DXC TECHNOLOGY

#1 provider	40+ years	1900+	13M+
of core insurance systems	of innovation in the insurance industry	customers and active customer communities	policies under administration

DXC Assure Claims

Deploy a cloud-enabled and comprehensive risk management, claims management, RMIS and legal solution for self-insured and corporate claims organizations.

Release Notes

Release version: 22.4

December 2022

Event

General Claim

Non-Occupational Claim

Vehicle Accident Claim

Property Claim

Vehicle Accident Claim

Life Claim

STOMERS AND COLLEAGUES DELIVERING EXCELLENCE FOR OUR CUSTOM
COLLEAGUES DELIVERING EXCELLENCE FOR OUR CUSTOMERS AND COLL
RING EXCELLENCE FOR OUR CUSTOMERS AND COLLEAGUES DELIVERING

Table of contents

DXC Assure Claims | Release: v. 22.4 | December 2022

What's new at DXC Technology?

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

What's new at DXC Technology?

DXC named a leader in Cloud Professional Services by IDC

The analyst firm recommends that large, global organizations consider DXC because the company "*views its job as helping established businesses move at the speed of start-ups — all while remaining a provider that is highly skilled at running your mission-critical systems and operations while at the same time modernizing IT and transforming business processes end to end*."

READ MORE ON DXC'S CLOUD RIGHT™ APPROACH

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 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.

United to deliver excellence

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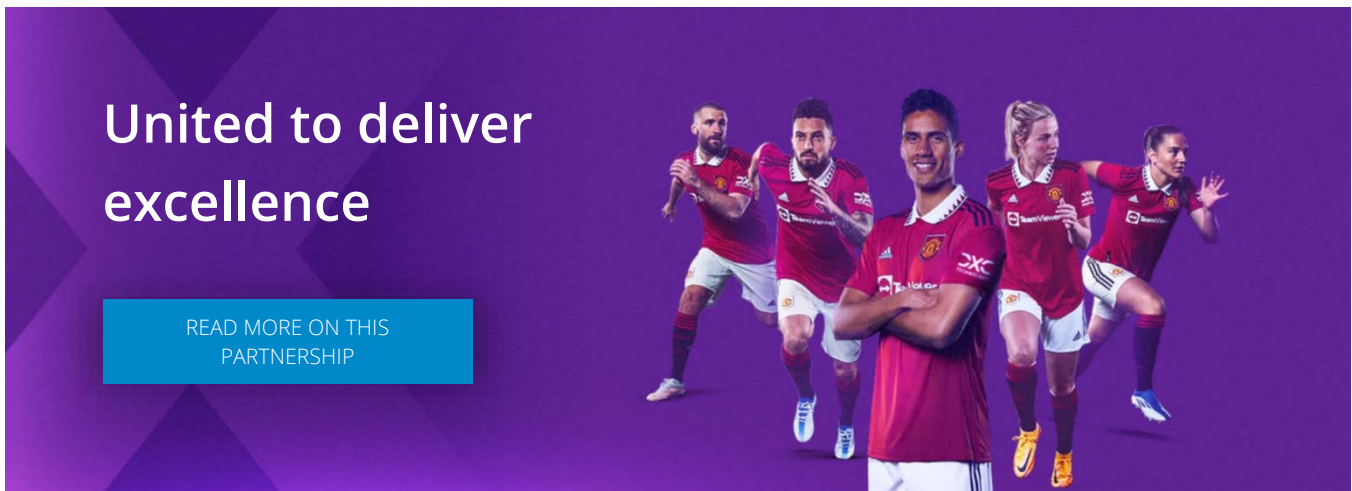
DXC will also help Manchester United become more data-driven, harnessing the power of data and analytics technologies across all aspects of the club.

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!

READ THE LATEST NEWS ON DXC TECHNOLOGY

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

Awards and Recognition

Our achievements demonstrate how we deliver excellence for our customers and colleagues.

VIEW DXC'S AWARDS AND
RECOGNITION PAGE

Global Partner of the Year Award

CyberRes Security Operations Partner of the Year 2021

2021 Strategic Alliance Partner of the Year
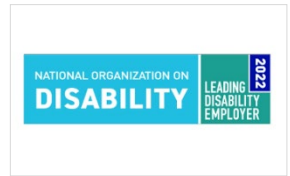
DXC was awarded a 2022 NOD Leading Disability Employer Seal

A gold medal by Brandon Hall Group in 2022 for excellence in Diversity, Equity, Inclusion

Top score of 100 on the 2022 Disability Equality Index

Gold medal by EcoVadis in 2022

America's Most Responsible Companies 2022

Meet our technologists honored by DXC who achieve extraordinary results for customers and advance the state of the art for complex transformation.

General Overview

THIS SECTION CONTAINS GUIDELINES AND
IMPORTANT PRELIMINARY ADVISORY
PERTAINING TO DXC ASSURE CLAIMS V. 22.4.

General Overview

Document Purpose

Pursuant to the release of DXC Assure Claims v. 22.3, this Release Notes document contains descriptions of all New Features, Enhancements and Improvements, and Compliances & Regulatory Updates introduced in the latest release of DXC Assure Claims v. 22.4.

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.

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. 22.4:

➢ **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. 22.4).
➢ 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 CLAIMS MICROSITE

DXC Assure Claims | Release: v. 22.4 | December 2022

Executive Summary

DXC TECHNOLOGY CONTINUES ITS QUEST TO PROVIDE AN INTEGRATED, CLOUD-ENABLED, MICROSERVICE-CONSTRUCTED SOLUTION ENCOMPASSES CLAIM ADMINISTRATION AND BEYOND IN THE FORM OF YET ANOTHER RELEASE OF THE ASSURE CLAIMS APPLICATION.

Executive Summary

DXC Technology continues its quest to provide an integrated, cloud-enabled, microservice-constructed solution encompasses claim administration and beyond in the form of yet another release of the Assure Claims application. With its application programming interface (API) framework seamlessly integrating existing technology into the open DXC Assure Digital Platform offering a gateway to an extensive ecosystem of partners and InsurTech innovation, release version 22.4 combines customer engagement, self-service, analytics, Cognitive/Artificial Intelligence (AI) and Machine Learning (ML) capabilities essential for future readiness and providing industry leading services through at least the next decade.

DXC Assure Claims v. 22.4 takes a step towards **future readiness** by introducing phase 1 implementation of **Predictive Claims-as-a-Service (PCaaS)** – an AI and ML based service that provides a quick and reliable solution to Adjusters and Claim Executives to make intelligent business decisions around Claims across all LOBs. This release introduces – **Claim Complexity Prediction,** the first of several features under the aegis of PCaaS.

As part of **Digital Transformation** within Assure Claims, further progress has been made towards the objective of delivering API based Extract and Import Tools by negating any dependencies on **SAP interfaces**. To this end, the **1099-MISC and NEC Extract** task has now been added to the Scheduler screen of the Task Manager in the Configuration Manager zone. Besides this, the **Claim Balancing** task has also been added to the **Claim Scheduler** screen and the **Time & Expense Rate Tables** screen has now been made available in the Configuration Manager zone. Very importantly, the **Task Manager** screen in the Configuration Manager zone now gets renamed as the **Claim Scheduler** as part of logical naming and grouping of administrative controls aimed at boosting business efficiency and overall user experience.

These aside, this release further enhances its **MMSEA** reporting and comprehensive compliance capabilities owing to its integration with Verisk's **MSP Navigator®** – an API based automated solution enabling seamless reporting without any manual intervention.

As part of the ongoing enhancement of existing modules in Assure Claims, this release introduces phase one of financial operations improvements in the **Life Claim LOB** which includes the movement of Financials from the Coverage level to the Policy level. This change impacts several screens including **Coverage Details**,

Benefit Quote, **Policy, Coverage**, **Designee**, and **Adjudication List**/**Details** etc. These improvements impart enhanced business logic and address the needs of customers when Life Claim calculations are done at the Policy level.

Besides these, this release adds an important **UI** change in the form of an enhanced **Primary Color Palette** for boosting textual legibility, better contrast, and reduced eyestrain even after long durations of working with the Assure Claims application.

Lastly, as part of backend changes, several **third-party vendor apps** have received their latest updates, and numerous obsolete **libraries** have either been removed or updated to their latest compatible versions.

DXC Assure Claims **|** Release: v. 22.4 **|** December 2022

New Feature

THIS SECTION CAPTURES IN BRIEF, THE
DETAILS OF THE NEW FEATURE BEING
INTRODUCED IN DXC ASSURE CLAIMS V. 22.4.

New Feature
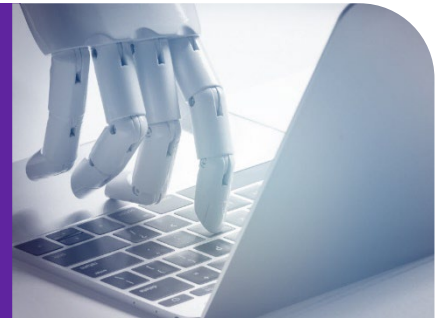
Introduction of Predictive Claims-as-a-Service for Claim Complexity Prediction (phase 1)*

DXC Assure Claims v. 22.4 introduces **Predictive Claims-as-a-Service (PCaaS)**, an **Artificial Intelligence (AI)** and **Machine Learning (ML)** based service that predicts Claims' nature and outcome. This would aid **Adjusters** and **Claim Executives** to make decisions around Claims across all LOBs.

PCaaS can provide services in future like **Fraud Prediction**, and **Risk Prediction** among many others.

> However, this release version of Assure Claims adds the **Claim Complexity Prediction** feature as part of Phase 1 implementation of PCaaS.

Please go through the adjoining document for complete details of this feature.

[*] VIEW PROCUREMENT INFO

Note

➢ PCaaS will be a subscription-based offering which involves separate registration, licensing, and activation at additional charges. Please contact your Sales Representative or the Assure Claims Support Helpdesk for more information.

Improvements and Enhancements

THIS SECTION OF THE RELEASE NOTES DOCUMENT DESCRIBES ALL THE ENHANCEMENTS TO EXISTING FEATURES ALONG WITH UX, UI, & BACKEND CHANGES IN DXC ASSURE CLAIMS V. 22.4.

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

Improvements and Enhancements

DXC partners with Verisk for automated MMSEA reporting using MSP Navigator*

This partnership helps leveraging **MSP Navigator's** expert guidance with prompts and alerts to meet MMSEA compliance requirements.

With the MSP (Medicare Secondary Payer) Navigator, all MMSEA related information is validated before being sent for further processing to CMS (Centers for Medicare & Medicaid Services).

The system sends alerts in real time whenever an error is encountered, thus, offering correct guidance to provide optimal information with minimal errors to avoid penalties and damages.

This integration with **MSP Navigator** is an **API** based automated solution and no manual intervention is needed throughout the MMSEA reporting process.

Please go through the adjoining document for details of functioning of this integration of Verisk's MSP Navigator with DXC Assure Claims.

READ MORE ON VERISK'S MSP NAVIGATOR®

VIEW PROCUREMENT INFO

Enhancements in the Life Claim LOB*

As part of the ongoing development of the Life Claim Line of Business, this release introduces the phase 1 of improvements around Financials, especially their movement from Coverages to the Policy level.

The overall Life Claim processes have been made simpler, faster, and more efficient by reducing the number of steps involved by introducing the capability to perform financial calculations at the Policy level.

> ***** VIEW PROCUREMENT INFO

Movement of Financials from Coverages to the Policy Level (phase 1)

Changes done in the Life Claim module include:

1. **Addition of a new column – Base Coverage and button to revert to the original values of the included Policy Coverages, on the Coverage Details screen (page 44 – 46)**
2. **Availability of Claim Amount Item Type at the Policy level (page 48 – 49)**

Please refer to the abovementioned pages for details of the enhancements done in release version 22.4.

Note

➤ The complete Financials development in Life Claim will be delivered over multiple releases

Digital Transformation in DXC Assure Claims (contd. …)

API based Extract Solution for 1099-MISC Reporting

As part of DXC's objective of delivering API based Extract and Import solutions by negating some dependencies on SAP interfaces, the **1099-MISC and NEC Extract** reporting has now been made fully available via the Claim Scheduler module in the Configuration Manager zone.

The adjoining document, **API Based Data Exchange Tools**, contains complete details on the **1099-MISC and NEC** Extraction (refer pages 18 to 20) along with Import/Extract tools introduced in previous releases.
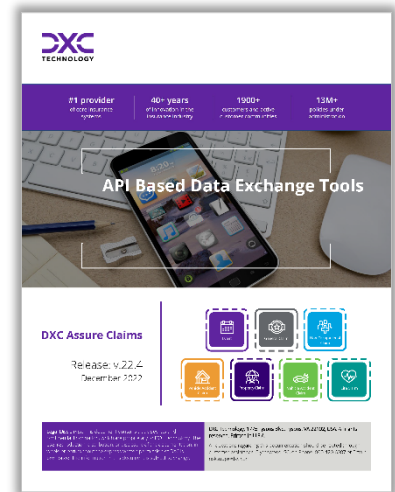
Availability of more Task(s) and Screen(s) in the Configuration Manager zone

As part of our endeavors for adoption of the **.NET Core** and **Angular** based system, the following Task and Screen have now been migrated from the legacy Utilities zone and made available in the **Configuration Manager** zone:

- ➢ **Claim Balancing** (task)
- ➢ **Time & Expense Rate Tables** (screen)

Please refer to pages 7 to 14 of the adjoining document for details of the migrated task and screen.
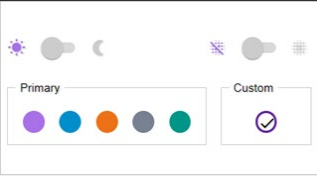
UX, UI and Backend Enhancements

Renaming Task Manager to Claim Scheduler

As part of the ongoing evolution of DXC Assure Claims, the **Task Manager** option under the **Tools and Designers** menu of the **Configuration Manager** has now been **renamed** as the **Claim Scheduler**. This has been done as part of the logical naming and grouping of administrative controls aimed at boosting business efficiency and overall user experience.

Enhanced Primary Theme Colors for Improved Text Legibility

New shades of Primary Theme Colors have been introduced for boosting textual legibility, better contrast, and reduced eyestrain even after long durations of working on DXC Assure Claims.

Primary Colors	Old Primary Color Palette (v. 22.3)	Enhanced Primary Color Palette (v. 22.4)
	Old HEX Codes	New HEX Codes
Primary 1	#a970e8	#5F249F
Primary 2	#008ecc	#00A3E1
Primary 3	#ed7117	#ED9B33
Primary 4	#788192	#969696
Primary 5	#009688	#00968f

Backend Changes

Several **third-party vendor apps** have received their latest updates, and numerous obsolete **libraries** have either been removed or updated to their latest compatible versions.

DXC Assure Claims | Release: v. 22.4 | December 2022

Important Information

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

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

Important Information

Crucial information for 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

Please contact the Assure Claims Support Helpdesk or your Sales Representative for information on API Licensing.

Important 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	**PCaaS – Claim Complexity Prediction**

RETURN TO	**Verisk's MSP Navigator®**

RETURN TO	**The Life Claim LOB**

Looking Beyond v. 22.4

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.

Looking Beyond v. 22.4

DXC will remain committed to further enhancing the Assure Claims application 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 part of our endeavors for adoption of the .NET Core and Angular based system, the **Configuration Manager** zone will now be your gateway for all the back-end settings as the **Legacy Utility** zone will sunset in the future releases. With the view to make navigation across the application seamless, the Configuration Manager will also be integrated with other zones.

Overall, you will continue to see an enhanced **User Experience**, **API enabled tools** and **custom extracts**. We are also looking at further enhancing the **Sisense** feature by adding new dashboards and reporting capabilities. We will continue to invest in our long-term feature such as **Life Claim LOB**.

Assure Claims is working with several partners on different levels of engagements viz., **One Inc.**, and others to bring more business value to you. We will continue to grow our ecosystem of **InsurTech** & **Partners** on different levels of engagements viz., **Verisk (MSP Navigator)**, and **RiskStream** etc., along with other partners.

On the Compliances & Regulatory upgrades front, we are working on several **Forms/EDI** related changes. Along with this, DXC will ensure enhanced security compliance, by introducing an **SAML Single Logout** workflow.

Furthermore, we will be strategically working towards creating an **API based MMSEA Import/Extract** solution which would negate dependencies on SAP interfaces requiring additional licensing.

Lastly, over the next few releases, you will see numerous **revamped UX screens** across the Assure Claims application along with several **base, performance,** and **automation** related enhancements.

DXC Assure Claims **|** Release: v. 22.4 **|** December 2022

About Us & Contact Info

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

About Us & Contact Info

DXC Technology

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
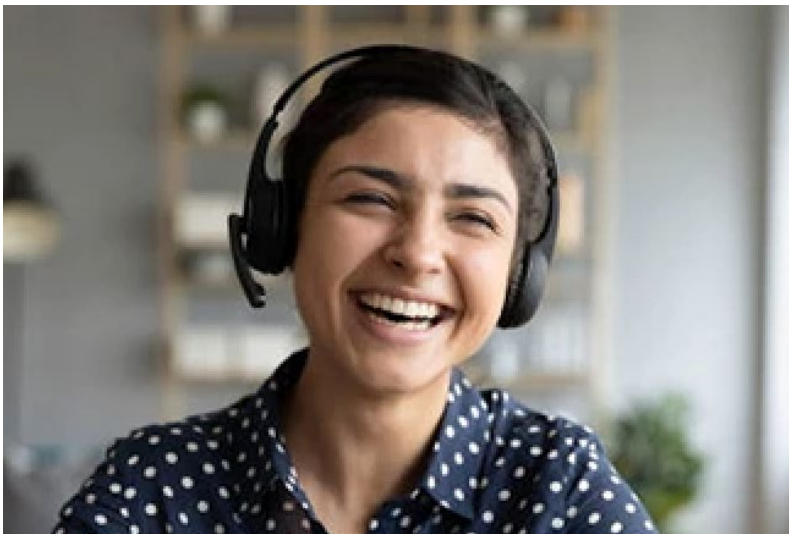
The Assure Claims Support Center provides manned telephone support services at these times –

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

DELIVERING EXCELLENCE FOR OUR CUSTOMERS AND COLLEAGUES

EXPLORE DXC INSURANCE
SOFTWARE

Follow DXC Technology on social media

Get the insights that matter.

Keep up to date with technology and innovation, now and in the future.

Assure Claims Support Helpdesk

Phone: 1-877-275-3676
Email: risksupp@dxc.com