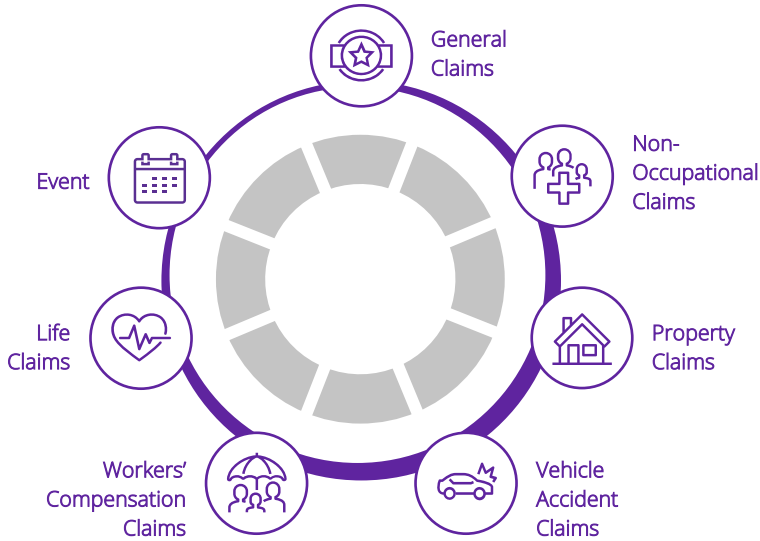


## DXC Assure Claims

*Empowering Corporate Claims and Self-Insured Organizations with an integrated RMIS solution*



# Release Notes

Release Version: 22.3

September 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](mailto:risksupp@dxc.com)

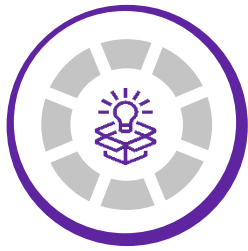
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# What's New at DXC Technology?



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



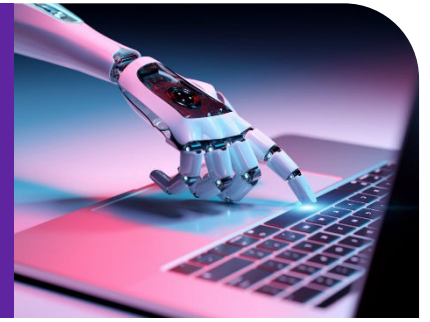
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## What's new at DXC Technology



# NelsonHall names DXC a leader in Property and Casualty Operations Transformation

DXC Technology was recognized by analyst firm [NelsonHall](#) as a **Leader**, its highest designated ranking, in three market segments in its NEAT evaluation for 2022. DXC's capabilities were positioned as a Leader in:

- **New Business Setup/Underwriting Capability**
- **Customer/Distribution Service Administration Capability**
- **Claims Administration Capability**

Leaders are vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements.



READ MORE ON THE AWARDS & RECOGNITION PAGE

NELSONHALL P&C OPERATIONS TRANSFORMATION REPORT

## DXC is proud to be exhibiting at National Comp 2022

DXC is proud to be an exhibitor at the forthcoming **National Comp 2022**, where we will feature a new release of **DXC Assure Claims**, integration of **ODG** medical treatment and return-to-work guidelines plus drug formulary, and DXC Litigation Insights.



October 19 - 21, 2022

Date



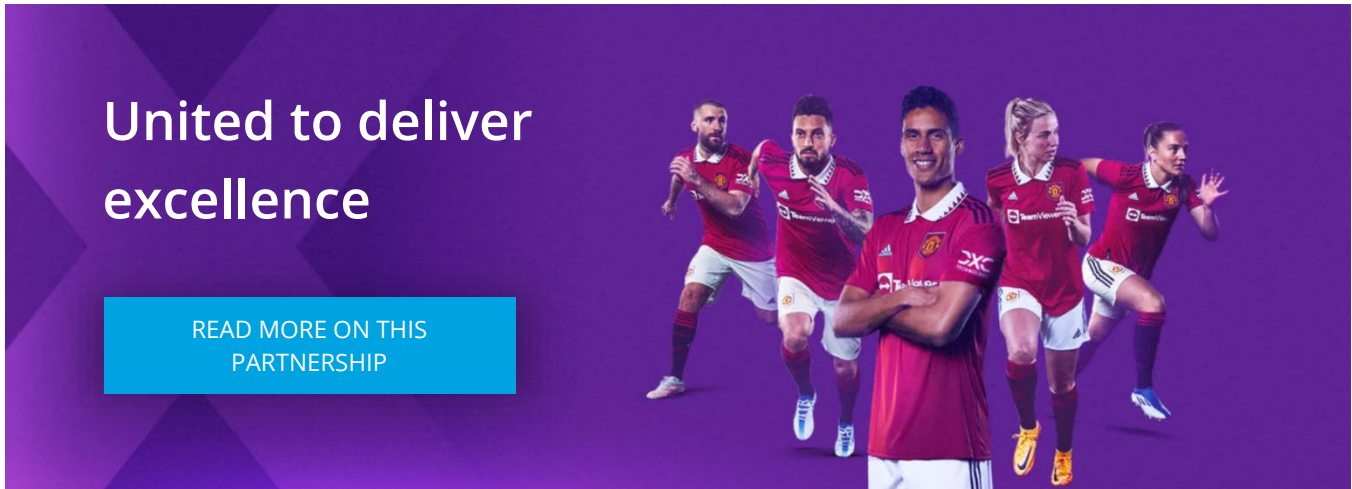
Las Vegas, NV

Location

FIND OUT MORE ABOUT DXC AT NATIONAL COMP 2022



# DXC and Manchester United are partnering to enhance its digital offering to fans



DXC is proud to partner with **Manchester United** as the team's [technology partner](#), DXC will work with United to improve the way its 1.1 billion fans around the world engage with the club, as well as to enhance its daily business operations.



DXC will also help Manchester United become more data-driven, harnessing the power of data and analytics technologies across all aspects of the club.

## Newsroom and Customer Success stories



### Newsroom

The DXC Technology Newsroom is your resource for the latest news, press releases and corporate information.

Find out why DXC Technology made news today!





## Customer Success Stories

Customer stories help us enhance our credibility in the market and increase our chance to win more business. Hear our customers share their business transformation and innovation stories in their own voices and words.

EXPLORE OUR CUSTOMER  
SUCCESS STORIES

## 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.



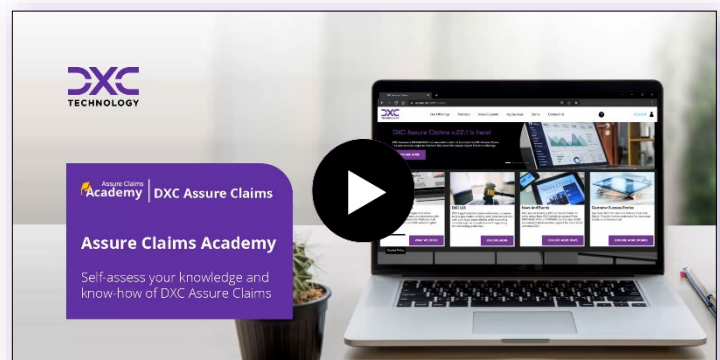
## Uses of the Assure Claims Academy

### 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 GUIDELINES AND  
IMPORTANT PRELIMINARY ADVISORY  
PERTAINING TO DXC ASSURE CLAIMS V. 22.3



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# General Overview



## Document Purpose



Pursuant to the release of DXC Assure Claims v. 22.2, 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. 22.3.

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 CLAIMS MICROSITE

## General 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. 22.3:

- **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. 22.3).

- 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.

# 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



DXC Assure Claims v. 22.3 boasts of a **revamped UX design** implemented across all zones of the application which now bears an uncluttered and simplified look and feel owing to the use of light colors like gray and white. The introduction of **Primary** and **Custom colors** will enable you to choose any theme of your choice to compliment your organization's brand identity.

Furthermore, as part of **Digital Transformation** within Assure Claims, we've made further progress towards our objective of delivering API based Extract and Import Tools by negating any dependencies on SAP interfaces. To this end, the following Data Exchange (Import/Extract) tasks have now been added to the Scheduler screen of the Task Manager in the Configuration Manager zone:

- **PositivePay Import**
- **1099-MISC and NEC Extract (phase 1)**

Furthermore, a new **Policy Interface Setting** screen gets introduced in the Configuration Manager zone. This screen logically groups together the following 4 screens from the legacy Utilities zone, on a single window:

- **Policy Interface Code Mapping**
- **Policy System Setup**
- **Policy Management Setup**
- **Policy Search Configuration**

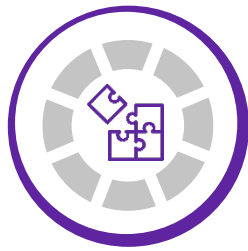
The Assure Claims system now offers the ability to **generate Customized Summary screens** via the **Web Link** feature to cater to any specific business scenario without the use of SAP BusinessObjects or Sisense.

This release also includes a host of functional improvements around the ability to **generate recurring Diaries** each time an Enhanced Note is created/updated, the ability to **Copy a Voided Transaction** at the click of a button for recreating voided payments. This feature finds application in the process of **resubmission of Failed Viewpost Payments**. This release also simplifies the process of **manual reconciliation of Viewpost payments** owing to the addition of a **Control Number** in the job file. Along with these **1099-MISC Reporting for 'Box 6'** gets enhanced for organizing and searching records based on **Entity Types**.

On the customer resolutions front, this release enhances the ability to **include Claims without Financials or Coverages in the ISO Extract**, along with multiple enhancements done in the **Print Checks** and **Funds** modules.

Lastly, on the technical front, beginning with release version 22.3, installation of **Oracle 19c Client** for Microsoft Windows x64 (64-bit) will become a mandatory prerequisite for the deployment of DXC Assure Claims on Application Servers.

# Improvements & Enhancements



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. 22.3 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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# Improvements & Enhancements

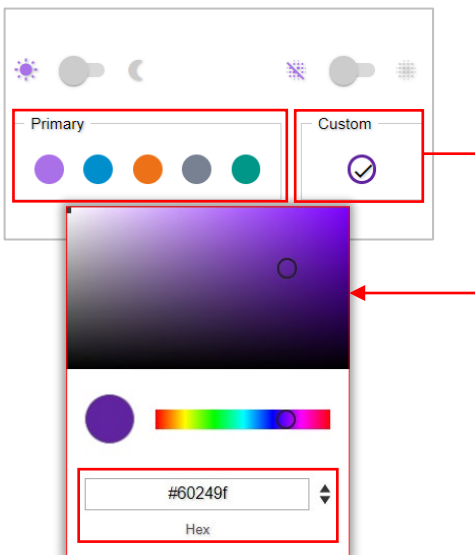


## Introduction of a revamped User Interface and Primary & Custom Theme settings

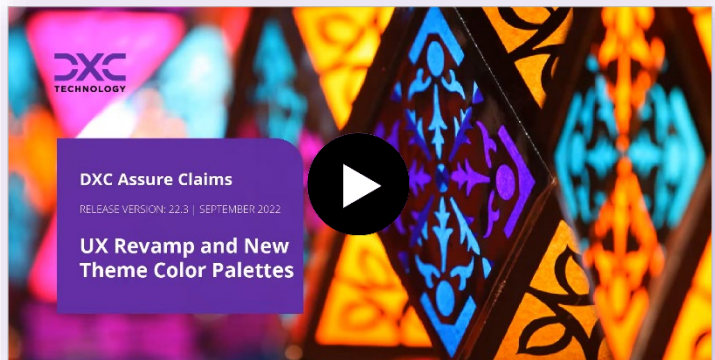
DXC Assure Claims v. 22.3 boasts of a **revamped User Interface design** implemented across all zones of the application, which now bears an uncluttered and simplified look and feel owing to the use of light base colors like gray and white.

The introduction of a **Primary** and a **Custom Color** palette will enable you to choose any color theme of your choice that compliments your organization's brand identity.

**Theme Settings** are no longer accessible via the legacy Utilities zone. Instead, this module can now be found in its new avatar – **User Interface**, in the Configuration Manager zone.



Watch the video below for an overview of the User Interface changes and knowhow of the Primary and Custom Themes modules.



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

In this release, we've made further progress towards our objective of delivering API based Extract and Import Tools by negating some dependencies on SAP interfaces.

To this end, the following Data Exchange (Import/Extract) tasks have now been added to the Scheduler screen of the Task Manager in the Configuration Manager zone:

- PositivePay Import
- 1099-MISC and NEC Extract (phase-1)

## Note

- The complete 1099-MISC and NEC Extract feature will only be available in release version 22.4.

The adjoining document, [API Based Data Exchange Tools](#), contains details on the Import and Extract Tasks included in this release and those introduced in the previous releases.

As part of our endeavors for adoption of the .NET Core and Angular based system, a new [Policy Interface Setting](#) screen gets introduced in the Configuration Manager zone.

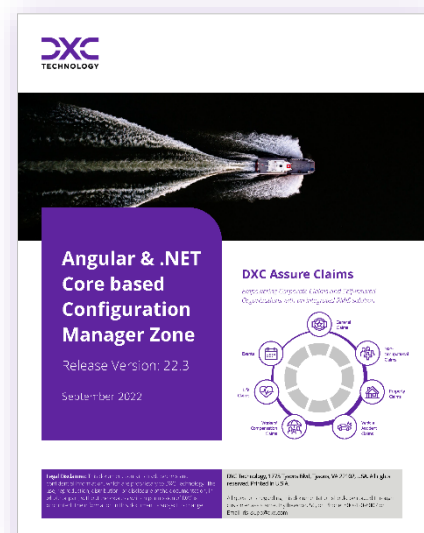
Earlier, the Legacy Utilities zone of Assure Claims had separate screens for [Policy Interface Code Mapping](#), [Policy Management Setup](#), [Policy System Setup](#), and [Policy Search Configuration](#).

We've achieved logical grouping by making all four modules available on a single screen – [Policy Interface Setting](#), of the Configuration Manager zone.

The [Policy Configuration](#) settings that was a part of the [General System Parameter](#) screen, has now been brought under the purview of [Policy Interface Setting](#) window. While the screen has been completely redesigned and given a modern look and feel, the functionality of the modules has not been altered.



READ MORE ON DATA EXCHANGE OFFERINGS



Please go through [pages 12 – 15](#) of the above documents for details on the [Policy Interface Setting](#) screen.

# Ability to generate Customized Summary screens within Assure Claims for any specific business scenario \*

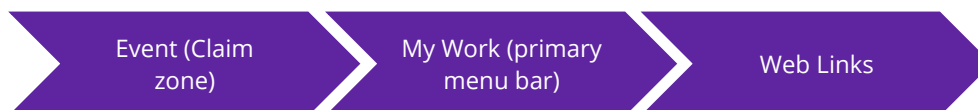
Up until the previous release, the Assure Claims system did offer many Detailed Summary screens for variety of business cases however user was limited to what the system offered out of the box.

This need gets addressed in DXC Assure Claims v. 22.3, where an ability to generate customized summary screens for most business scenarios have been added via a combination of the Web-Link feature and customized query files. Our trained consultants can help prepare the query files needed for your specific business case. These weblinks can then be customized to populate specific summary data based on business requirements.

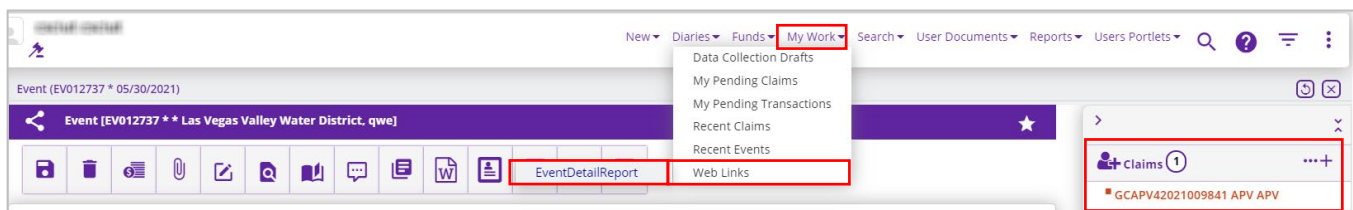
Setting up this feature will require technical assistance and consulting by DXC. Please contact your sales representative for further assistance.

 VIEW PROCUREMENT INFO

As an example, the Assure Claims system can now display a detailed **Financial Summary** screen at Event level by accessing a custom web link for a selected Event via the My Work dropdown menu on the primary toolbar –



DXC Assure Claims screen



[Fig. 1]

Selecting the custom weblink – **Event Detail Summary** [Fig. 1] opens a detailed Summary Report in a new browser tab. [Fig. 2]



DXC Assure Claims screen

Current Financial for Event -EV012715					
CLAIM NUMBER	LOB	CLAIM TYPE	CLAIM STATUS	NAME	DATE OF CLAIM
GCGLPD42022009820	General Claims	GL-Property Damage 3rd Party	Open	N/A	08/11/2022

TYPE	OUTSTANDING	PAID TOTAL	COLLECTION TOTAL	INCURRED AMOUNT
Bodily Injury	\$0.00	\$0.00	\$0.00	\$0.00
Expense	\$1,997.00	\$3.00	\$0.00	\$2,000.00
Total	\$1,997.00	\$3.00	\$0.00	\$2,000.00

Print

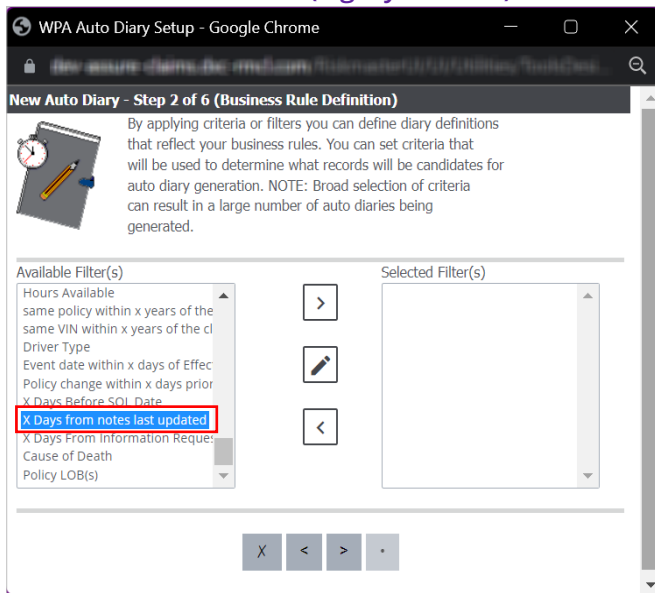
[Fig. 2]

# Ability to generate recurring Diaries each time an Enhanced Note is created/updated

Typically, the Assure Claims system generates a single Diary and notifies the **Current Adjuster** when an **Enhanced Note** is added to a Claim. However, the system does not generate and assign a Diary to the Adjuster each time an **Enhanced Note** is added/updated on that Claim.

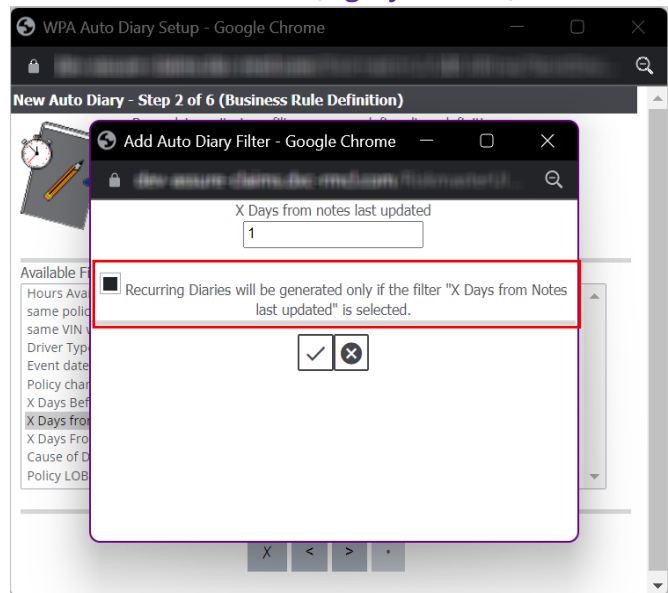
This need gets addressed in DXC Assure Claims v. 22.3, with the introduction of an ability to generate a Diary notification for each time an **Enhanced Note** is added/updated on a Claim.

DXC Assure Claims (legacy Utilities) screen



[Fig. 3]

DXC Assure Claims (legacy Utilities) screen



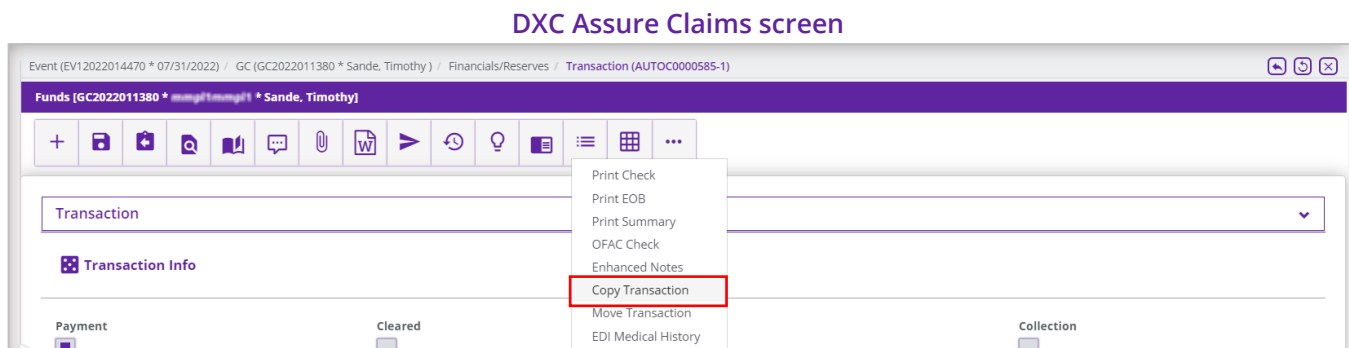
[Fig. 4]



# Availability of the 'Copy Transaction' feature at the click of a button

Up until the previous release, the **Copy Transaction** feature was only available for **Released** and **Printed Payments**.

However, in this release, with the introduction of the **Copy Transaction** feature for voided transactions the Assure Claims system offers a shortcut to copying transactions which saves several manual steps involved in the process of recreating such payments. This is very useful in scenarios where the Payment was voided due to some mistake(s) and hence some changes need to be made before processing the same. [Fig. 5]



[Fig. 5]

## Easier manual reconciliation during Viewpost payment reviews

Up until the previous release, the Job File (PrintCheck.csv) generated after running a Viewpost Print Check Batch job did not have an easy way to reconcile with individual payments thereby making payment reviews a difficult task.

Now, with the inclusion of Control Number in the job file, it would be easier to reconcile the same. Please note that this control number is not sent to Viewpost and is only added for ease of manual review.

Control Number	Command	Payment Command	Vendor ID	Vendor	Pay To The	Pay To The	Check Date	Payment / Currency	Check Number	Check Number	Check Number	Routing Number	Account Number	Payee Adc	Payee Adc	Payee Adc
4	6	PAY	50450	639 vinisand	vini sand		9/6/2022	345 USD	50450			12: 8	8	2 ad1	ad2	ci
4	7	PAY	50451	639 vinisand	vini sand		9/6/2022	345 USD	50451			12: 8	8	2 ad1	ad2	ci

[Fig. 6]

## Updated 1099-MISC Reporting for 'Box 6' for refined Extraction

Assure Claims v. 22.3 addresses the need to report select **Entity** data in **Box 6** of **1099-MISC** extracts. To this end, a new Entity lookup has been added on the Optionset screen of **1099-MISC and NEC Extract** job of the Task Manager.

1099-MISC Reporting for Box 6 has been refined with the addition of two new selection criteria – **Entity Category** and **Entity Type**. With this enhancement, organizing and searching across 1099-MISC records has been made easier as specific **Entity Types** can now be extracted as needed.

### Note

- This feature is currently only available in the legacy SAP based 1099 reporting system and not yet available in the new API based solution.
- For systems configured with the System Setting Entity Role marked as ON,
  - The box listing the Entity Category will be displayed.
  - The box listing the Entity Type will not be displayed.
- For systems configured with the System Setting Entity Role marked as OFF,
  - The box listing the Entity Type will be displayed.
  - However, the box listing the Entity Category will not be shown.

The **1099-MISC and NEC** job will extract data for the highlighted box in **Form 1099-MISC** appended below:

DOWNLOAD FORM 1099-MISC  
(REV. JANUARY 2022)

9595     VOID     CORRECTED

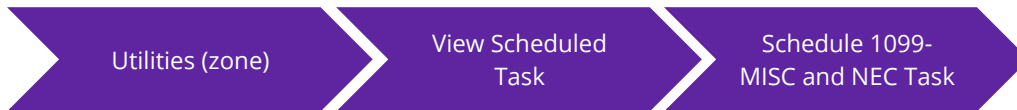
PAYER'S name, street address, city or town, state or province, country, ZIP or foreign postal code, and telephone no.		1 Rents	OMB No. 1545-0115	<b>Miscellaneous Information</b>
		\$	Form <b>1099-MISC</b> (Rev. January 2022)	
		2 Royalties	For calendar year 20__	
PAYER'S TIN		3 Other income	4 Federal income tax withheld	<b>Copy A For Internal Revenue Service Center</b>
		\$	\$	
RECIPIENT'S TIN		5 Fishing boat proceeds	6 Medical and health care payments	
		\$	\$	
RECIPIENT'S name		7 Payer made direct sales totaling \$5,000 or more of consumer products to recipient for resale <input type="checkbox"/>	8 Substitute payments in lieu of dividends or interest	
Street address (including apt. no.)		9 Crop insurance proceeds	10 Gross proceeds paid to an attorney	
City or town, state or province, country, and ZIP or foreign postal code		11 Fish purchased for resale	12 Section 409A deferrals	
Account number (see instructions)		13 FATCA filing requirement <input type="checkbox"/>	14 Excess golden parachute payments	
		15 Nonqualified deferred compensation	\$	
2nd TIN not. <input type="checkbox"/>		16 State tax withheld	17 State/Payer's state no.	
		\$	\$	\$

Form **1099-MISC** (Rev. 1-2022)    Cat. No. 14425J    www.irs.gov/Form1099MISC    Department of the Treasury - Internal Revenue Service

**Do Not Cut or Separate Forms on This Page — Do Not Cut or Separate Forms on This Page**

[Fig. 7]

Schedule a 1099-MISC and NEC task.



Based on the System Setting, the Optionset screen will feature a new field **Box 6 Entity Category** or **Box 6 Entity Type** field. Make necessary selections and execute the job. [Fig. 8]



### DXC Assure Claims screen

The screenshot shows the 'View Scheduled Tasks' interface with several filter panels:

- Export All Payments for Tax Year**: A single checkbox.
- Export Specific Transaction Types**: A dropdown menu.
- Export Specific Reserve Types**: A dropdown menu.
- Export Specific LOB**: A dropdown menu.
- Box 6 Medical Reserve Type**: Includes 'A Adjusting', 'BI Bodily Injury', and 'I Indemnity'.
- Box 6 Entity Category**: Includes 'ADD ADDITIONAL\_INSURED' and 'BRO BROKER'. This panel is highlighted with a red box.
- Box 10 Transaction Type**: Includes '23 23' and 'ABI Canada Auto Bodily Injury'.
- Box 13 Transaction Type**: Includes 'LSS Lump Sum Settlement' and 'LTD Long Term Disability'.
- Excluded Transaction Type**: A dropdown menu.

A red arrow points from the 'Box 6 Entity Category' panel to a detailed 'Entity Category' dropdown menu. This menu is a table with the following data:

Code	Description	Parent Code
POI	POLICY_INSURED	POI POLICY_INSURED
PRI	PRIVATE INVESTIGAT	PRI PRIVATE INVESTIGAT
PRO	PROVIDER	PRO PROVIDER
PTF	PT FACILITIES	PTF PT FACILITIES
RAD	RADIOLOGY	RAD RADIOLOGY
SEP	SERVICE PROVIDER	SEP SERVICE PROVIDER
SIC	SI_CERTIFICATE	SIC SI_CERTIFICATE
STA	ST_AGENCY_LOCATION	STA ST_AGENCY_LOCATION
STG	STATE_AGENCY	STG STATE_AGENCY
SUR	SURGERY CENTERS	SUR SURGERY CENTERS
VEN	VENDOR	VEN VENDOR
WCD	WC_DEF_CLAIM_ADMIN	WCD WC_DEF_CLAIM_ADMIN

[Fig. 8]

After an option is selected in the newly introduced Entity Type/Category and the job is completed successfully, then, only those transactions that have Payee(s) like the option(s) earlier selected as Types/Categories will be extracted.



# Customer Resolutions



THIS SECTION OF THE RELEASE NOTES DOCUMENT DESCRIBES THE SPECIFIC ISSUE RESOLUTIONS PROVIDED FOR CUSTOMERS IN DXC ASSURE CLAIMS V. 22.3.



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Download the latest DA Installer for the updated ISO ATL

DOWNLOAD THE LATEST DA  
INSTALLER

### Note

- This feature is currently only available in the legacy SAP based ISO reporting system
- If Financials or Coverages are present on the Claim, then the ISO Extract output file will display the default values as selected on the ISO Optionset screen in the Utilities zone
- As per the Universal Format Manual, the positions for NLOS and NCVG are 100-108 respectively in the ISO Extract

## Multiple enhancements done in the 'Print Checks' and 'Funds' modules

The following customer requested enhancements have been done in the **Print Checks** and **Funds** module of the **Claims** zone:

### Transaction Type displayed in alphabetical order

The **Funds Split Detail** window of the **Transaction/Funds** screen accords greater usability by displaying the records of the **Transaction Type** dropdown list in alphabetic order. Earlier, the records were displayed in an arbitrary order. This issue has been addressed in the current release allowing users to retrieve the information effectively. [Fig. 10]

DXC Assure Claims screen

The screenshot shows the 'Funds Split Detail' window with the following fields and values:

- Transaction Type \*** (dropdown menu): -- Please Select --, DB Doctor Bill, HB Hospital Bill, WO Write Off
- Reserve Type \***: M Medical
- Paid:** \$0.00
- Reserve Balance:** \$0.00
- Eligible Benefit Amount:** USD \$0.00
- Ineligible Benefit Amount:** USD \$0.00
- Number of Services Day(s):** 0
- GL Account:** [Empty]
- From:** MM/dd/yyyy
- To:** MM/dd/yyyy
- Days Calculation Method:** [Empty]
- Invoiced By:** [Empty]
- Invoice Number:** [Empty]

[Fig. 10]



## Invoice Number column included in the 'Select Checks To Print' screen

With this release onwards, it will be possible to filter the checks that are to be printed by their **Invoice Numbers** as well. The **Select Checks To Print** window of the **Print Checks** screen now features an additional **Invoice Number** column. Owing to this enhancement, the transactions can now be fetched by their respective invoice numbers.

Sometimes, a transaction includes multiple splits with different invoice number. In this case, all the invoice number will be displayed in the single column adjacent to the respective transaction.

### DXC Assure Claims screen

The screenshot displays the 'Select Checks To Print' window. The window title is 'Select Checks To Print'. Below the title bar, there are two buttons: a checkmark and a close button (X). Below these buttons, it shows 'Selected check count: 0' and 'Total Amount: USD 0.0'. The main table has the following columns: Claim Num, Base Amount, Auto?, Combined?, Sub Bank Ac, Invoice Number, and Department. The table contains 10 rows of data. A red box highlights the 'Invoice Number' column, showing that some transactions have multiple invoice numbers listed in a single cell.

Claim Num	Base Amount	Auto?	Combined?	Sub Bank Ac	Invoice Number	Department
007535	\$11.00	false	false			cc
vact8008814	\$4.00	false	false		567091A	4
vact8008814	\$4.00	false	false		1234CSC, 34567, CSC@9012, ...	4
008798	\$2.00	false	false		567091A	4
008798	\$2.00	false	false		567091A	4
008798	\$2.00	false	false		34567, 1234CSC, 80989098, ...	4
008798	\$2.00	false	false			4
008798	\$2.00	false	false			4
008798	\$2.00	false	false			4

Total Items: 28

[Fig. 11]

## 'Pay To The Order Of' details reflected in the Pre & Post Check Register File

Earlier, the Pre and Post Check Register files that is received along with the check printing process displayed the Payee name only. However, at times a settlement check may have multiple Payees entered in the **Pay to the Order of** field. This used to create discrepancy in the payee details as displayed on the check and the report.

To overcome this conflict, moving forward, the **Pre** and **Post Check Register** file will feature the data entered in the **Pay to the Order of** field instead of Payee name. [Fig. 12], [Fig. 13]

#### DXC Assure Claims screen

CHG Healthcare Bank Account: PaySubAccount Batch: 2 Run Date: 08/30/2022									
Control Number	Check Number	Check Date	Claim Number	Sub Account Name	Payee Name	Payment Type	Payment Amount	Check Total	
0000481	3	08/30/2022	MultiplePayee	PaySubClaim	ss and Dr. Sharma Dolly M.D. and Garima Singhal and Avin sharma and Vini Sand	Auto Physical Damage	\$4.00	\$4.00	
Total for this report: \$4.00									

[Fig. 12]

CHG Healthcare Bank Account: PaySubAccount Batch: 2 Run Date: 08/30/2022									
Control Number	Transaction Date	Claim Number	Department Code	Payee Name	Payment Type	Payment Amount	Check Total		
0000481	08/30/2022	MultiplePayee	DEPARTMENT	ss and Dr. Sharma Dolly M.D. and Garima Singhal and Avin sharma and Vini Sand	Auto Physical Damage	\$4.00	\$4.00		
Total for this report: \$4.00									

[Fig. 13]

## Process improvement for resubmission of 'Failed' Viewpost Payments

While running the **Print Check Batch** process, if **Viewpost** payments encountered validation errors, then such checks would get rolled back to "Released" status so that they can be submitted again after fixing the Validation issues. However, since such payments were no longer editable hence the user had to manually Void them and then manually enter the record with correct data.

The current release of Assure Claims addresses this need for rectification of failed **Viewpost** payments by making the **Copy Transaction** feature available for Voided payments.

All that's needed now is to simply 'Void' a failed payment and then select the 'Copy Transaction' toolbar button to clone it and make necessary changes prior to saving it.

To understand this enhancement better, please go through the Copy Transaction feature explained in the previous section.

[READ ABOUT COPY TRANSACTION FEATURE](#)

# 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 customers working with Oracle Environments

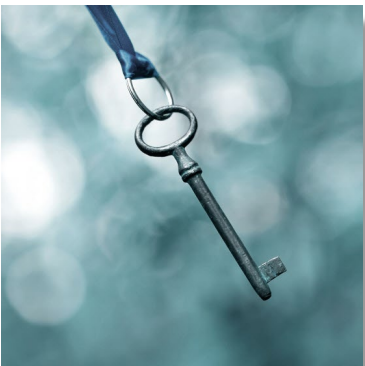


Beginning with release version 22.3, installation of Oracle 19c Client for Microsoft Windows x64 (64-bit) will become a mandatory prerequisite for the deployment of DXC Assure Claims on Application Servers.

Going forward, older versions of Oracle Database Client (12c or below) will not be supported by DXC Assure Claims v. 22.3 and beyond.

[DOWNLOAD ORACLE 19C CLIENT](#)

## API Licensing

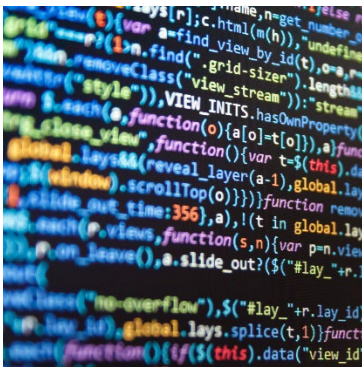


We have moved away from our strategy of providing an all-encompassing API license for a fixed fee, thus, removing the barrier that existed for customers who wanted to try out our APIs for a fixed business case with predictable usage.

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



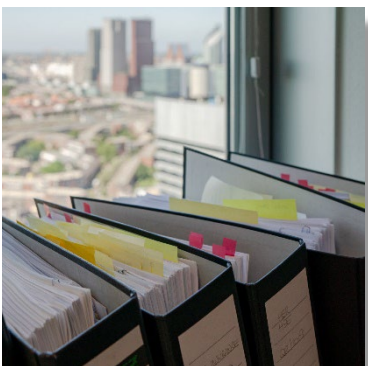
DXC has discontinued the use of 'strong copyleft' © licensed software such as MongoDB which has adopted a new licensing policy. Going forward, we recommend procuring a paid MongoDB version.

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 opensource 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](#)

## Important information for select feature(s)



\*

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.

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[Generate Customized Summary screens](#)

# Looking Beyond v. 22.3



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.



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## Looking Beyond v. 22.3



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.

We will be looking at supporting newer versions of **Oracle Database** such as **21c** to provide you with the highest level of release stability and the longest timeframe for support and bug fixes.

Introduction of applicable **DXC Platform** changes for Assure Claims based on the Platform Standard will be very much a part of our way forward. We are also looking at introducing **Predictive Claims-as-a-Service (PaaS)** to provide a service in Claims which combines intelligence, decision making aids, and offers business solutions using an AI platform. This will enhance our Claim fraud analytics and claim evaluation prediction functions.

On the Compliances & Regulatory upgrades front we are working on several **Forms/EDI** related changes for various states. That aside, an **API** based **MMSEA** interface is also on the cards. We will also be introducing more **tools and templates** enabling efficient Data **import** and **export**.

Several base performance related enhancements are also expected in the forthcoming releases. We will continue to invest in our long-term feature such as **Life Claims LOB**. We are also looking at further enhancing the **Sisense** feature by adding new reporting capabilities.

We will continue to grow our ecosystem of **InsurTech & Partners** on different levels of engagements viz. **Xactimate**, **Verisk (MSP Navigator)**, and **RiskStream** etc., along with other partners.

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.

# 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.

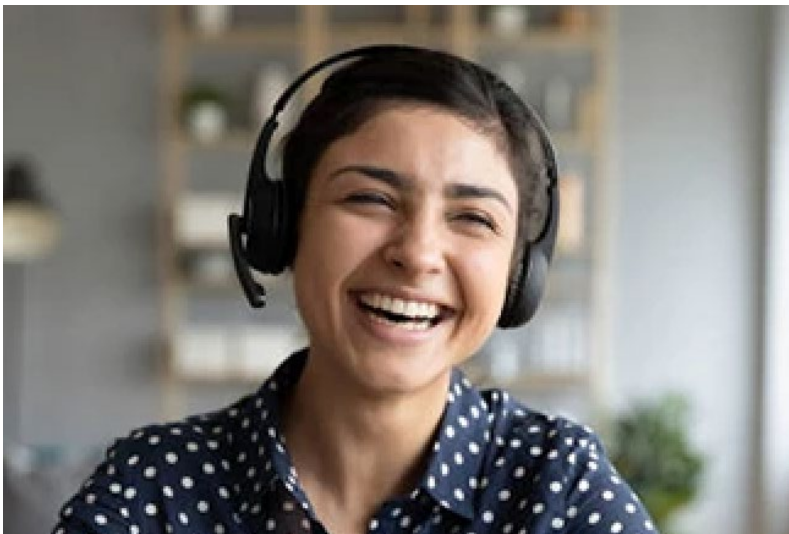
This browser-based software provides real-time analytics to help you spot trends and mitigate future losses. It gives your staff a highly efficient system that simplifies workflows and promotes best practices throughout your organization. It helps ensure that your claimants receive first-class service,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

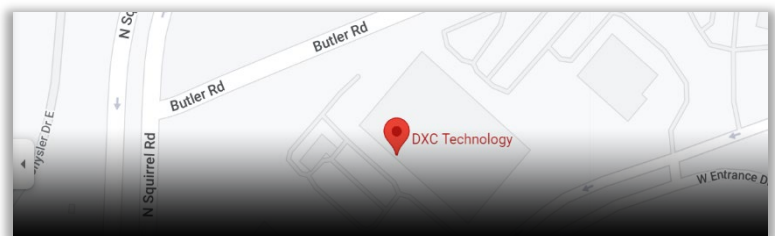


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## Assure Claims Support Helpdesk

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**Phone:** 1-877-275-3676  
**Email:** [risksupp@dxc.com](mailto:risksupp@dxc.com)