

DXC Assure Claims

FLEXIBILITY, SCALABILITY, CONFIGURABILITY
FOR PROPERTY AND CASUALTY INSURANCE
COMPANIES



Events



General Claims



Non-Occupational Claims



Property Claims



Vehicle Accident Claims



Workers' Compensation Claims



Life Claims

Release Notes

VERSION 22.2 | JUNE 2022

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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

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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?

Industry veteran Raymond August joins DXC's Executive Leadership Team

Ray August

President, Insurance Software and Business Process Solutions



DXC Technology has appointed [Raymond August](#) as President, Insurance Software and Business Process Solutions, reporting to [Mike Salvino](#), DXC President and CEO, effective March 7, 2022.

A 30-year veteran of the insurance and technology industries, Ray has successfully led companies through all stages of growth. At DXC, he is leading the development and growth of the insurance software and insurance, banking, and horizontal business process services (BPS).

He is focused on capitalizing on DXC's leading position in insurance to help customers accelerate and sustain revenue growth, build, and operate their digital core, and transform their operations.

[READ MORE](#)

New Customer 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.

Introduction of the Assure Claims Academy

The **Assure Claims Academy** portal went live on **June 10, 2022**. This portal is accessible via the **Claims Microsite** and can be used to self-assess one's knowledge, and know-how, of the DXC Assure Claims application with utmost ease.



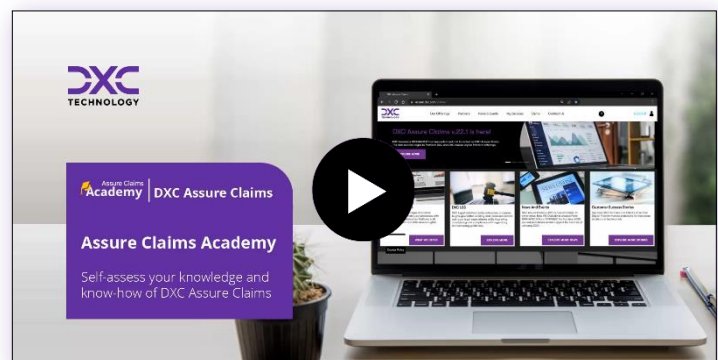
Uses of the Assure Claims Academy

The Assure Claims Academy portal:

- Offers Numerous quizzes or tests
- Can be used to evaluate your know-how of the various features and functionalities from across the different zones of DXC Assure Claims
- Acts as an excellent skill & knowledge assessment tool for Customers of DXC Assure Claims, and Employees of DXC Technology.

Watch the video below to know more about the Assure Claims Academy.

VISIT ASSURE CLAIMS
ACADEMY



General Overview



THIS SECTION CONTAINS BASIC GUIDELINES AND PRELIMINARY ADVISORY PERTAINING TO DXC ASSURE CLAIMS V. 22.2



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General Overview

Document Purpose

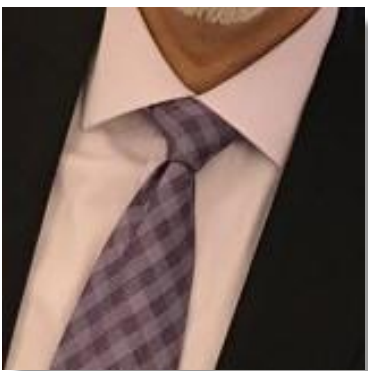


Pursuant to the release of DXC Assure Claims v. 22.1, this Release Notes document contains descriptions of all Enhancements and Improvements, and Compliances & Regulatory Updates introduced in the latest release of [DXC Assure Claims v. 22.2](#).

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. 22.2:

- [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. 22.2).
- 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



AT DXC TECHNOLOGY WE POSITION CUSTOMER-CENTRICITY AS OUR UNIQUE SELLING PROPOSITION (USP) BECAUSE A LOT OF OUR TIME, ENERGY, AND RESOURCES ARE DIRECTED TOWARDS IDENTIFYING CUSTOMERS' NEEDS, DEFINING, AND DEVELOPING TECH SOLUTIONS AND INITIATIVES THAT MEET THEIR BUSINESS REQUIREMENTS.



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Executive Summary

At DXC Technology we position **Customer-Centricity** as our **Unique Selling Proposition (USP)** because a lot of our time, energy, and resources are directed towards identifying customers' needs, defining, and developing tech solutions and initiatives that meet their business requirements. DXC's positioning couldn't be more evident than in this latest release version of the DXC Assure Claims application where we not only introduce a useful new feature while enhancing older ones, but we also introduce customized solutions for our new customers in the **ANZ** region, where we've begun offering DXC Assure Claims as a **Claims Management System (CMS)** since early this year.

DXC Assure Claims v. 22.2 simplifies and quickens the process of creating General Claims by **Importing XML** files into the system for **Claim creation**. The Digital Transformation process within Assure Claims gathers even more steam as several **legacy Utilities zone** screens are migrated to the **Configuration Manager zone**. These include:

➤ **Task Manager (Task Types)**

- *MBR (Import/Extract Tool)*
- *PositivePay Task*
- *Reserve Balance Task*
- *Financial History Processing Task*

➤ **Screens**

- *Manage Custom Tasks*
- *Holiday Setup*
- *Rebuild System Tables*
- *Supplemental Grid Parameter*
- *Recent Claim Limit*

Besides migrating these screens into the Configuration Manager zone, several new features and improvements have been exclusively added to the Task Manager screens and these have been effectively captured and explained in a **demonstration video** for your convenience.

As part of the ongoing enhancement of existing modules in Assure Claims, the **Life Claim LOB** receives multiple small, yet critical improvements in the form of **Configuration Manager** and **Utilities zone settings** around **User Privileges**, **Supervisory Approval** and **Payment Parameters**.

This release onwards managing **Attorneys** on the **Claimant**, **Defendant**, and **Litigation** screens will become convenient with the addition of a (quick) **Remove Attorney** button.

Since onboarding new customers in the **Australia** region, as part of our localization endeavors, we've begun rolling out customized new features and enhancements to existing ones so as to accommodate business scenarios and comply with local regulations to offer a robust and flexible Assure Claims experience. To this end, our first delivery for Australia consists of enhancing the **Bank Account Operations** to integrate Assure Claims with **Commonwealth Bank of Australia (CommBank)** for **Electronic Fund Transfers (EFTs)**.

Besides these, we have also included a **Critical Compliance and Regulatory Update** by offering **support for additional MMSEA details** as mandated by the latest **PAID Act** update.

To sum up, all enhancements and 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. 22.2.



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New Features

Creation of Claims via the Import Tool (foundation)

DXC Assure Claims v. 22.2 lays the **foundation for Claim Import** support using the **Import Tool**.

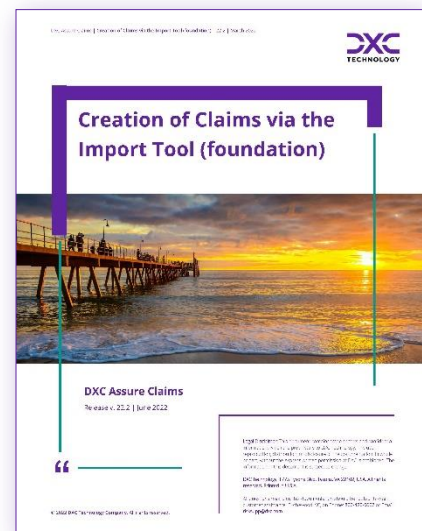
With this new process a **General Claim** can be created in the Assure Claims system by **importing** an XML file. This feature will help Adjusters to import basic Claim and Supplemental field data to create a General Claim framework in the Assure Claims system.

To this end, a new **Task Type** option – **Custom Task**, has been added on Scheduler tab of the Task Manager in the Configuration Manager zone. An XML file import for Claim creation can be scheduled at desired frequencies via the Scheduler tab.

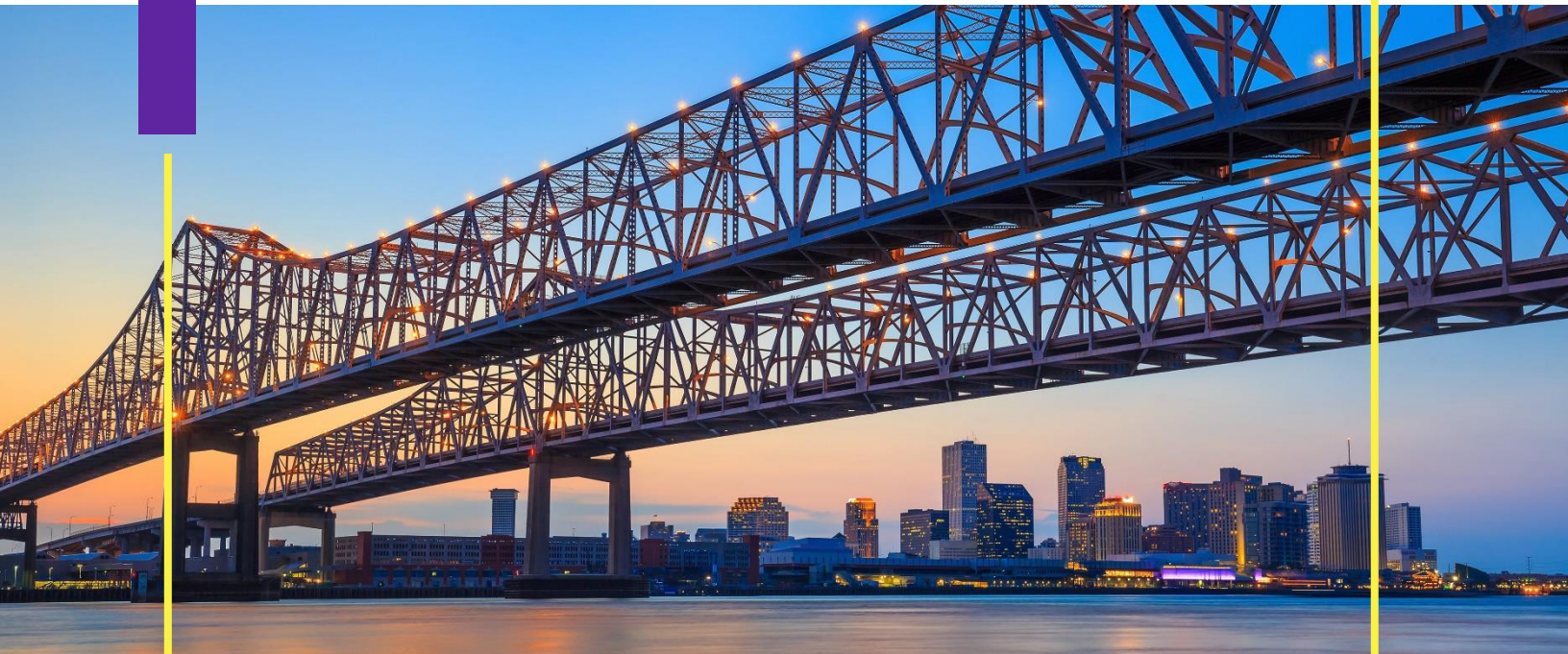
Note

- This feature offers only a quick way to creates the basic framework of a General Claim in the Assure Claims system and does not replace the day-to-day working of a Claims Adjuster.
- Using this feature involves the deployment of the IMPORT TOOL package
- This feature will be extended to other LOBs in future releases.

Refer to the adjoining document for details of how you can import an XML file to create a basic General Claims framework in DXC Assure Claims v. 22.2



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. 22.2 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 & Improvements


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

The release of DXC Assure Claims v. 22.2 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.

This release introduces some new features in the Task Manager along with a host of screens that have been migrated from the legacy Utilities zone into the .NET and Angular based Configuration Manager zone.

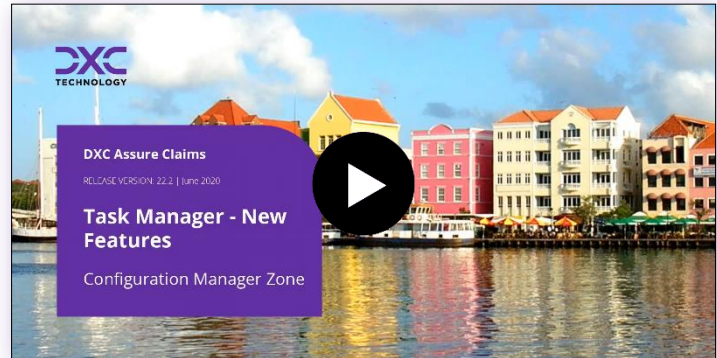
Video demonstration on the New Features of the Task Manager in the Configuration Manager zone

The following new features/improvements have been added to the Task Manager available in the Configuration Manager zone:

- A new widget showing **Scheduled Task(s) Today** on the Task Manager Dashboard tab
 - All widgets will now show **Jobs** of the current day in addition to those of the previous 6 days
- Introduction of a clear, spread out, and easy to understand layout in the form of separate tabs for – **Minutes, Hourly, Daily, Weekly, Monthly, Yearly**, and **Advanced** on the **Run Job [Date/Time]** section of the **Job Scheduler**
- Addition of a new checkbox **Diary Notification** on the **Scheduler** tab of the **Task Manager** screen
- In the Jobs tab, all Tasks are now segregated as **Aborted, Completed, Completed with Error, Running, Task List**, and **Total Jobs Executed**.
- A new **Action** button  **Run Immediately** has been added on the **Task List grid**, in the Jobs tab, against each scheduled task
- A checkbox labeled **Run Immediately** has also been added on the **Job Details** screen of the **Scheduler** tab
- A new **Search/Filter** option – **Filter by Column Name** has been added on the grids of the **Jobs** screen

Learn more about these new features/enhancements of the **Task Manager** in the video below.

This video is also accessible via the “[Help](#)” navigation on the primary menu bar of the DXC Assure Claims application.



Availability of new and migrated Task Types and Screens in the Configuration Manager zone

The following **Task Types** have been added on the **Scheduler** tab of the **Task Manager** in the **Configuration Manager** zone:

- | | |
|--------------------------------|--|
| 1. MBR (Import/Extract) | 3. Reserve Balance |
| 2. PositivePay Extract | 4. Financial History Processing |

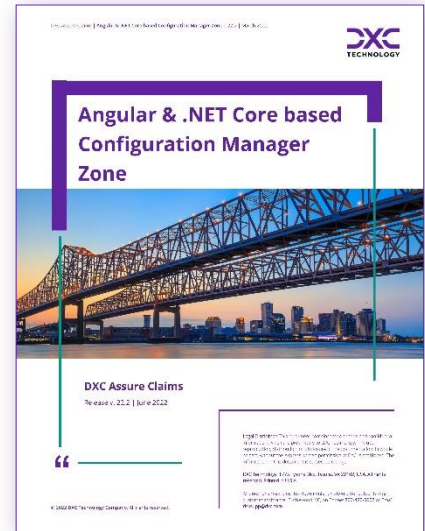
Note

- SAP configuration will no longer be required to run the MBR Import/Extract and PositivePay Extract tasks
- The MBR Import/Extract and PositivePay tasks being scheduled via the Configuration Manager will only support the new API based solution
- With the new API based MBR import solution, the need to create the reserve before importing the payment has been resolved. You can now import payments with out reserves. System will automatically create required reserves in the background.
- The deployment of IMPORTTOOL and EXTRACTTOOL packages are prerequisites for running the MBR Import, MBR Extract, and PositivePay Extract Jobs

The following screens have been brought under the purview of the .NET and Angular based **Configuration Manager** zone:

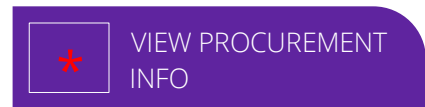
- | | |
|---------------------------------|---------------------------------------|
| 5. Manage Custom Tasks | 8. Supplemental Grid Parameter |
| 6. Holiday Setup | 9. Recent Claim Limit |
| 7. Rebuild System Tables | |

Please refer to pages 10 – 32 of the adjacent document for complete details of the functioning of the newly migrated Task Types and Screens into the Configuration Manager zone in DXC Assure Claims v. 22.2.



Enhancements in the Life Claims LOB*

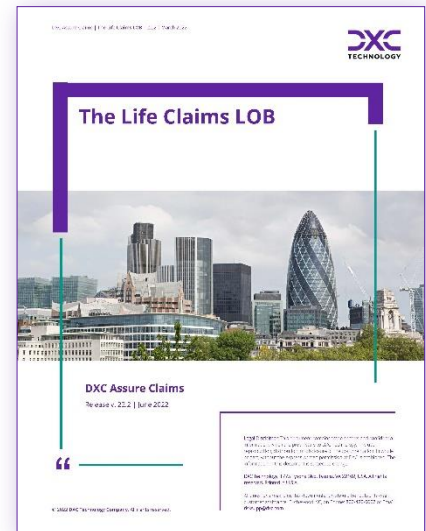
As part of the ongoing development of the Life Claim Line of Business, multiple small, yet critical improvements around the following have been made in release version 22.2:



- **Changes on the Payment Parameter screen of the Configuration Manager zone:**
 - All **settings** (fields and checkboxes) on the **Supervisory Approval** (sub tab) screen under the **Payments** tab, are now supported for Life Claims as well.
[It will now be possible to set different types of limits (Payment Limits, Pay Detail Limits, Per Claim Pay Limits, Print Check Limits, Per Claim Per Policy Limit, Per Claim Per Coverage Limits etc.)]
 - A new message – *Supervisory Approval for Reserves Limits and Incurred Limits are not applicable for Life Claim LOB*, is displayed on the Supervisory Approval tab.
- **Changes pertaining to User Privilege Setup in the Security zone for Life Claims Users:**
 - On the **User Privilege** screen, the **Limit Type** dropdown field options – **Reserve Limit** and **Per Claim Incurred Limit**, have been **removed for Life Claims users**, this implies that these 2 functionalities will not be supported for Supervisory Approvals.
 - Similarly, on the popup window – **Line of Business Top Level Approval**, of the **User Privilege** screen, only the **Username**, **Payment Max**, **Per Claim Per Policy Max**, and **Per Claim Per Coverage Max**, fields will be available.

These settings impart enhanced business logic to existing functionalities making the module more effective in handling business scenarios.

Please refer pages 71 – 74 of the adjoining document for details of the improvements introduced in the Life Claims LOB in DXC Assure Claims v. 22.2.



Addition of Quick Delete button to easily remove Attorney Details

Up until the previous release, the **Claimant**, **Defendant**, and **Litigation** screens had the option to only “Add Attorney” details. However, removing Attorney details entailed individually deleting them one by one.

Thus, in this release a new **Quick Delete** button has been added on the **Attorney Last Name** field which allows removal of all entered Attorney details in one go.

DXC Assure Claims screen

Claimant [GC2022000219 * 88 *]

Claimant Info

Claimant Attorney

Attorney Last Name

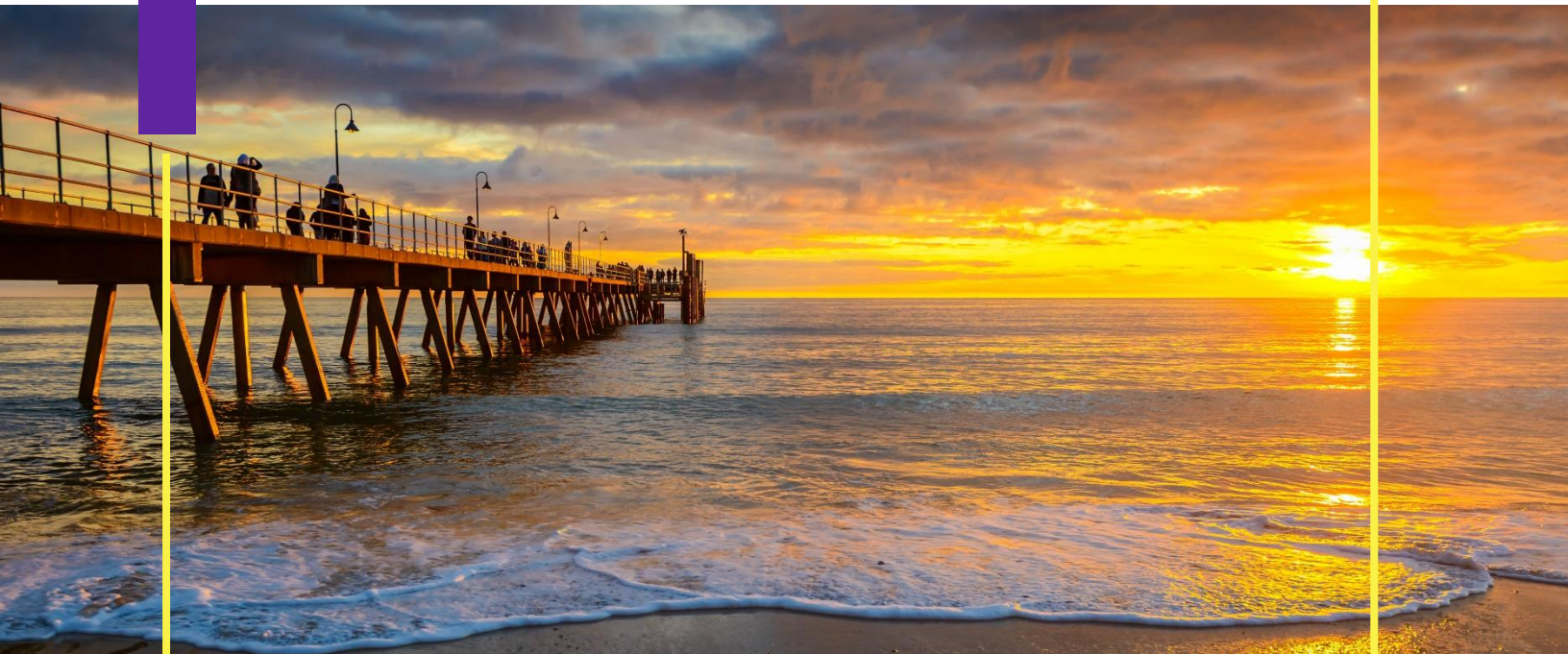
First Name

Middle Name

Address 1

[Fig. 1]

Australia Region specific Enhancements & Improvements



THIS SECTION DESCRIBES THE NEW FEATURE THAT CATERS TO THE BUSINESS NEEDS OF USERS OF DXC ASSURE CLAIMS IN THE AUSTRALIA REGION.



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Australia Region specific Enhancements & Improvements

New Bank Account Interface to integrate with CommBank for EFTs

Since onboarding new customers in the Australia region, as part of DXC localization endeavors, Assure Claims v. 22.2 rolls out the first installment of customized features to accommodate business scenarios and comply with local regulations to offer a robust and flexible Assure Claims experience.

To this end, this release offers a new **Bank Account interface** to integrate Assure Claims with **Commonwealth Bank of Australia** (CommBank) for **Electronic Fund Transfers** (EFTs).

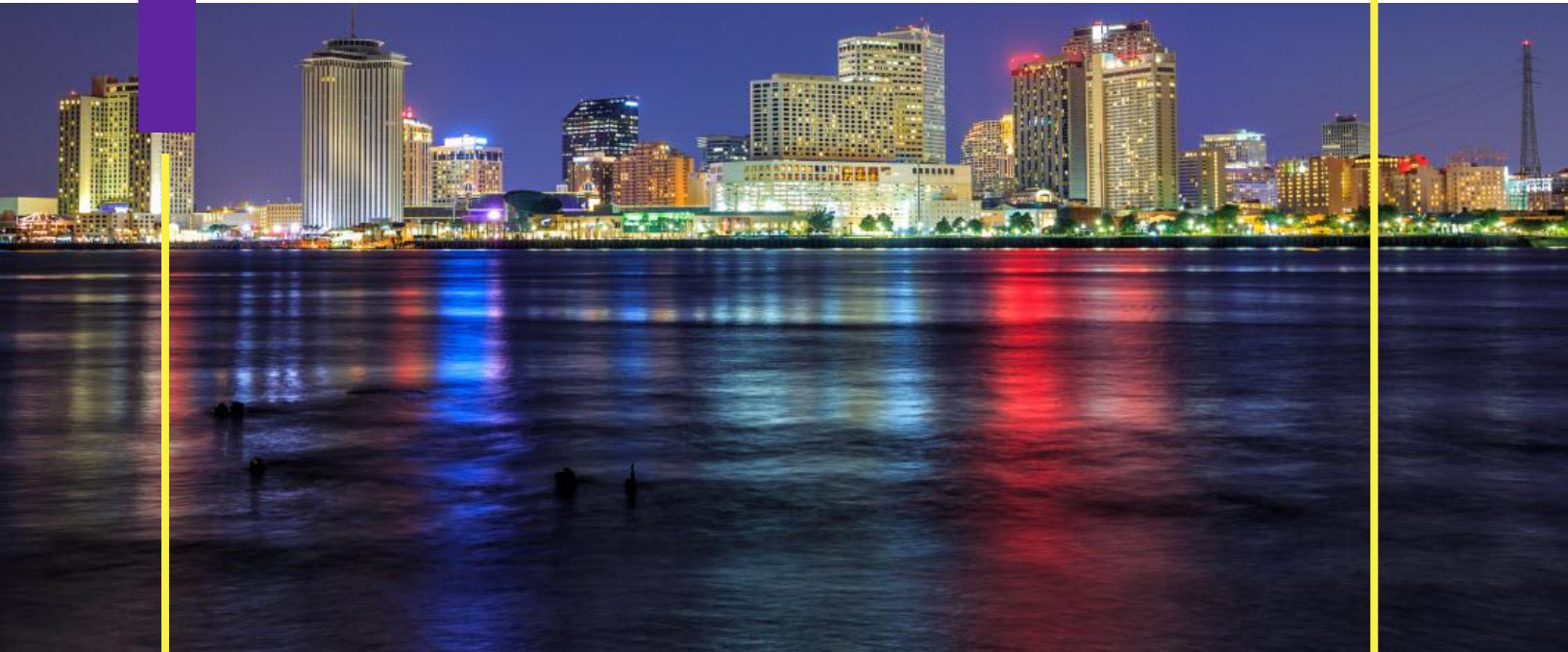


Commonwealth
Bank

VISIT THE COMMBANK
WEBSITE

READ MORE ON COMMBIZ

Compliances & Regulatory Updates



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



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Compliances & Regulatory Updates

Support for Additional Medicare details included in MMSEA based on the PAID Act update

As you must be aware, in DXC Assure Claims v. 22.1, the **Admin Tracking** screen was updated with new **Medicare** fields to capture additional **MMSEA** information to help insurers and self-insured employers in complying with mandatory reporting requirements and complete settlement agreements stipulated in the latest **Provide Accurate Information Directly (PAID) Act** update.

Since **Admin Tracking** is a licensed module, in **Assure Claims v. 22.2 release**, the above-mentioned updates have been **moved** to the **System Admin Tracking List** screen. This change will be a seamless upgrade for existing customers and no additional costs will be involved to support these new PAID Act updates.

Refer to the adjoining document for further details on the prerequisites and other settings pertaining to this update.



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.



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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](#)

Looking Beyond v. 22.2

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.



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Looking Beyond v. 22.2

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. To add further, we will be enhancing our end-to-end security compliance with **Acunetix**. Furthermore, we will be introducing applicable **DXC Platform** changes for Assure Claims based on the **Platform Standard**.

On lines of the visual changes implemented in the Configuration Manager zone, you will see completely **revamped Claims UX screens** which offer the option to choose any **custom Theme Color** you want. Along with multiple enhancements to base features such as **Diaries**, **Funds**, **Print Check** etc.

We will continue to grow our ecosystem of **InsurTech & Partners** on different levels of engagements viz. **Claimatic** and **Xactimate** etc., along with other partners.

These aside, we will continue to invest in our long-term feature such as **Life Claims LOB**. Similarly, our integration with **Viewpost** is also slated to receive much needed functional and performance improvements. We are also looking at further enhancing the **Sisense** feature by adding new reporting capabilities. On the **Compliances & Regulatory** upgrades front we are also working on **EDI Reporting/Compliance** for states of **TN**, **IA**, and **VA**. Also, you will be seeing significant work being done around **MMSEA** and **1099 MISC** and **NEC** updates.

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



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About Us & Contact Info

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.



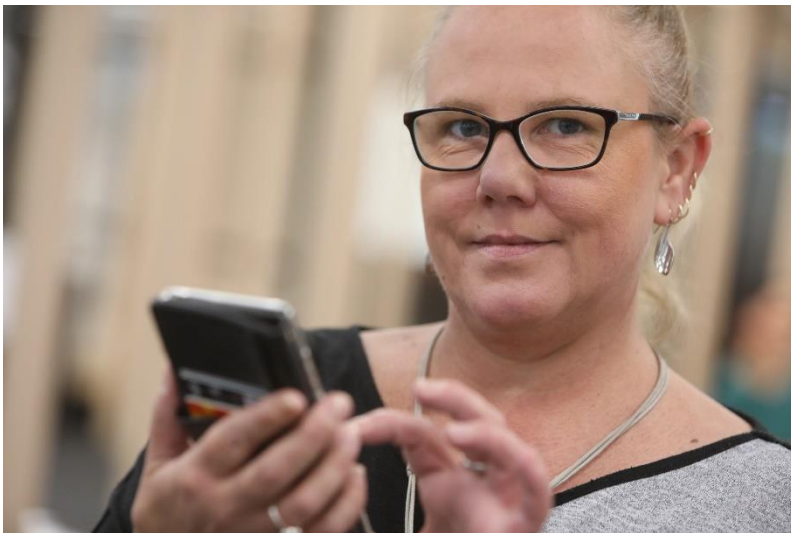
This browser-based software provides real-time analytics to help you spot trends and mitigate future losses. It gives your staff a highly efficient system that simplifies workflows and promotes best practices throughout your organization. It helps ensure that your claimants receive first-class service, 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

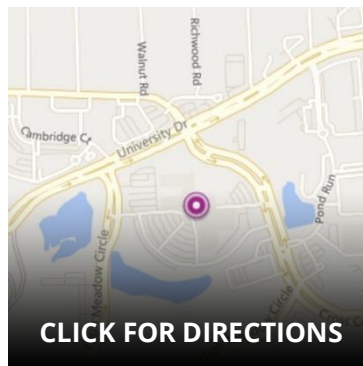


[1-877-275-3676](tel:1-877-275-3676)



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