test Environments so that they can get familiar with the new tool.

Note

- There is no change to the Import/Extract file formats as well as mapping to facilitate a smooth transition.
- The DA based MBR would be retired early next year (2022) as we continue towards our Digital Transformation journey.
- There is no change in licensing requirements with this new Import/Export tool. Hence, if a customer has an existing DA based MBR license, then there is no additional cost to transition to the new MBR tool.
- A Package will need to be downloaded to use the MBR Import/Extract Tool.



Please refer to the adjoining document for complete details of the enhancement on the New Import/Export Tool: Medical Bill Review (MBR) Beta Release – included in release version 21.4.



Option to accommodate multiple Body Parts Code in MBR Claim Extract

As of the previous release, the MBR Claim Extract accommodated only one affected **Body Part code**, regardless of the number of Body Parts included in the Workers’ Compensation Claim. To address the business requirement of the clients, the functionality has been greatly enhanced to support more Body Parts code. Moving forward, the MBR Claim extract will accommodate **around 56 code** associated with a Claim at once. The codes will be separated with Delimiter/Pipe (|) symbol. Not just this, length of this column in the extract file has been extended to **200 characters**. Therefore, all the code associated to a Claim can be exported and viewed in go in the MBR Extract file.

DXC Assure Claims v. 21.4 Screen

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2	2021060231 30 32 13		LT				

[Fig. 5]



Compliances & Regulatory Updates

Fulfilment of eClaims document requirements for EDI R3.1 for New York

With the release of DXC Assure Claims v. 21.4, the eClaims document requirements for the state of New York have been fulfilled for EDI R3.1 which is slated to go live in phases by January 24, 2022.

- Three document changes for New York for Release 3.1 which are slated to go live by 1/24/2022 have been updated recently. These include:
 - NYS_R3.1_Element Requirements.xlsx
 - R3.1NYSeClaimsChangeLog.xlsx
 - Edit Matrix

Please refer to the link below for more details:

<http://www.wcb.ny.gov/content/ebiz/eclaims/edi-r3-1/ny-requirement-tables.jsp>



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

The Data Collection Module

RETURN TO

The Life Claims LOB

RETURN TO

New Import/Export Tool – MBR (beta)

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 Helpdesk 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



Looking Beyond v. 21.4

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. **One Inc** for Insurance Payments processing. We are also looking to introduce **Glassmorphism UI** in Assure Claims that was made available in Windows 11, besides looking at bringing another **NOSQL Open-source Database** to support tools and interfaces. These aside, we will continue to invest in our long-term feature – **Life Claims LOB** by introducing **Data Analytics Dashboards** powered by **Sisense**. We will optionally add **AWS OpenSearch** on Cloud in forthcoming releases besides moving **MMSEA** to a new API based framework from its current SAP DA based implementation.

On the Compliances & Regulatory upgrades front, the forthcoming release of Assure Claims we are looking at adding more **PAID Act** enhancements besides supporting the **EDI Reporting/Compliance Live Date Requirements**.

Our journey towards adoption of **.NET Core**, **Angular**, and **API** enablement will continue. Several performance related enhancements are also expected in the forthcoming releases.



About & Contact

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

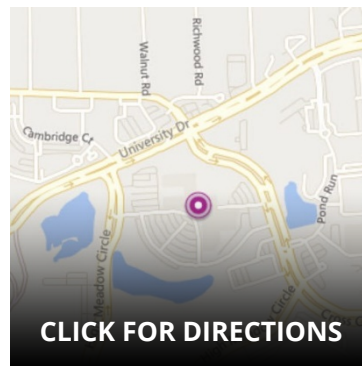


1-877-275-3676



DXC Technology

3000 University Drive,
Auburn Hills,
Michigan 48326





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