



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: 23.1

March 2023

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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?



Gartner® recognizes DXC Technology as a **Leader** in the 2023 Magic Quadrant™ for ODWS

DXC Technology has been recognized as a Leader in the 2023 Gartner® Magic Quadrant™ for Outsourced Digital Workplace Services (ODWS).

According to Gartner, "The main goal of ODWS is to provide integrated and ubiquitous digital workplace (DW) services to employees to increase their engagement, productivity and digital dexterity in support of the organization's digital business strategy."



READ MORE ON THE 2023
GARTNER® MAGIC QUADRANT™

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.

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**




[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](#)



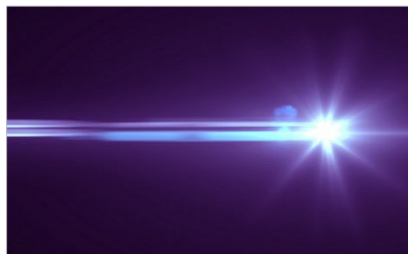
DXC Technology named as FY23 Pure Storage GSI Partner of the Year



DXC recognized as FY22 Aruba APJ Systems Integrator of the Year



DXC Awarded Transformation Partner of the Year by Hitachi Vantara



DXC Technology recognized by Gartner® as a Leader in the 2023 Magic Quadrant™ for Outsourced Digital Workplace Services



ISG awards DXC Technology three market leader positions in 2023 Mainframe Services and Solutions Quadrant Report



Everest Group names DXC a Leader in its report Digital Claims in Property and Casualty (P&C) Insurance – Solutions PEAK Matrix® Assessment 2022



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General Overview

THIS SECTION CONTAINS GUIDELINES AND
IMPORTANT PRELIMINARY ADVISORY
PERTAINING TO DXC ASSURE CLAIMS V. 23.1.



General Overview



Document Purpose



Pursuant to the release of DXC Assure Claims v. 22.4, 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. 23.1.

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.

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. 23.1:

- [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. 23.1).
- 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 CLAIMS MICROSITE

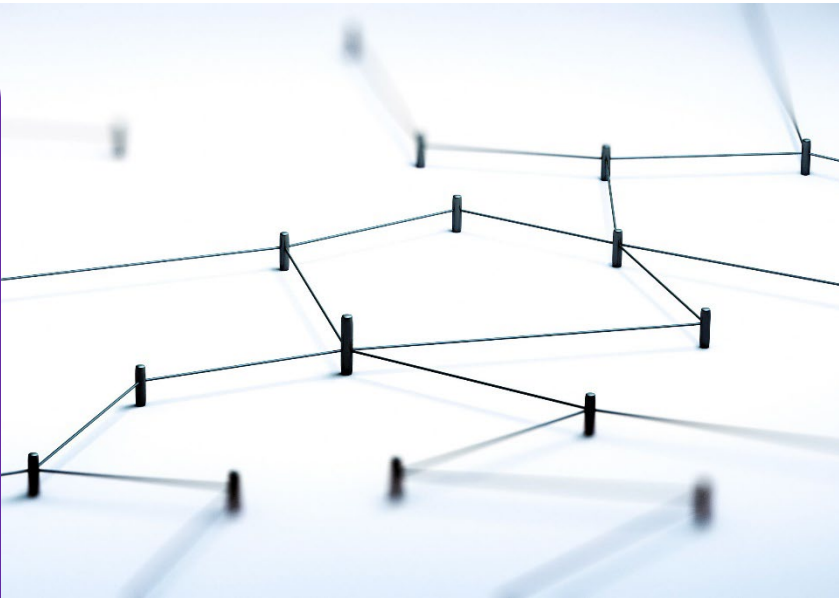


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Executive Summary

RELEASE VERSION 23.1 FOCUSES ON IMPROVING THE EFFICACY OF SIMPLE AND FAST DIGITAL TRANSACTIONS BY CUTTING DOWN LEGACY FUNCTIONS, INTRODUCING TECHNOLOGICAL UPGRADES AND INCLUSION OF NEWER AND ENHANCED FEATURES COUPLED WITH A MODERN LOOK AND FEEL.



Executive Summary



With customer centricity and success at its very core, DXC offers an enhanced digital value proposition and a futuristic digital claim offering, treading the transformational roadmap in the form of yet another release version of DXC Assure Claims.

Release version 23.1 focuses on improving the efficacy of simple and fast digital transactions by cutting down legacy functions, introducing technological upgrades and inclusion of newer and enhanced features coupled with a modern look and feel.

A real value-driven approach in the form of a true digital redesign as part of the digital transformation endeavors in Assure Claims can be seen in the form of a **completely redesigned and reorganized Configuration Manager** zone. You can now *navigate to this zone from any other zone in Assure Claims* and vice-versa. As the legacy **Utilities** zone finally gets **deprecated** and **marked for removal** in a future release, the Configuration Manager zone now becomes your go-to destination for all administrative settings.

While all settings and administrative controls get moved to the Configuration Manager zone from the legacy Utilities zone, only the following Screens and Claim Scheduler – Task Types, have been upgraded and re-platformed for a contemporary look and feel and enhanced user-friendliness in this release:

- **Screens**
 - *LSS Interface Log*
 - *View Logged in Users*
 - *Claim Letter Setup*
 - *History Tracking*
- **Claims Scheduler (Task Type)**
 - *Enhanced Custom Import*
 - *Custom Extract*
 - *History Tracking Task*

The remaining settings/screens/tasks will be upgraded over subsequent releases.

Furthermore, Assure Claims now offers the ability to create and run **Custom Import/Extract** jobs via the new **API-based solution**. This implementation caters to the custom data exchange requirements of both **Import** and **Extract jobs**.

As part of the ongoing enhancement of existing modules in Assure Claims, this release introduces the second phase 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, Adjudication List/Details, Financials, Payments, and Supervisory etc. These improvements impart enhanced business logic when Life Claim calculations are done at the Policy level.

Besides these, the **ability to apply an Adjuster Pay Limit to each Reserve associated with a Claim** has been introduced to give you greater financial workflow control and customization capabilities.

Lastly, we've enhanced our integration with InsurTech partner **Melissa**, whose address auto-complete and address verification & validation services have now been extended to **Workers' Compensation Claims, Non-occupational Claims, Adjuster, and Litigation** screens.



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New Feature

THIS SECTION CAPTURES IN BRIEF, THE
DETAILS OF ALL THE NEW FEATURES BEING
INTRODUCED IN DXC ASSURE CLAIMS V. 23.1.



New Feature



Complete redesign and reorganization of the Configuration Manager zone

The ongoing journey of Angular and .Net Core Technology based developments in the Configuration Manager zone takes a big step forward in release version 23.1 as it introduces a completely redesigned and reorganized Configuration Manager zone based on logical business reasoning.

As part of this complete makeover, the various modules and settings of the Configuration Manager have been recategorized and reorganized under 7 menus, namely:

- System Parameters Setup
- Technicians
- UI Designer
- Financials
- Managers
- Tools
- Regulatory Compliance

A complete list of various features and modules regrouped under these menus can be accessed here:

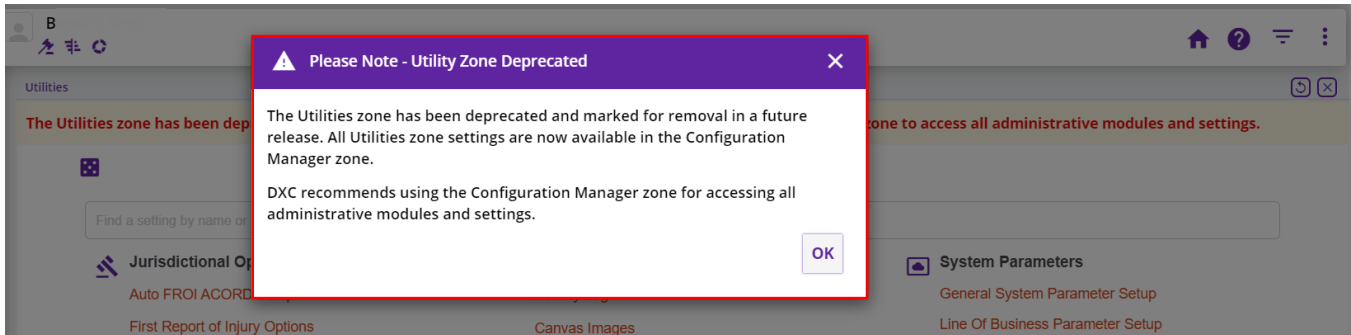
[CLICK HERE TO DOWNLOAD THE LIST](#)

Deprecation of the legacy Utilities zone

The legacy utilities zone has now been deprecated and will eventually be removed from the Assure Claims system in a forthcoming release. As all administrative settings and controls previously available in the Utilities zone are now available in the Configuration Manager zone, DXC recommends using the latter for all administrative purpose.

An attempt to access the now deprecated Utilities zone will result in the system displaying the following warning message:

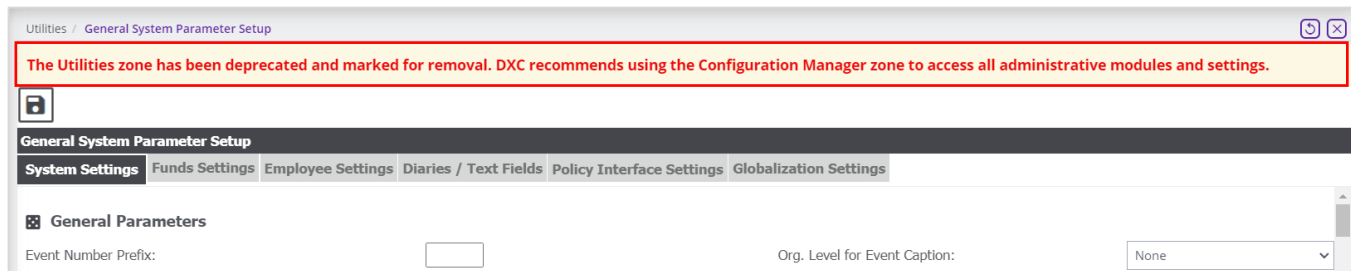
DXC Assure Claims v.23.1 screen



[Fig. 1]

Furthermore, a warning message, "The Utilities zone has been deprecated and marked for removal. DXC recommends using the Configuration Manager zone to access all administrative modules and settings." will now get displayed whenever attempts are made to use any screen of the Utilities zone. [Fig. 2]

DXC Assure Claims v.23.1 screen



[Fig. 2]

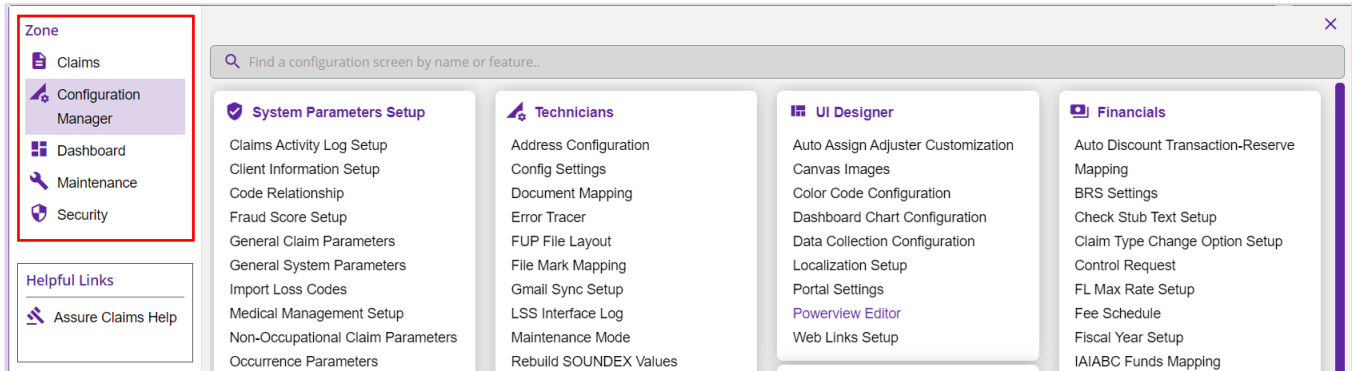
Complete integration of Configuration Manager with other zones

To completely integrate the Configuration Manager zone in the Assure Claims application, the ability to navigate from the **Configuration Manager** zone to other zones and vice-versa has now been introduced.

To this end, a new navigation pane that enables **quick access** to various zones like, **Claims**, **Dashboard**, **Maintenance** and **Security** has been introduced in the **Configuration Manager** home screen.



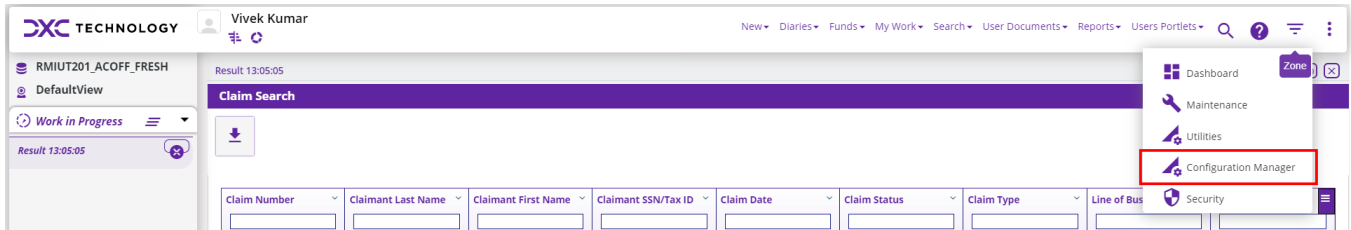
DXC Assure Claims v.23.1 screen



[Fig. 3]

A new menu option “**Configuration Manager**” has been added in the primary menu bar to access this zone from any other zone. [Fig. 4]

DXC Assure Claims v.23.1 screen



[Fig. 4]

Video demo of the reorganized Configuration Manager zone and the deprecated Utilities zone

The video demonstration below captures all the enhancements done to the Configuration Manager and the Utilities zone.

This video is also accessible via the “**Help**” navigation on the primary menu bar of the DXC Assure Claims application.

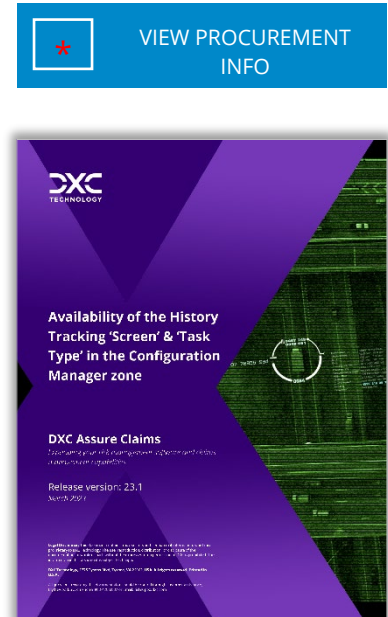


Introduction of the **Rebuild History Tracking** (subtask) for History Tracking in the Claim Scheduler*

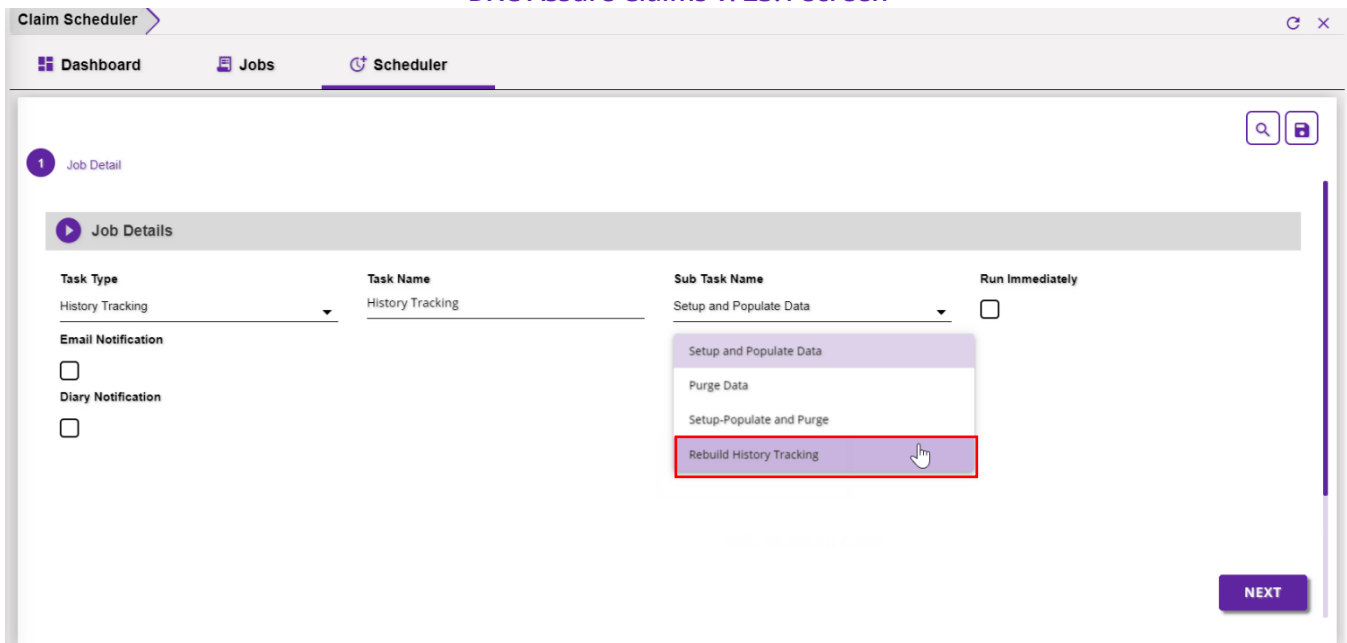
The **History Tracking** task that has been made accessible via the **Claim Scheduler** screen of the **Configuration Manager** zone now offers a new subtask namely, '**Rebuild History Tracking**'. The subtask can be used when the History Tracking feature encounters an unexpected error due to various reasons (**system upgrade, database upgrade, accidental deletion of CDC (Change Data Capture) tables from main database** etc.). By running this task, the system refreshes all History Tracking data configurations to rectify such errors.

The **Rebuild History Tracking** option works only if the History Tracking module is enabled.

Please go through the adjoining document for complete details of the enhancement around History Tracking.



DXC Assure Claims v. 23.1 screen



[Fig. 5]

Improvements and Enhancements



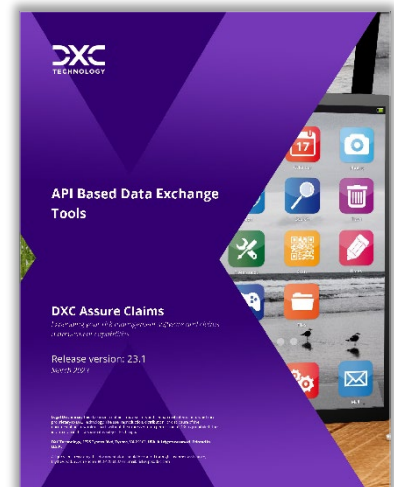
Digital Transformation in DXC Assure Claims (contd. ...)

Enhanced API-based Import/Extract Tools to support Custom Data Exchange Requirements*

With the release of v. 23.1, DXC Assure Claims has made further progress towards the objective of delivering **API based Extract and Import Tools** by negating any dependencies on SAP interfaces.

To this end, the ability to create and run **Custom Import/Extract** jobs via the new **API-based solution** has been introduced. Additionally, Assure Claims now offers implementation services to cater to the Custom Data Exchange Requirements (both Import and Extract).

The adjoining document, **API Based Data Exchange Tools**, contains complete details on the **Custom Import/Extract** tools.



Note

- Customers desirous of using the Custom Import/Extract jobs feature should reach out to their Sales Contact/Project Manager or the DXC Assure helpdesk. Our Implementation services team would then analyze your business requirements and help you implement the feature.
- All the Custom Data Exchange jobs will now run directly from the Claim Scheduler without any dependency on SAP. This even negates the need for server access (via Citrix or otherwise).

Important

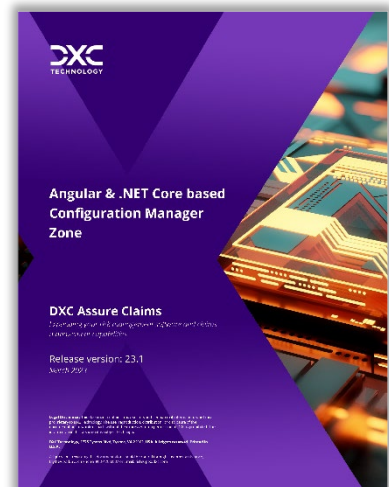
- The existing/scheduled Import jobs in the **Claim Scheduler** module will stop working once the client environments are upgraded/migrated to the latest version. DXC strongly recommends rescheduling the existing Import jobs after migration/upgrade to release version 23.1.

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 'Screens' and 'Task Types' have been migrated from the now deprecated legacy Utilities zone and made available in the **Configuration Manager** zone:

- Screens
 - LSS Interface Log
 - View Logged in Users
 - Claim Letter Setup
 - History Tracking
- Claim Scheduler (Tasks)
 - Custom Import
 - Custom Extract
 - History Tracking Task

Please refer pages 7 to 19 of the adjoining document for details of the migrated tasks and screens.

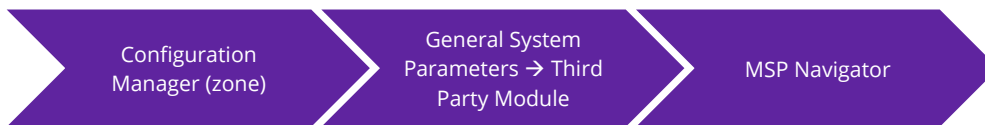


Ability to enable/disable access to Verisk's MSP Navigator®*

Pursuant to its introduction in the previous release (v.24.4), a **new setting to activate access** to the **MSP Navigator®** feature has been added in the Configuration Manager zone.



Administrators can control access to users by enabling/disabling a newly added checkbox labeled – **Use MSP Navigator**, available at the following location:

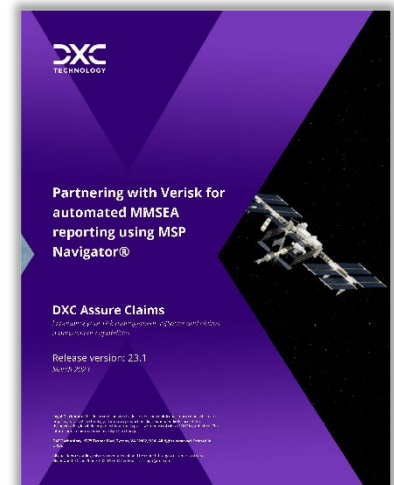


DXC Assure Claims v. 23.1 screen

[Fig. 2]

Enter all requisite information in the fields mentioned below and then select the 'Save' button:

- **MSP Navigator Endpoint URL**
- **MSP Navigator User Name**
- **MSP Navigator Password**



Enhancements in the Life Claim LOB*

As part of the ongoing enhancement of existing modules in Assure Claims, this release introduces the final phase of financial operations improvements in the **Life Claim LOB**. This includes the **movement of Financials from the Coverage level to the Policy level**.



VIEW PROCUREMENT
INFO

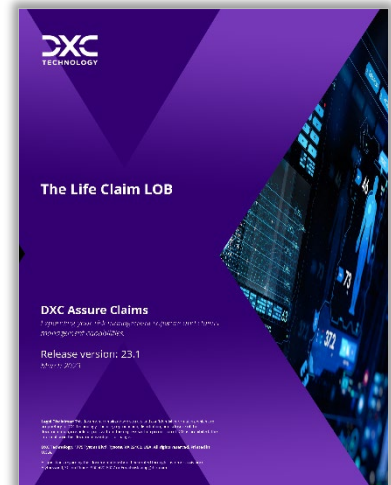
Movement of Financials from the Coverage level to the Policy level

This change impacts several screens including:

- Coverage Details Screen
- Benefit Quote Functionality
- Policy Coverage Screen
- Designee Screen
- Adjudication List/Adjudication Details

These improvements impart enhanced business logic and address the needs of customers when Life Claim calculations are done at the Policy level.

Please refer pages 16 to 18 and 83 to 84 of the adjoining document for details of the enhancements done in release version 23.1.



Availability of Melissa Address Autocomplete and Address Verification & Validation features on multiple screens*

In release version 18.4, DXC Assure Claims had partnered with **Melissa** for its **Address Autocomplete** and **Address Verification & Validation** services.



VIEW PROCUREMENT
INFO



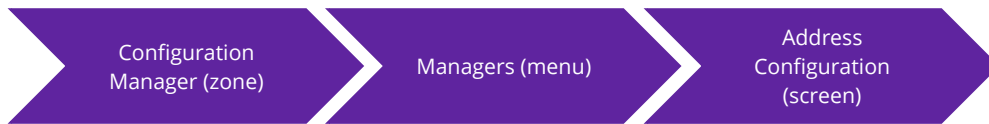
In the current release, this integration with **Melissa** is further enhanced as the **Address Autocomplete** and **Address Verification & Validation** features get extended to the following 4 new screens:

- Workers' Compensation Claims
- Non-occupational Claims
- Adjuster
- Litigation screens

The screens which already offered the **Melissa Address Autocomplete and Address Verification & Validation** features are listed below:

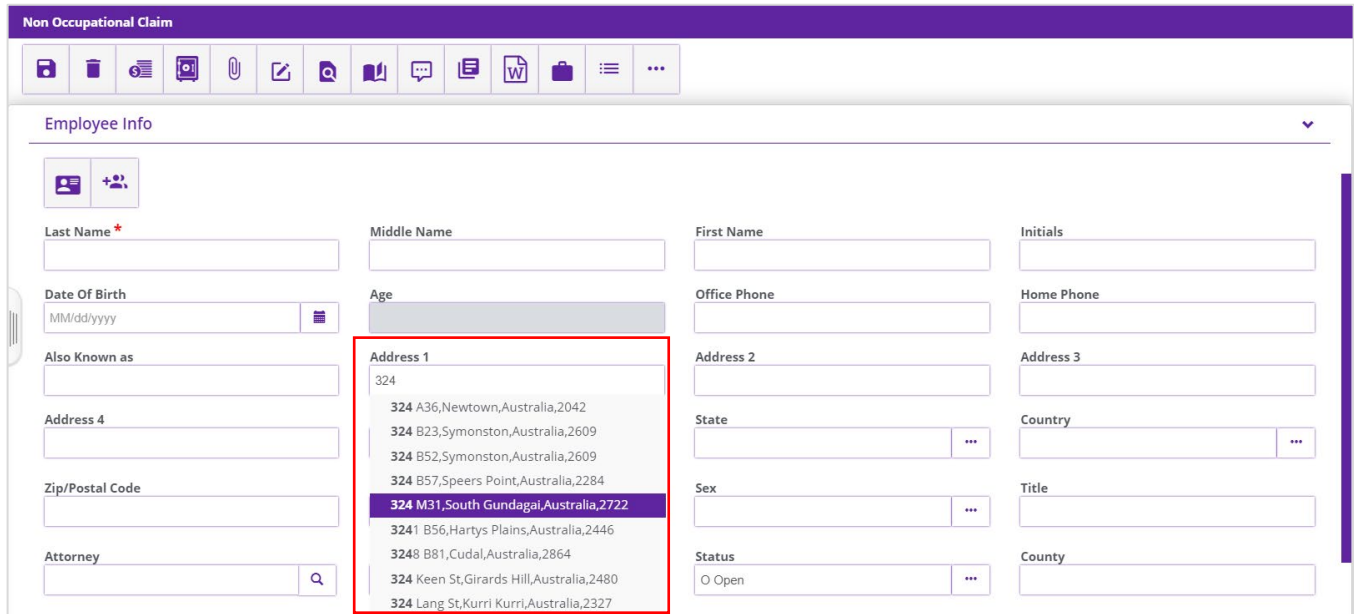
- Entity Address
- Entity
- People
- Physician
- Employee
- Driver
- Staff
- Organizational Hierarchy
- Claimant
- Defendant screens

The Legacy Utilities settings required to configure this feature can now be accessed via the Configuration Manager zone. For this, follow the path:



The functionalities of **Melissa Address Auto Complete and Verification & Validation** feature remain as is. Based on input text in the address field, auto-suggested options will be displayed, as shown below [Fig. 3].

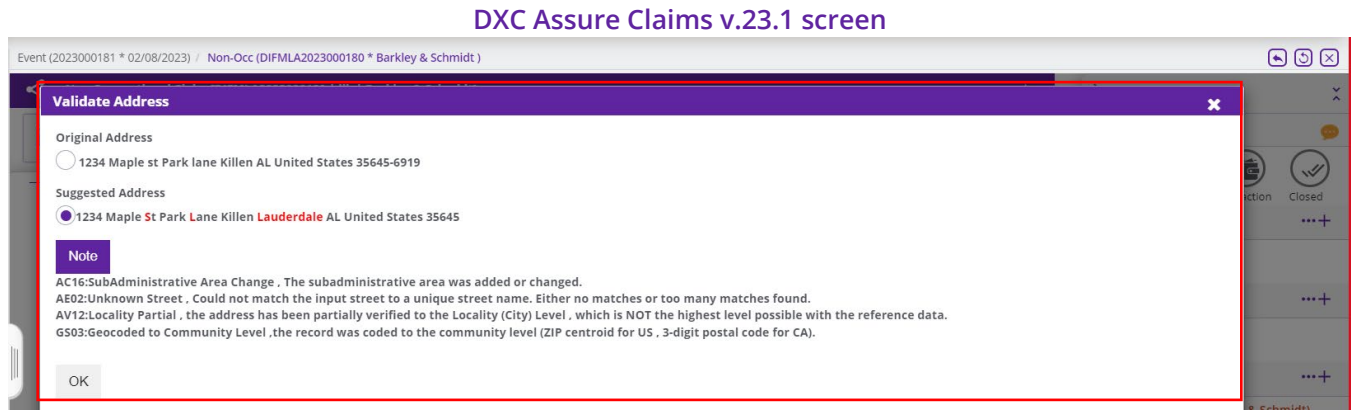
DXC Assure Claims v.23.1 screen



[Fig. 3]



Furthermore, the entered address will be auto verified for errors like spelling mistakes, wrong house numbers, incorrect postal code, and others. In case, an error is detected in the **Original Address** entered, an address validation window will pop up with the **Suggested Address**, along with an error note. [Fig. 4]



[Fig. 4]

Implementation of Financial Key Payment Limits

Up until the previous release, the Assure Claims system **did not offer the ability to restrict payments at the Financial Key level.**

This need gets addressed in release version 23.1 where an option to apply **Financial Key Pay Limit to each Reserve associated with a Claim** has been introduced. Earlier, the pay limit was applied on the sum of all the Reserves pertaining to a Claim. Going forward, this limit will be applicable on the Financial Key of a particular Claim.

Preliminary Security zone setting

In the Security zone, for a given LOB, select the dropdown option **Per Financial Key Pay Limits** (under Limit Type) to enable the checkbox **Enable Per Financial Key Pay Limits**



Preliminary Configuration Manager zone setting

Enable the newly added checkbox labeled **Per Financials Key Pay Limit Exceeded** under Payment Parameters in the Configuration Manager zone:

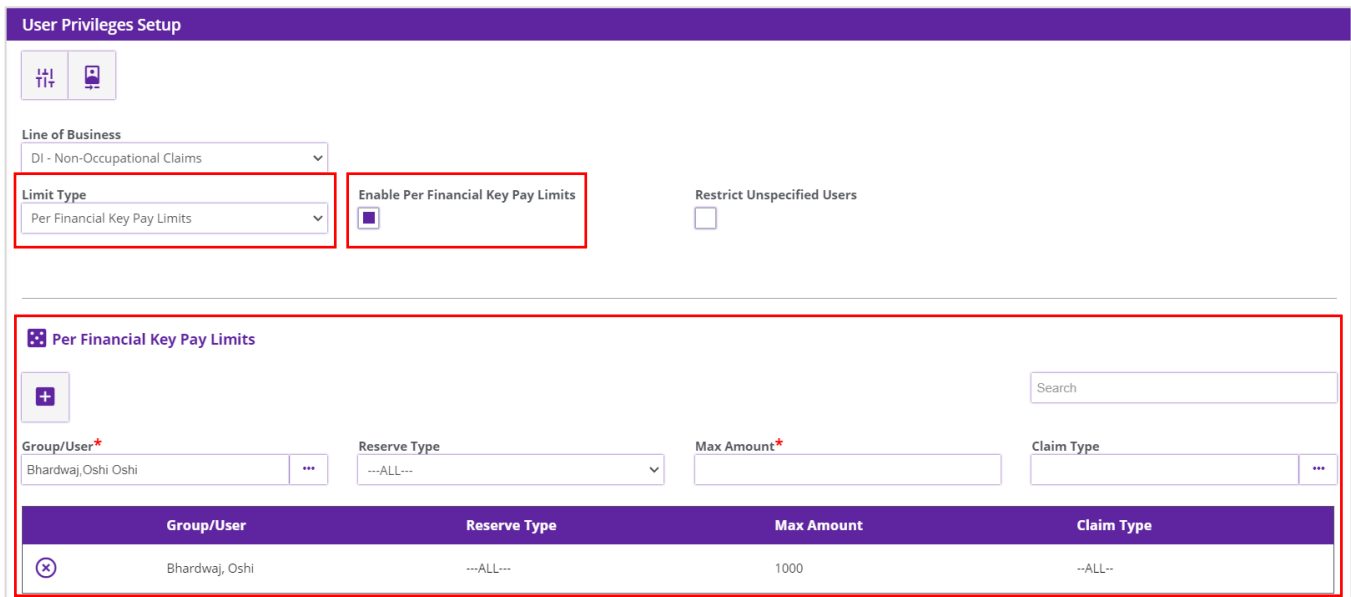




Once the dropdown option **Per Financial Key Pay Limits** is selected, the checkbox labelled **Enable Per Financial Key Pay Limits** will become available on the **User Privileges Setup** screen.

Upon selecting the checkbox **Select Per Financial Key Pay Limits**, options to configure and apply limits (**Maximum Amount**) to one or all **Reserve Types** for a particular **Group/User** become available.

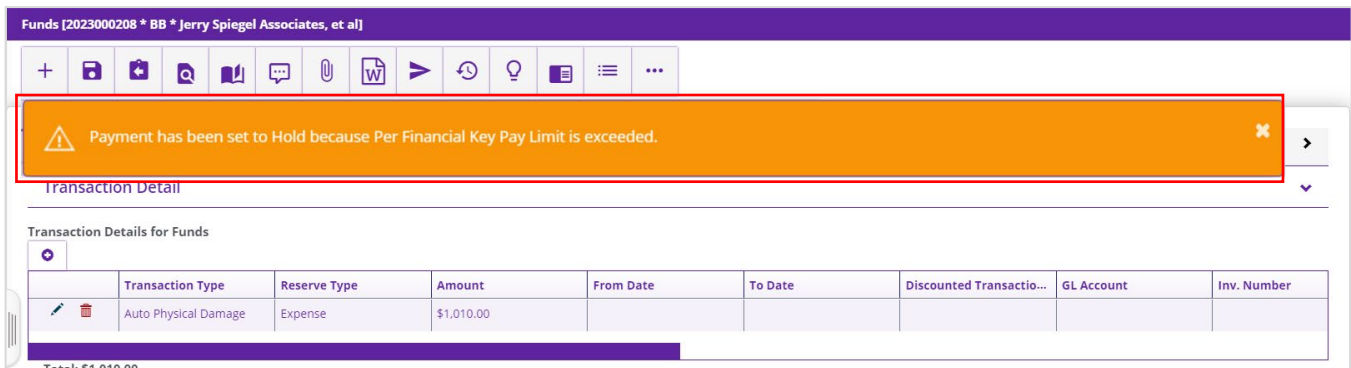
DXC Assure Claims v.23.1 screen



[Fig. 5]

The Reserve Key will now depend on the Financial Key settings done in the **Security** zone. When the set limits are breached for any of the payments associated with a Claim, the transaction will go on **Hold** and execute the Supervisory Approval process as shown below.

DXC Assure Claims v.23.1 screen



[Fig. 6]



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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) has 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 on 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

History Tracking

RETURN TO

API Based Import/Extract Tools

RETURN TO

Verisk's MSP Navigator®

RETURN TO

Life Claim LOB

RETURN TO

**Melissa Address Autocomplete,
Verification & Validation**





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Looking Beyond v. 23.1

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. 23.1



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**, **Angular**, and several **APIs** for enhancing the overall user experience.

The ongoing journey of Angular and .Net Technology-based developments in the Configuration Manager zone is all set to reach its zenith in an upcoming release. Furthermore, the legacy **Utilities** zone will be sunset as it has already been deprecated in the current release version. Going forward, the **Configuration Manager** zone will be your gateway for all administrative settings.

Overall, you will continue to see several **API-enabled screens**, a **Core Search** solution, **Import/Extract frameworks** along with an enhanced **Claims Scheduler** screen. The adoption of an **API based MMSEA Import/Extract** solution, which would negate dependencies on SAP interfaces requiring additional licensing, is also on the cards.

We will continue to invest in our long-term feature such as the **Life Claims LOB**. We are also looking at further enhancing the **Sisense** powered Analytics feature by adding new dashboards and reporting capabilities.

We will continue to grow and engage our ecosystem of **InsurTech & Partners** viz. **One Inc.**, **Verisk (MSP Navigator)**, **RiskStream**, amongst many others. The integration of **IVANS**, a Claims Data Exchange and Integrated Reporting solution, has also been planned for.

On the **Compliances & Regulatory** upgrades front, we are working on several **Forms/EDI** related changes for various states.

Over the next few releases, you will see a revamped **Claims** zone as we are strategically working towards adopting the **Angular and .Net Technology-based** system for the entire application.

Lastly, several base performance and automation related enhancements are also expected in the forthcoming releases.



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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.

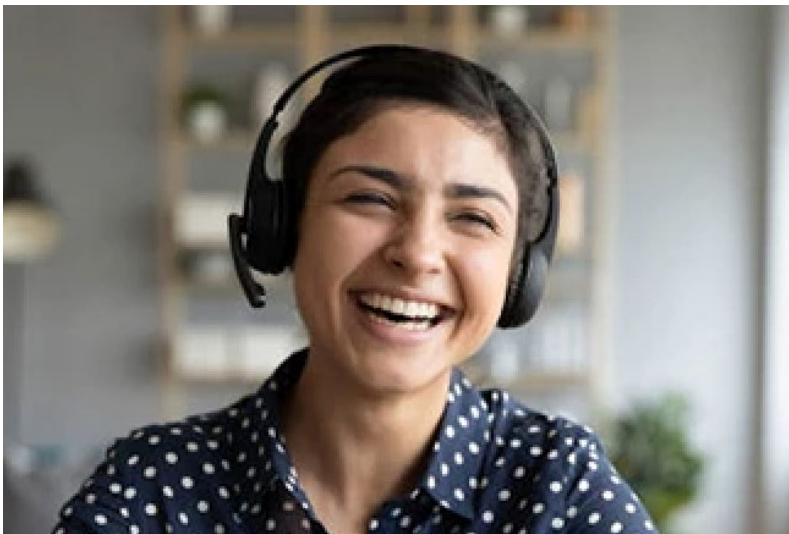
This browser-based software provides real-time analytics to help you spot trends and mitigate future losses. It gives your staff a highly efficient system that simplifies workflows and promotes best practices throughout your organization. It helps ensure that your claimants receive first-class service, besides providing your management team with a means to track key metrics to control costs and improve performance.

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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



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

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Assure Claims Support Helpdesk

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