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: **v.23.2** | June 2023

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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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DXC Technology partners with Scuderia Ferrari

DXC brings together customized, end-to-end technology to provide engineering solutions that power the automotive industry.

DXC is working with Ferrari on unified and scalable digital automotive solutions modernizing the vehicle information capabilities. This will enable a long-term software strategy that can be deployed in Ferrari sports cars produced from 2024 onwards.

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DXC Technology recognized as a leader in Outsourced Digital Workplace Services

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."

Gartner.

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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!

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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.

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Awards and Recognition

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

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Recognition from our partners

DXC awarded Excellence in Global Execution Award

DXC awarded Specialization for Data Center Modernization by Google Cloud

DXC named as FY23 Pure Storage GSI Partner of the Year

Recognition from industry analysts and key influencers

DXC included on the Forbes and Statista America's Best Management Consulting Firms 2023 award list
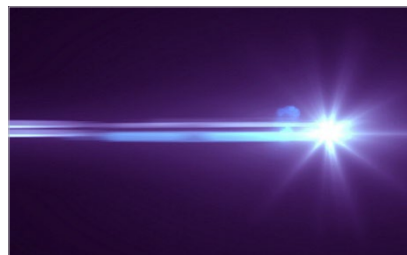
DXC recognized by Gartner® as a Leader in the 2023 Magic Quadrant™ for Outsourced Digital Workplace Services

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

Executive Summary

The enhanced digital value proposition and a futuristic digital claim offering of Assure Claims cuts down legacy functions, introduces technological upgrades and offers several newer and enhanced features.

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DXC's quest to provide customer centric digital insurance solutions continues with the release of DXC Assure Claims v. 23.2. The enhanced digital value proposition and a futuristic digital claim offering of Assure Claims cuts down legacy functions, introduces technological upgrades and offers several feature enhancements.

As part of the ongoing Digital Transformation in Assure Claims, release version 23.2 will fully support **Windows Server 2022** and **SQL Server 2022** to ensure quick and easy hybrid cloud integration and upgrades while offering the highest levels of security, reliability, high availability, superior connection, and improved governance capabilities.

Not just this, **Angular v15** and **Microsoft .NET 7** have also been adopted to develop content-rich and fast-loading interfaces of the Configuration Manager Zone.

Further progress has been made towards the objective of delivering more **API-based solutions** in the form of the **MMSEA Extract & Import** tool which negates any dependencies on SAP interfaces requiring additional licensing. These include:

➢ **Claims Scheduler (Task Type)**
- MMSEA Query/Claim Input
- MMSEA Query/Claim Response

Additionally, since the Utilities Zone got marked for deprecation in the previous release, several more screens get migrated into the **Configuration Manager** Zone in this release. These include:

➢ **Screens**
- FROI and Jurisdictional Forms
- Tax and Offset Mapping
- Auto Assign Adjuster
- Auto Mail Merge Setup

Besides these, the option to create **multiple Auto-check Splits across different Reserve Types** has also been introduced to provide greater financial workflow control. The process of **syncing emails** from **Gmail** with DXC Assure Claims has also been simplified and taken completely online.

Lastly, based on the feedback received, the Glassmorphism-based themes have been removed from the Assure Claims application.

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. 23.2.

This section also contains direct links to module specific documents capturing complete details of current and previously released features.

Digital Transformation in Assure Claims (Contd. ...)

Adoption of Angular v15 and Microsoft .NET 7 for a smooth and enhanced User Experience

DXC Assure Claims has adopted the latest versions of **Angular v15** and **Microsoft .NET 7** for the development of content rich and fast loading interfaces of the Configuration Manager Zone, thus, adding to an enhanced user experience.

Availability of API-based MMSEA Import/Extract jobs in the Claim Scheduler screen (Beta Release) *

With the release of v. 23.2, DXC Assure Claims has made further progress toward the objective of delivering more **API-based Extract and Import Tools.**

To this end, the ability to create and run **MMSEA** jobs via the new **API-based solution** has been introduced. The **Scheduler** screen now offers the following 2 job types:

➢ MMSEA Query/Claim Input
➢ MMSEA Query/Claim Response

This is a **Beta Release** for the new **MMSEA Query Claim Input / Claim Response** tool. We encourage you to start using this new tool in your Test Environments for increased familiarization with it.

For production usage, the existing **SAP** based **MMSEA** interface should still be used. However, we'd like to inform you that it will be deprecated in a future release.

Please refer **pages 22 to 24** of the adjoining document for complete details of this enhancement.

VIEW PROCUREMENT INFO

Availability of more Screens in the Configuration Manager Zone

As part of our endeavors for adoption of the **Angular v15** and **Microsoft .NET 7 based system**, the following 'Screens' have been migrated from the now deprecated legacy Utilities Zone and made available in **the Configuration Manager** Zone:

➢ Screens
  • FROI and Jurisdictional Forms
  • Tax and Offset Mapping
  • Auto Assign Adjuster
  • Auto Mail Merge Setup

Please refer **pages 7 to 19** of the adjoining document for complete details of the migrated screens.
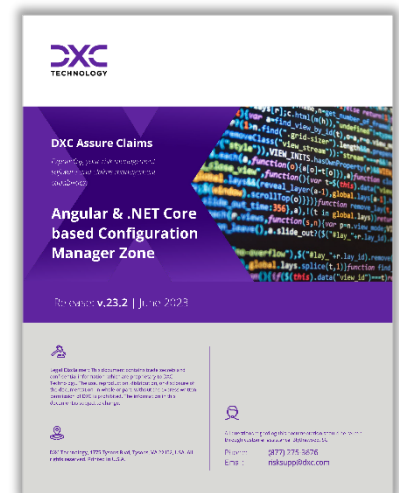
Enhancements in the Financials/Reserves module

Introduction of an ability to add Multiple Auto-check Splits across different Reserve Types

Up until the previous release the ability to **Add Multiple Splits** across different **Reserve Types** was available for **Payment Transactions** only. Now, with this release onwards, it will be possible to **add multiple Auto Check Splits across different Reserve Types as well**.

To this end, a checkbox labeled **Allow Split Payment Across Reserves** is available on the following path:

Configuration Manager (zone) → Financials (menu) → Payment Parameters → Payment (tab) → More Configurations (node) → Allow Split Payment Across Reserves (checkbox)

Note

➢ When the checkbox labeled "**Allow Split Payment Across Reserves**" is selected, Auto Check Splits can be made across multiple Reserve Types

➢ Creation of **Third-Party Payment(s)** will NOT be allowed on Auto Check Splits across different Reserve Types

➢ **Third-Party Payment(s)** can only be created if they're mapped with the **Reserve Type** initially selected on the Financials/Reserves screen

Ability to edit the "Address 1" field in the Payee Information section of the Funds screen

It is now possible to edit the "**Address 1**" field of the **Payee Information** section after Payee data has been selected from the Address lookup table.

> **Note**
>
> ➢ The **edited address** will get saved as a new entry in the **Address** table
> ➢ The **new Address** will be saved in the **Address** table only if the checkbox labeled "Mail To Same As Payee" is selected in the Mail to Information section of the Funds screen.

Simplification of the Gmail email sync process*

The approach for configuring the **Gmail Sync Setup** screen in the Configuration Manager Zone has been simplified as all necessary settings including token generation can now be done via the Assure Claims UI itself.

*	VIEW PROCUREMENT INFO

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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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 | **API-based MMSEA Import and Extract Job** |

| RETURN TO | **Gmail Sync** |

Looking beyond v.23.2

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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With the use of **Angular v15** and **.NET 7** based technologies as part of our **Digital Transformation** journey, you will see the **complete migration** of all legacy screens from the (deprecated) **Utilities** Zone to the **Configuration Manager** Zone. A revamped **Claims** Zone is also on the cards as we are strategically working towards overhauling the entire application.

The **Life Claims LOB** will receive multiple new features and enhancements in the form of a new **Coverage** screen for Life (API and APP), along with **Policy Download** based on **Annuity** type, **VPMS** support, **supervisory changes**, etc.

We are also looking at developing our **Life Claim offering for the Australian geography**. Over the next few quarters, we will introduce support for Income Protection/Salary Continuance coverages for Retail/Group product lines. We will also be enhancing our support for **Lumpsum Claims** (**Death/Terminal Illness/Critical Illness**, etc.).

You will continue to see several **API-enabled screens**, a **Core Search** solution, and **Import/Extract frameworks**. The **MMSEA** interface using APIs will become **generally available** to expand APIs across offerings and functions and promote self-service. You will also see the availability of the **Melissa** address validation and autocomplete feature being implemented across several more screens.

On the compliances & regulatory upgrades front, we are working on several **Forms/EDI-related** changes.

Lastly, several base feature enhancements such as an addition of the **Arbitration** option under child navigation for vehicle accident claims in the PowerView editor and the provision for **time period-based escalation** of **Reserve Worksheets** such that their processing is escalated based on the provided period, and many more are expected in the forthcoming releases.

About Us and 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.
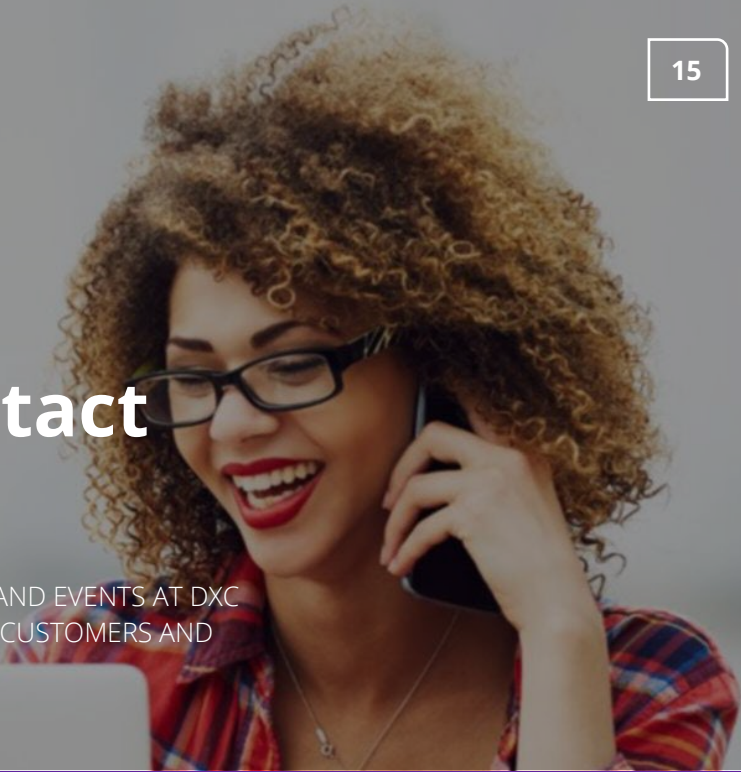
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DXC Technology

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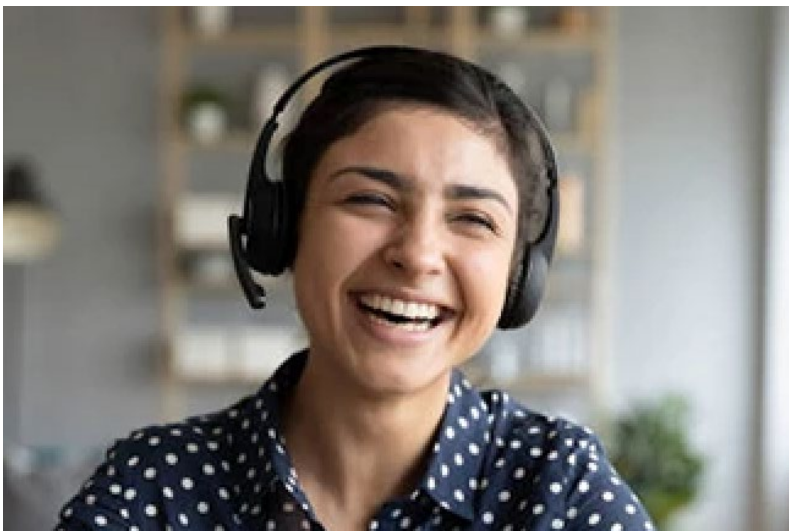
The Assure Claims Support Center provides manned telephone support services at these times –

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

DXC TECHNOLOGY

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Assure Claims Support Helpdesk

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