

Release: **22.1**, March 2022

## DXC Assure Claims

## Release Notes

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



Events



General Claims



Non-Occupational Claims



Property Claims



Vehicle Accident Claims



Workers' Compensation Claims

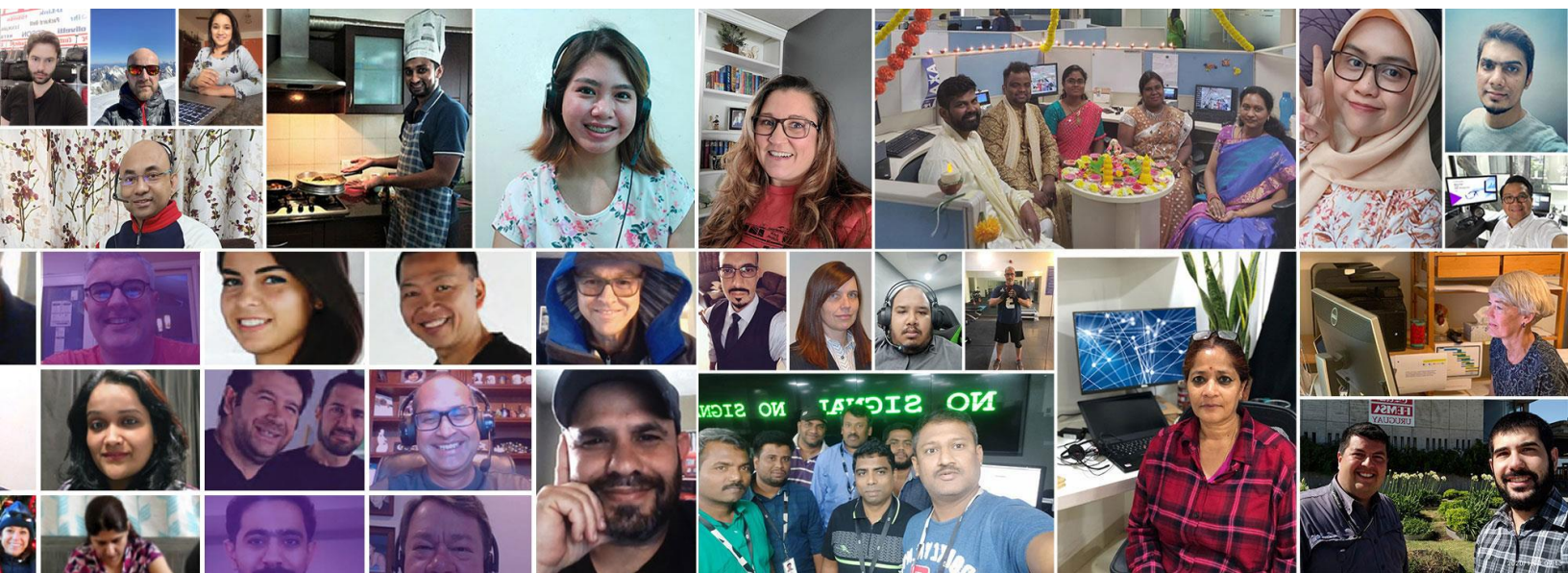


Life Claims

**Flexibility,  
scalability,  
configurability**

FOR PROPERTY AND CASUALTY

# #WeAreDXC



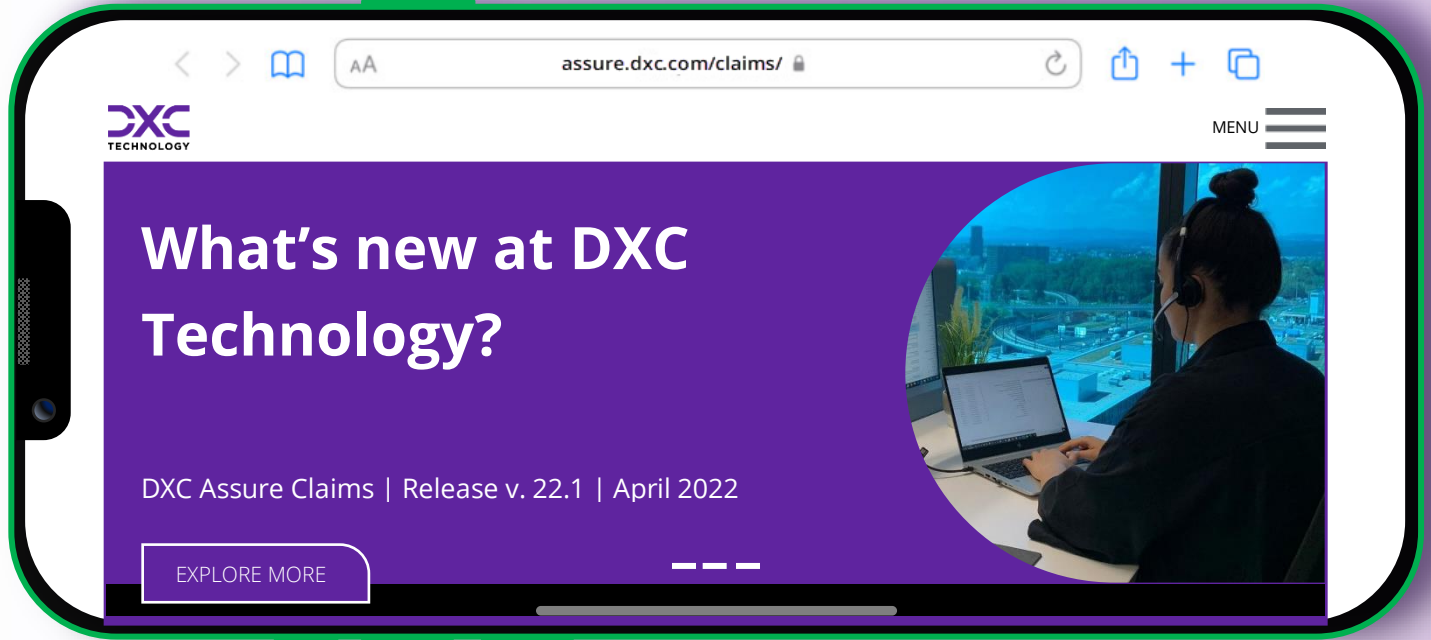
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THIS SECTION CAPTURES IN BRIEF THE LATEST NEWS AND EVENTS AT DXC TECHNOLOGY THAT HAVE A DIRECT BEARING ON OUR CUSTOMERS AND EMPLOYEES.



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# What's new at DXC Technology?

## “New DXC”

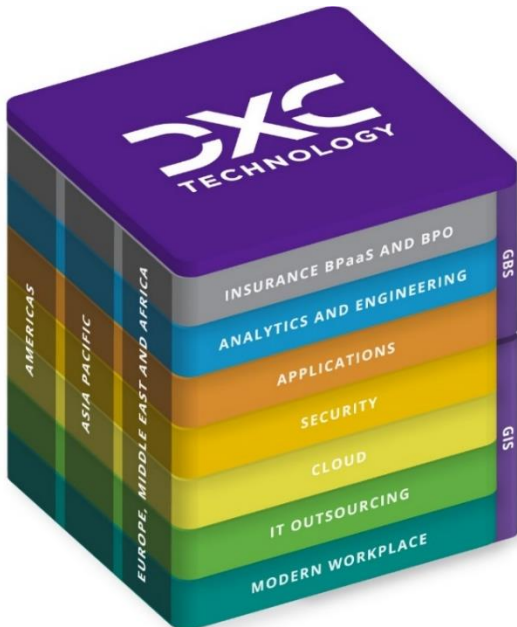


DXC Technology launches the “new DXC” Experience — the first step toward reimagining the way work will be done across DXC, moving forward. The idea is to inspire, engage, and take care of employees, to continue focusing on customers and helping DXC to seize the market.

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



GBS: Global Business Services  
GIS: Global Infrastructure Services

The race to modernize mission-critical systems and transform into a 21<sup>st</sup> 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](#)



# 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](http://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

## New Client Acquisition in Australia and Assure Claims Localization

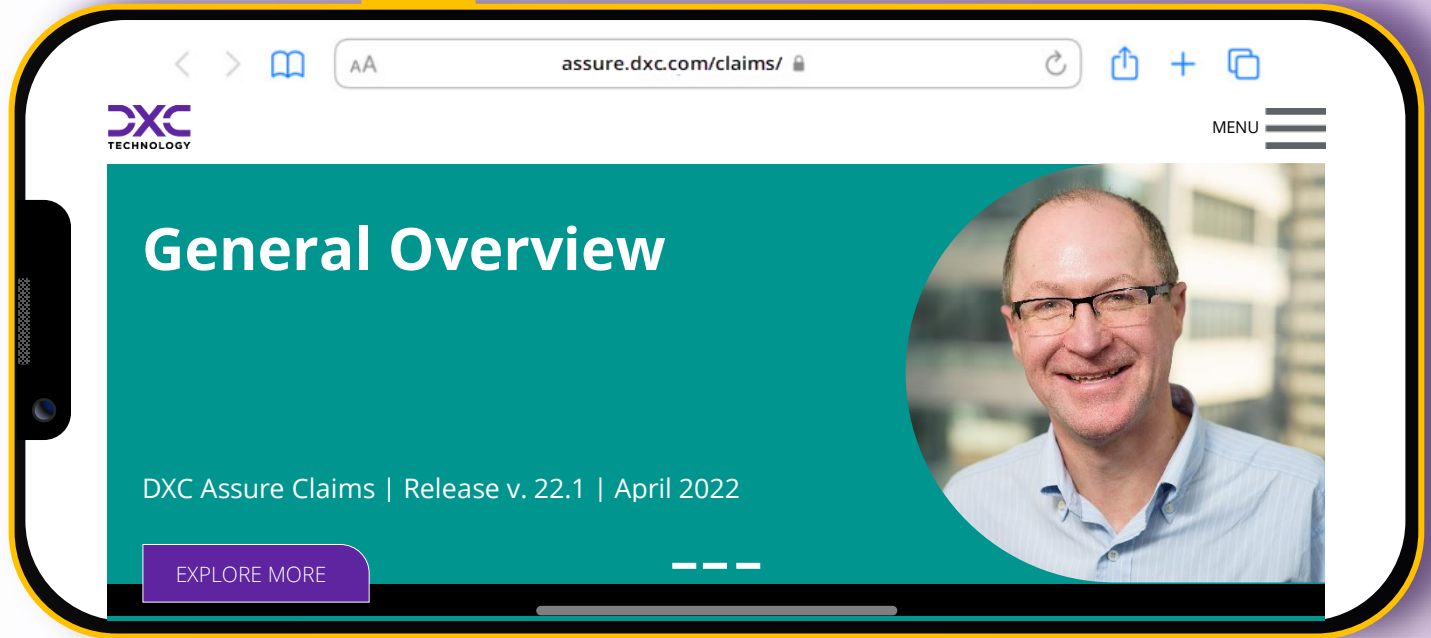
We're delighted to inform you that we've begun offering DXC Assure Claims in the Australia region. **On March 21, 2022, we successfully deployed the DXC Assure Claims system and went live for our customer, Marsh Pty Ltd** – a leading insurance broker and risk advisor providing industry-focused brokerage, consulting, and claims advocacy services, leveraging data, technology, and analytics to help reduce our clients' total cost of risk. They have offices in over 130 countries.

**Marsh Pty Ltd is our first implementation of Assure Claims in Australia and we're taking all measures to expand our footprint in the region, exponentially.**

Our customer is quite impressed by the improvement that Assure Claims brought about over the previous system, which was used by them.

As part of our Australia region localization endeavors, we will be introducing new features and enhance & improve existing ones to accommodate business scenarios and comply with local regulation to offer a robust, flexible, and yet easy to use claims and risk management system.





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



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# General Overview

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## Document Purpose



Pursuant to the release of DXC Assure Claims v. 21.4, 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. 22.1](#).

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.

VISIT THE CLAIMS MICROSITE

## Advisory



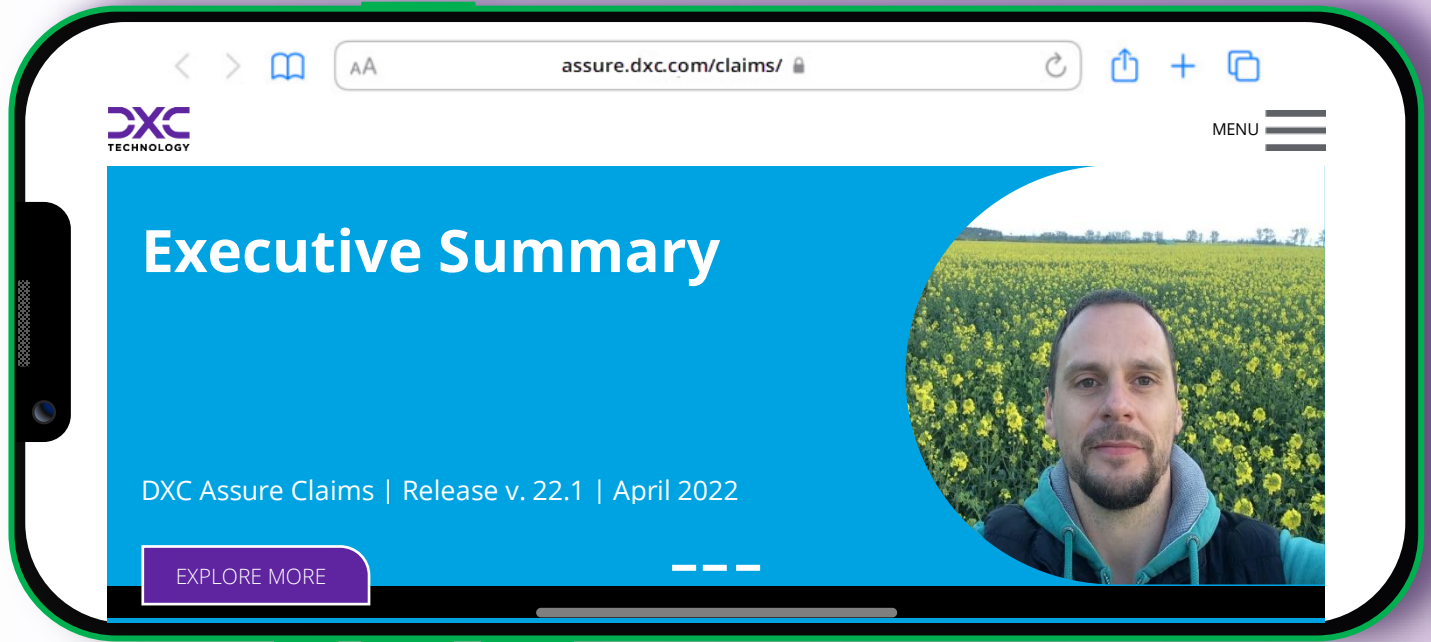
Please go through of the following documents/sections on the DXC Claims Microsite for information and advisory prior to installing/upgrading to DXC Assure Claims v. 22.1:

- [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. 22.1).
- 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







DXC'S QUEST TO PROVIDE CUSTOMER CENTRIC DIGITAL INSURANCE SOLUTIONS CONTINUES WITH THE RELEASE OF DXC ASSURE CLAIMS V. 22.1 WHERE WE WILL SEE FURTHER OUTCOMES OF OUR CONCERTED EFFORTS TOWARDS OFFERING BUSINESS VALUES FOR PROACTIVELY AND CONTINUALLY DELIVERING INNOVATIVE SOLUTIONS.



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# Executive Summary

DXC's quest to provide customer centric digital insurance solutions continues with the release of DXC Assure Claims v. 22.1 where we will see further outcomes of our concerted efforts towards offering business values for proactively and continually delivering innovative solutions. The **Digital Transformation** process within Assure Claims gathers steam as several legacy Utilities zone screens are migrated to the **Configuration Manager** zone. These include:

- **Task Manager**
  - **BES Scheduler**
  - **1099-MISC and NEC**
- **View the XML of an Available Report**
- **IAIABC Funds Mapping**
- **Auto Assign Adjuster Customization**
- **HIPAA Activity Log**
- **WC Transaction Mapping**
- **Funds Dormancy Setup (under Payment Parameters)**

You'll also notice that the **Configuration Manager** zone sports a new UI style, that's gained popularity in recent months – **Glassmorphism**. Screens of the Configuration Manager zone now bear a 'frosted glass' effect or transparency using a background blur. This feature will be extended to other zones across the application over multiple future releases.

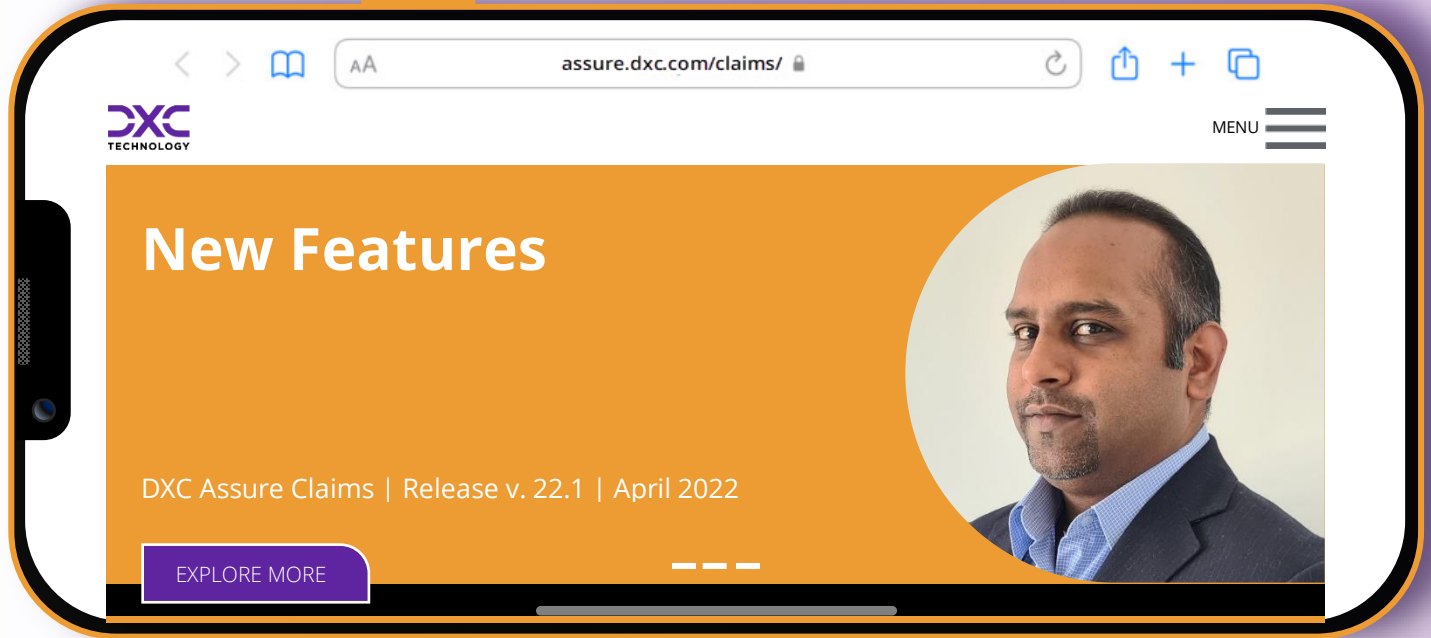
As part of the ongoing enhancement of existing modules in Assure Claims, the **Life Claim LOB** receives multiple small, yet critical improvements around **Designee Allocation, Adjudication, PMI Calculation, and Payments and Interests** etc. These improvements impart enhanced business logic to existing functionalities making the module more usable across different geographies.

In this release, we've also improved the **WPA Auto Diary Setup** process with enhanced business logic ensuring that no duplicate Diaries get appended to Claim records. Besides this, several performance issues pertaining to the Diary List screen have also been done away with. You will now experience smooth and lag-free screen transitions with greatly reduced processing and loading times.

We have also included critical compliances and regulatory updates in this release. We've made all necessary changes to fulfil **MMSEA** requirements for **capturing additional Medicare information** based on the latest **PAID Act updates**. We have also met **eClaims** related requirements for **EDI R3.1** in the state of **New York**, along with meeting all compatibility requirements for the implementation of IAIABC's **EDI R3.1 Version 1.6** for the state of **Tennessee**.

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.





THIS SECTION OF THE RELEASE NOTES DOCUMENT DESCRIBES THE NEW FEATURE INTRODUCED IN DXC ASSURE CLAIMS V. 22.1.

THIS SECTION ALSO CONTAINS A DIRECT LINK TO A DOCUMENT WITH COMPLETE DETAILS OF THE NEWLY INTRODUCED FEATURE.



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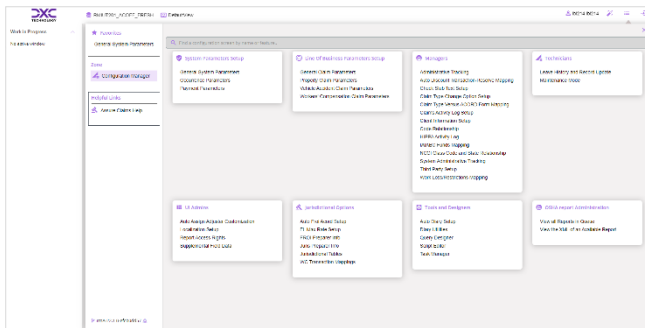
# New Features

## Introduction of Glassmorphism in the Configuration Manager zone

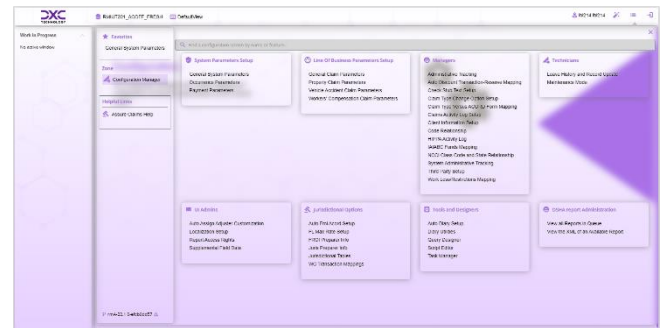
DXC Assure Claims v. 22.1 now offers a new UI style, that has gained popularity in recent months, **Glassmorphism**. This will add a “frosted glass” effect or transparency using a background blur to screens of the **Configuration Manager** zone.

Besides lending a pleasant viewing experience, the use of vivid colors to emphasize transparencies with subtle borders will enable the establishment of hierarchy and depth of the interface. Just like pieces of stacked virtual glass, it will be possible to see which screens are on top of which.

### Glassmorphism OFF



### Glassmorphism ON

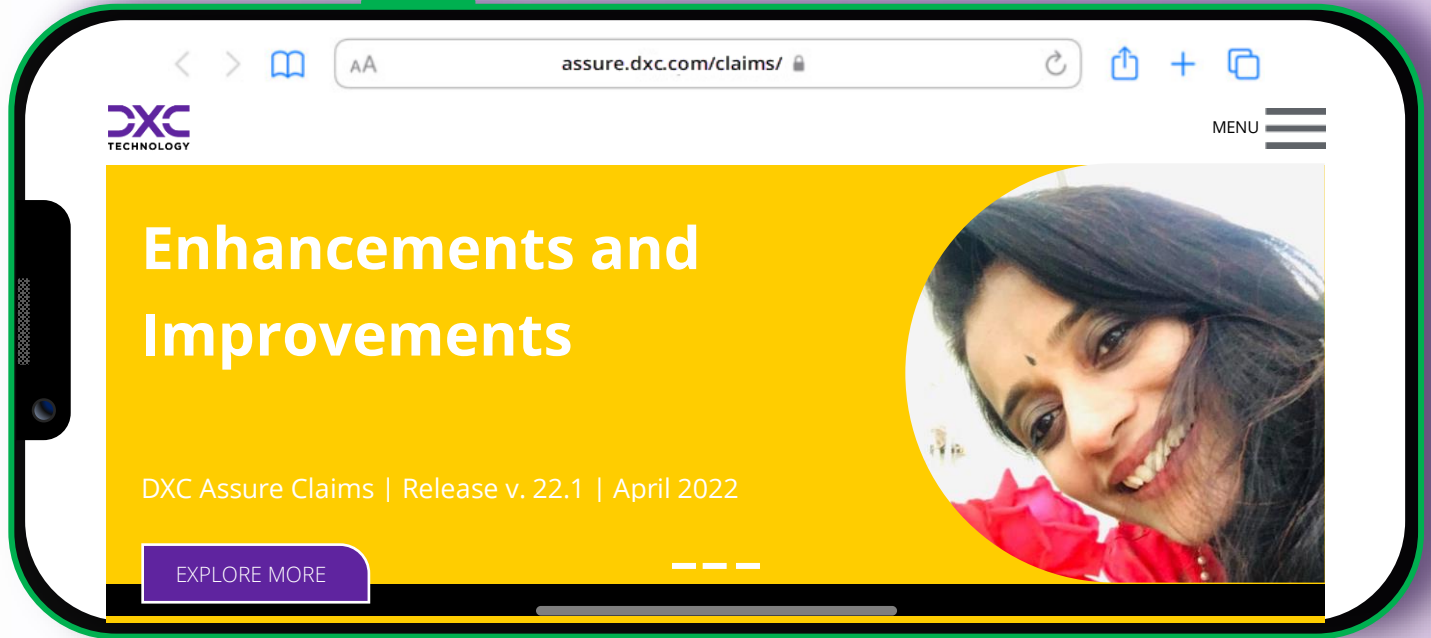


### Note

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

Please refer to the adjacent document for a quick overview on how you can enable/disable and use other settings for the Glassmorphism effect across the Configuration Manager zone.





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. 22.1 MUCH MORE EFFICIENT & USER-FRIENDLY.

THIS SECTION ALSO CONTAINS DIRECT LINKS TO MODULE SPECIFIC DOCUMENTS CAPTURING COMPLETE DETAILS OF CURRENT AND PREVIOUSLY RELEASED FEATURES.



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# Enhancements and Improvements

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

The release of DXC Assure Claims v. 22.1 further continues the process of adoption of the .NET Core and Angular based system. The newly upgraded screens come with several rearranged internal settings and tags offering a logical grouping of various administrative controls aimed at boosting responsiveness, efficiency, and the overall user experience. The content rich pages now load faster than ever, and the component-based architecture allows for easy maintenance and bug-fixing.

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

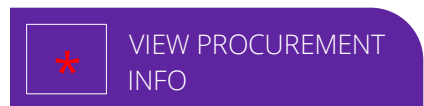
- Task Manager
  - BES Scheduler
  - 1099-MISC and NEC
- View the XML of an Available Report
- IAIABC Funds Mapping
- Auto Assign Adjuster Customization
- HIPAA Activity Log
- WC Transaction Mapping
- Payment Parameters
  - Funds Dormancy Setup

Please refer to the adjoining document for complete details of the enhancements included in release version 22.1.



## Enhancements in the Life Claims LOB\*

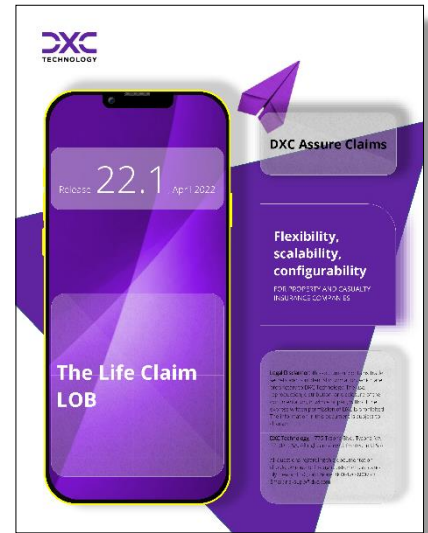
As part of the ongoing development of the Life Claim Line of Business, multiple small, yet critical improvements around the following have been made in release version 22.1:



- Designee Allocation
- Adjudication
- PMI Calculation
- Payments and Interests

These improvements impart enhanced business logic to existing functionalities making the module more usable across different geographies.

Please refer pages -- to -- of the adjoining document for details of the improvements introduced in the Life Claims LOB in DXC Assure Claims v. 22.1.

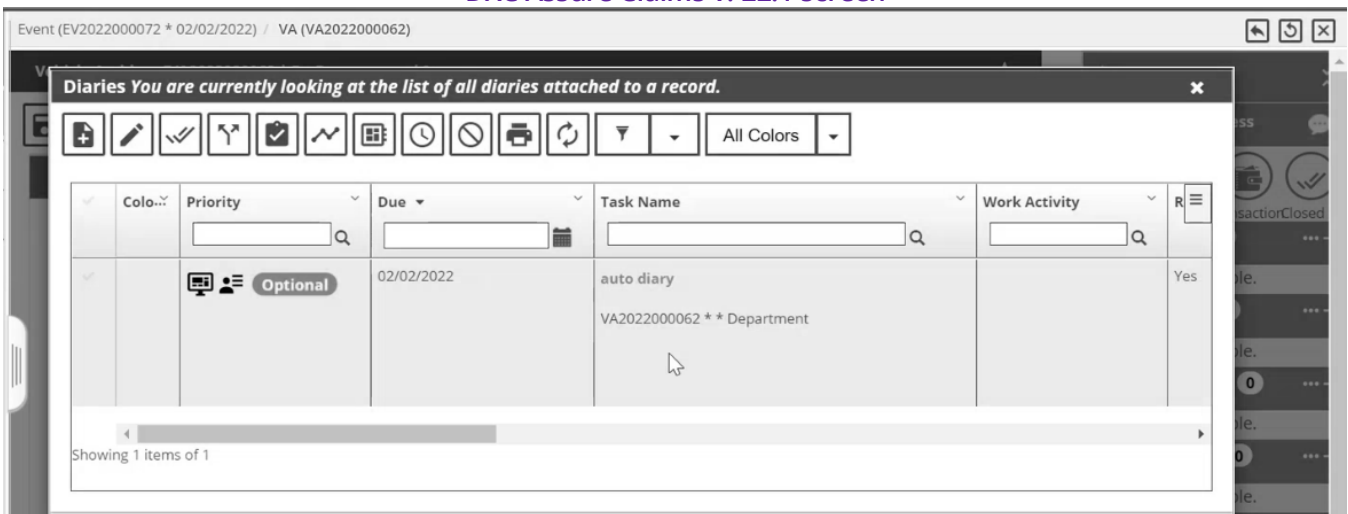


# Enhanced Business Logic for WPA Auto Diary Setup process

In this release DXC Assure Claims addresses a previously reported issue encountered when **WPA Auto Diary Setup** process was run multiple times. When the **Process Date** was set while executing the **WPA Auto Diary Setup**, then the system appended duplicate Diaries to a Claim record.

Going forward, no duplicate Diaries will get appended to Claim records at the end of the WPA Auto Diary Setup process [Fig. 2]. If the WPA Auto Diary Setup process is run a second time, then the system will consider the **Last Run Date** for completing the process. As a result, no duplicate Diaries will get created.

DXC Assure Claims v. 22.1 screen

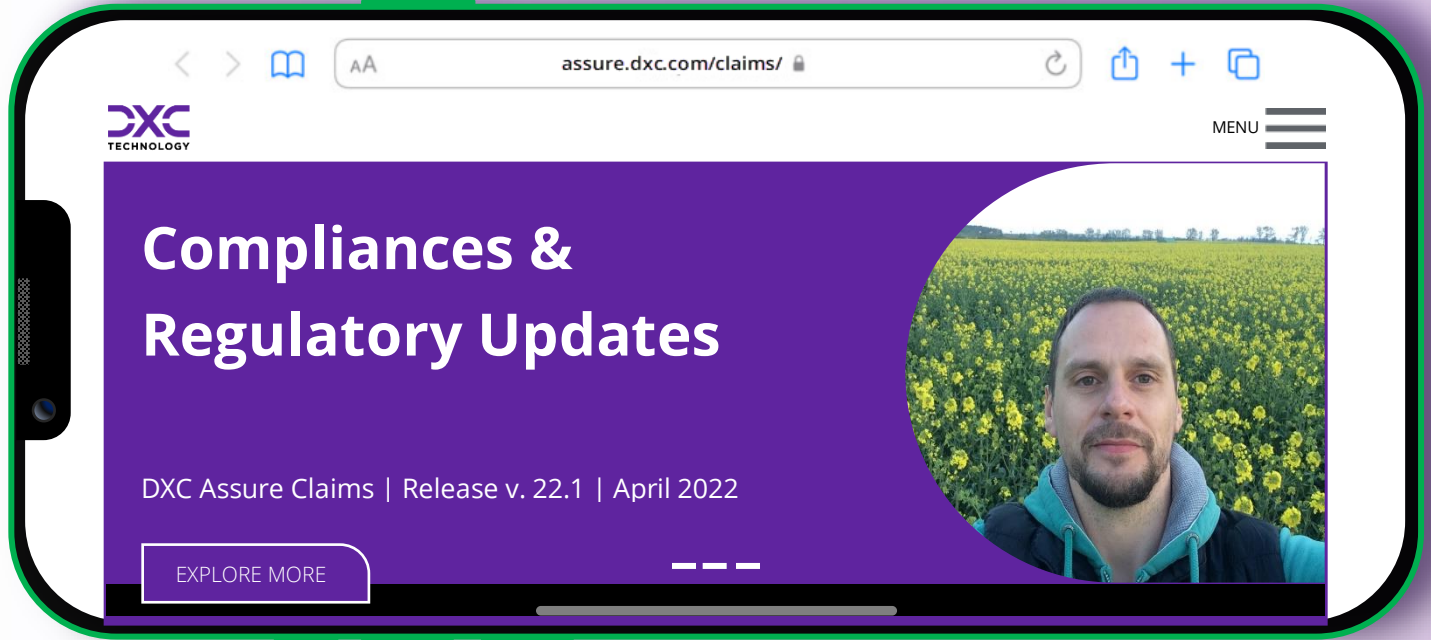


[Fig. 2]

Besides this, several performance issues pertaining to the **Diary List** screen have also been done away with. The system now accords a smooth and lag-free experience on the screen with greatly reduced processing and loading time.







THIS SECTION OF THE RELEASE NOTES DOCUMENT DESCRIBES ALL THE ENHANCEMENTS AROUND COMPLIANCES AND REGULATORY UPDATES INTRODUCED IN DXC ASSURE CLAIMS V. 22.1.



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# Compliances & Regulatory Updates

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## EDI Related Implementation in Assure Claims

### Fulfilment of required eClaims related changes for EDI R3.1 for the state of New York

With the release of DXC Assure Claims v. 22.1, the new data element **DN0442** requirements and its corresponding validation changes for **SROI** for the state of New York have been fulfilled for **EDI R3.1**.

Changes include:

- Addition of new field DN0442 – Net to Zero Code on the Funds Supplemental screen
- Inclusion of 4 new validations on the NY state file

These changes are slated to go live by **April 29, 2022**.

### Fulfilment of EDI R3.1 version 1.6 requirements for the state of Tennessee

All necessary changes mentioned on the **Tennessee Bureau of Workers' Compensation** (TN BWC) have been done in Assure Claims v. 22.1 to make it compatible with the requirements for the implementation of IAIABC's **EDI Release 3.1 Version 1.6** for the state of Tennessee.

The revised Requirement Tables and Implementation Guide are now available on the TN BWC EDI Claims Website.

[VIEW TN BWC REQUIREMENTS](#)

These Version 1.6 changes will take effect on **June 20, 2022, for testing** purposes and on **July 11, 2022, for production**.



# Additional Medicare information included in MMSEA as per the PAID Act update

The latest enactment by [Provide Accurate Information Directly \(PAID\) Act](#) helps the insurers and self-insured employers in complying with Medicare mandatory reporting requirements and complete settlement agreements. On that account, Assure Claims empowers the users to adhere to the new law.

The PAID Act requires the Centers for Medicare and Medicaid Service (CMS) to provide more information that may help identify the following:

- whether a claimant to a worker’s compensation settlement is currently enrolled in Medicare, Medicare Advantage Plan,
- or the Medicare Prescriptions Drug Benefit plan,
- or if they received benefits under the various plans during the preceding three-year period.

To accommodate the additional information, a new table labelled as, [MMSEA Claimant Beneficiary Details](#), has been introduced in the [Admin Tracking List](#) screen. [Fig. 3] The table can be accessed via, Maintenance > Select Admin Tracking List from the Maintenance dropdown menu > choose [MMSEA Claimant Beneficiary Details](#) table.

DXC Assure Claims screen v.22.1

The screenshot shows the 'Admin Tracking' interface with a toolbar containing icons for add, save, delete, print, search, and other actions. Below the toolbar is a search bar with the number '0' and a search icon. The main content area is titled 'MMSEA Claimant Beneficiary Details' and contains a form with the following fields:

Claim Number	Claimant Last Name	Claimant First Name	Imported Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="MM/dd/yyyy"/>
Most Recent Medicare Part A Effective Date	Most Recent Medicare Part A Termination Date	Most Recent Medicare Part B Effective Date	Most Recent Medicare Part B Termination Date
<input type="text" value="MM/dd/yyyy"/>	<input type="text" value="MM/dd/yyyy"/>	<input type="text" value="MM/dd/yyyy"/>	<input type="text" value="MM/dd/yyyy"/>
Most Recent Medicare Part C Plan Contract Number	Most Recent Medicare Part C Plan Enrollment Date	Most Recent Medicare Part C Plan Termination Date	Most Recent Medicare Part C Plan Contact Name
<input type="text"/>	<input type="text" value="MM/dd/yyyy"/>	<input type="text" value="MM/dd/yyyy"/>	<input type="text"/>
Most Recent Medicare Part C Plan PBP Number	Most Recent Medicare Part C Plan Contract Address 1	Most Recent Medicare Part C Plan Contract Address 2	Most Recent Medicare Part C Plan Contract Address City
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Most Recent Medicare Part C Plan Contract Address State	Most Recent Medicare Part C Plan Contract Address Zip	Previous Medicare Part C Plan Contract Number	Previous Medicare Part C Plan Enrollment Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="MM/dd/yyyy"/>

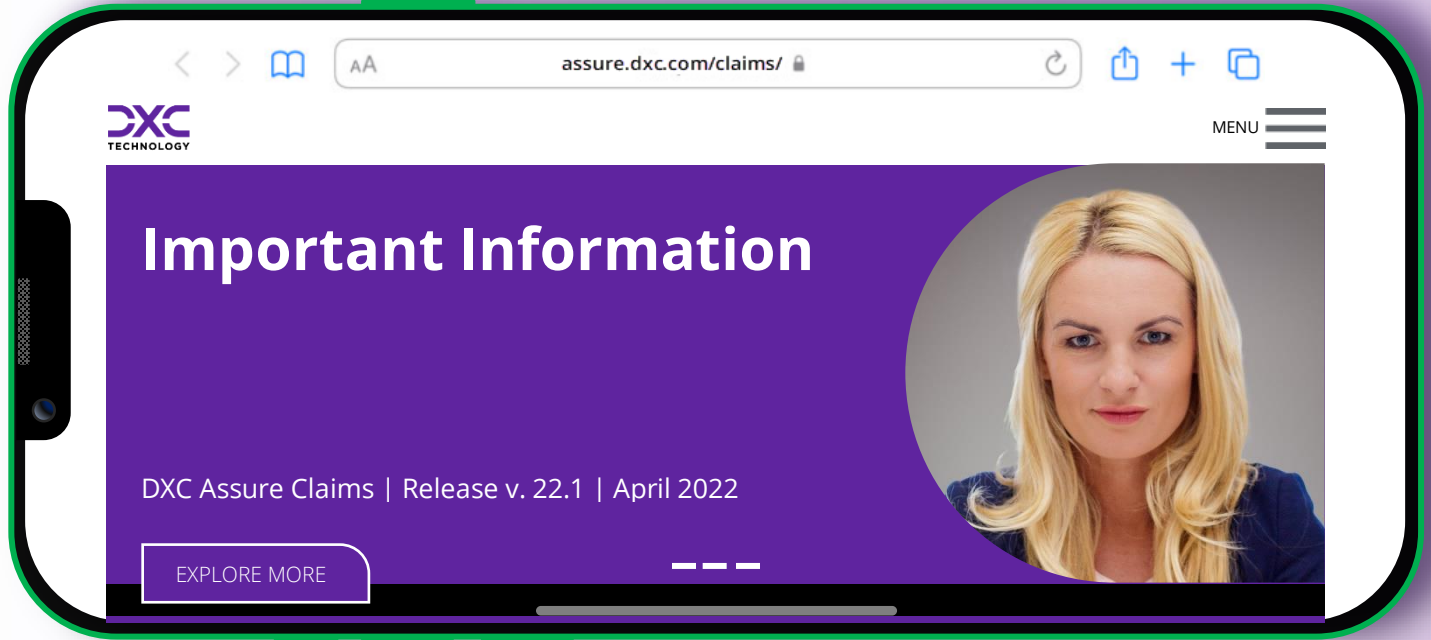
[Fig. 3]



Moving forward, when an **MMSEA Import job** with its **File Format** labelled as **Query**, is executed via the Task Manager, corresponding data will get auto populated in the respective field of the **MMSEA Claimant Beneficiary Details** table of the **Admin Tracking List** screen.

Since this is an Admin Tracking table, an option to create a **Search** field has been made available in the Query Designer, simultaneously. This search option can be included in the **Supplementals** accordion on the **Claimant MMSEA** window of the **Claim** screen via the **Supplemental Field Data**, as and when required. Thus, enabling the users to get redirected to the respective **MMSEA Claimant Beneficiary Details** of the MMSEA beneficiary and access the same, at a button click.





THIS SECTION INCLUDES INFORMATION FOR PROCURING AND/OR USING THE NEW/EXISTING LICENSED FEATURES OR THE SERVICES OF NEWLY ONBOARDED THIRD-PARTY BUSINESS SOLUTIONS PROVIDERS.

BESIDES THESE, THIS SECTION ALSO CONTAINS IMPORTANT GUIDELINES ON ANY TECHNOLOGICAL CHANGES/UPGRADATIONS THAT MAY AFFECT THE WORKING OF DXC ASSURE CLAIMS.



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# Important Information

## Crucial Information for Select Features

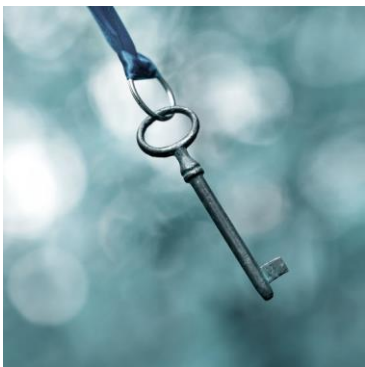


\*

Features with an asterisk mark (\*) involve additional cost/ consulting/ agreement/ licensing considerations. Please reach out to DXC Assure Claims Support or your DXC Assure Claims Sales Representative for more information.

[RETURN TO](#)[The Life Claims LOB](#)

## API Licensing



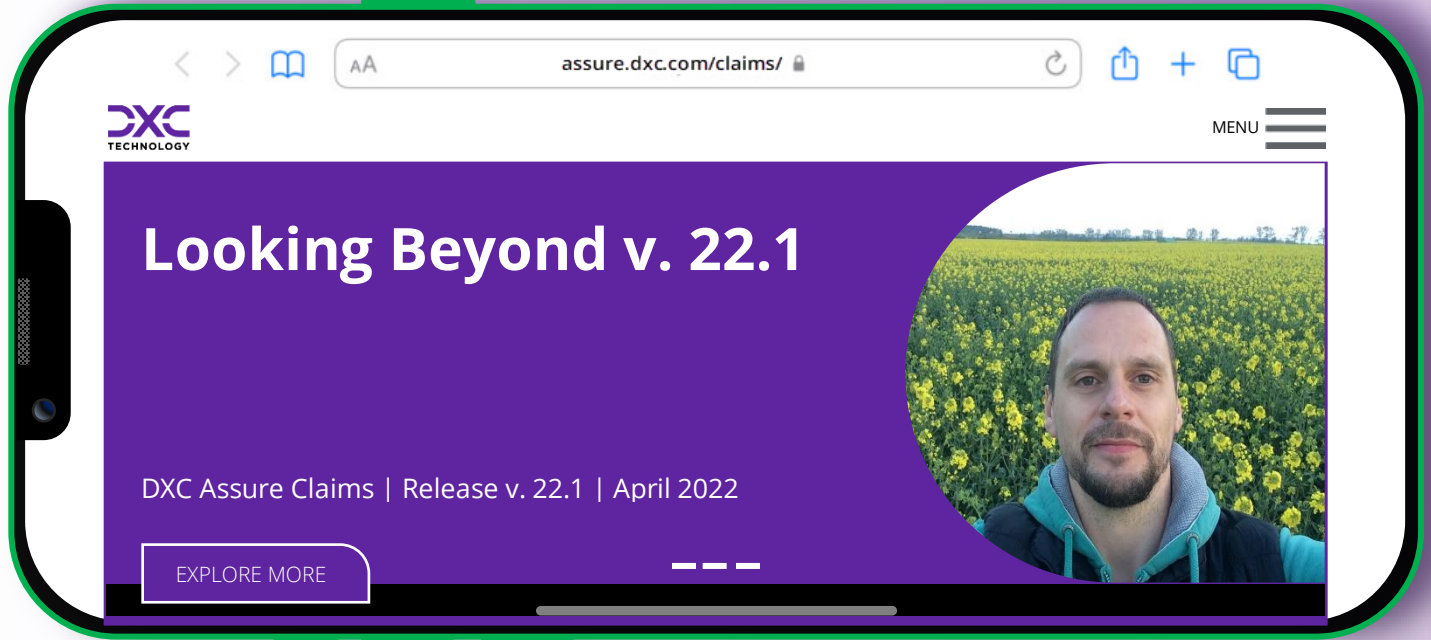
We have moved away from our strategy of providing an all-encompassing API license for a fixed fee, thus, removing the barrier that existed for customers who wanted to try out our APIs for a fixed business case with predictable usage. Now, it is possible to license our APIs for a fixed number of resource 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](#)



THIS SECTION OF THE RELEASE NOTES DOCUMENT CONTAINS A BRIEF HEADS-UP ON NEW FEATURES & DIGITAL TECHNOLOGIES SLATED FOR INCLUSION IN THE FORTHCOMING RELEASES OF DXC ASSURE CLAIMS.



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# Looking Beyond v. 22.1

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DXC will remain committed to further enhancing the Assure Claims software as part of its **Digital Transformation** journey by keeping abreast of new technologies and furthering the use of **.NET Core**, **Angular**, and several **APIs** for enhancing the overall user experience.

As you may be aware that the newer versions of **Oracle Database** such as **19c** etc. were supported using older client drivers. We will finally be offering native client driver-based support for **Oracle Database 19c** very soon to provide you with the highest level of release stability and the longest timeframe for support and bug fixes.

Furthermore, we will be introducing applicable **DXC Platform** changes for Assure Claims based on the **Platform Standard**. We are also looking at introducing **Predictive Claims-as-a-Service (P CaaS)** to provide a service in Claims which combines intelligence, decision making aids, and offers business solutions using an AI platform.

The **Medical Bill Review (MBR)** feature will become **generally available** via the **New Import/Export Tool**. This aside, several **more tools** will also be made available via the Import/Export tool in our future releases.

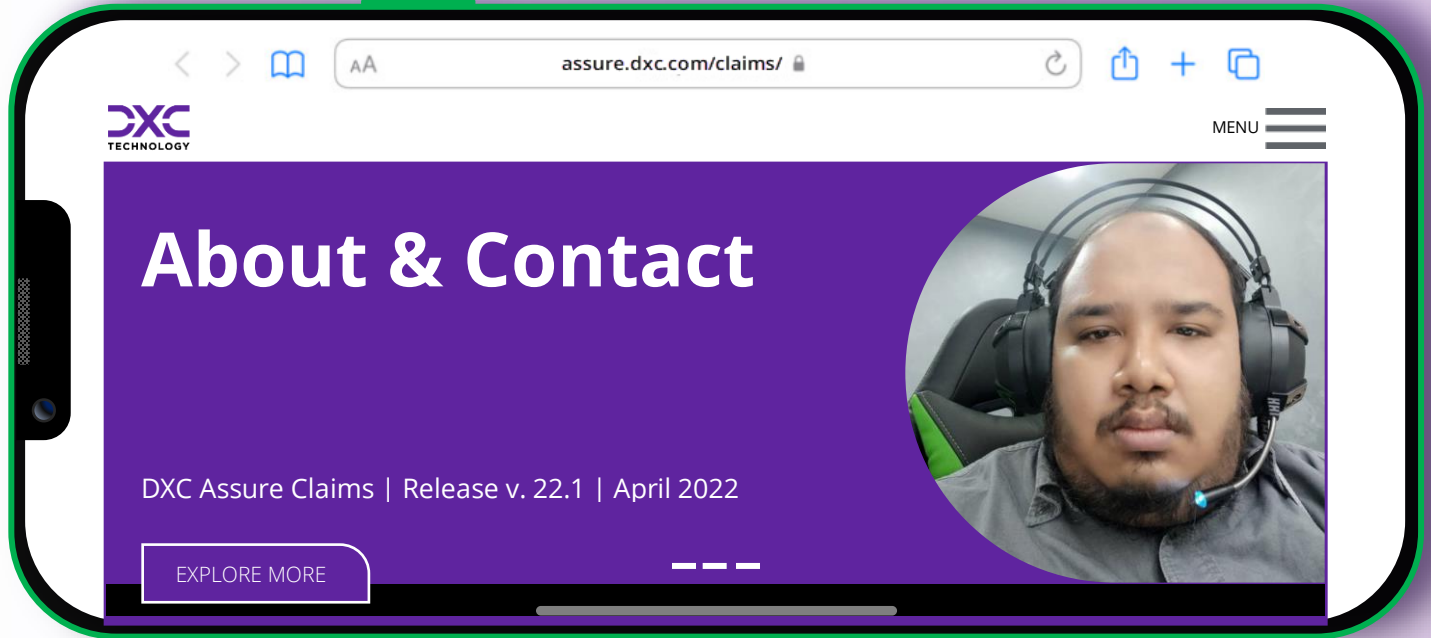
We will continue to grow our ecosystem of **InsurTech & partners** on different levels of engagements viz. **Verisk** and **One Inc.** along with other partners. On the Compliances & Regulatory upgrades front we are also working on **EDI Reporting/Compliance** for **Live Date Requirements** for various states along with changes in **Total Payment Obligation to Claimant (TPOC) Reporting** for **Medicare MMSEA**.

These aside, we will continue to invest in our long-term feature like **Data Collection** and the **Life Claims LOB**. We are also looking at introducing **Data Analytics Dashboards** powered by **Sisense** for the Life Claim LOB. Overall, you will continue to see an updated user experience along with several performance related enhancements such as **draggable popups** in the forthcoming releases.

Lastly, over the next few releases you will see several **globalization related enhancements** being introduced in Assure Claims catering to the business needs of our new customers in the **Australia** region.







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



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# About & Contact

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## DXC Technology

We deliver the mission critical IT services that move the world.



**70+**  
countries

**130,000+**  
employees

**240+**  
fortune 500 customers

**60+**  
years of innovation

### 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.

READ MORE ON THE DXC CLAIMS MICROSITE

DXC BLOG – INSURANCE & TECHNOLOGY

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.

## 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](mailto:risksupp@dxc.com)

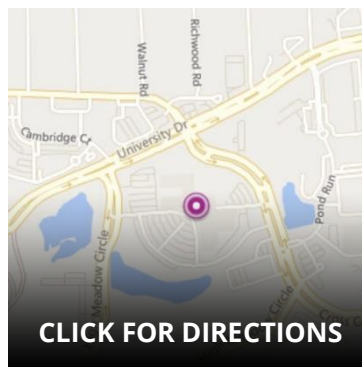


[1-877-275-3676](tel:1-877-275-3676)



### DXC Technology

3000 University Drive,  
Auburn Hills,  
Michigan 48326





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