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## 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.23.4** | December 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 and AWS expand their strategic partnership

DXC Technology and Amazon Web Services Inc. will be expanding their long-standing relationship to help customers accelerate their journey to modern, cloud-centric IT.



This partnership will:

- Accelerate cloud adoption and digital transformation for nearly 1,000 customers
- Upskill 15,000 DXC professionals with role-based AWS Certifications over the next 5 years, creating an industry-leading talent pool for cloud transformation capability
- Transform DXC's service delivery into a cloud-centric and asset-light model

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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!

[READ MORE](#)



### 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.

[READ MORE](#)



## Awards and Recognition

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

[READ MORE](#)

## Recognition from our partners



*DXC awarded Excellence in Global Execution Award*



*DXC awarded Global GSI Partner of the Year by Veritas*

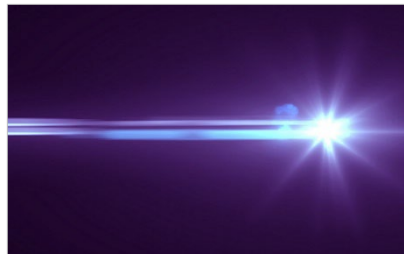


*DXC recognized as HPE Global Edge Partner of the Year*

## 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*

# General Overview

This section contains guidelines and important preliminary advisory pertaining to DXC Assure Claims v. 23.4.



## Document Purpose



This Release Notes document for DXC Assure Claims release version 23.4 contains descriptions of all New Features, Enhancements and Improvements, and a host of Customer Resolutions.

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



VISIT CLAIMS MICROSITE

Please go through of the following documents/sections on the Claims Microsite for information and advisory prior to installing/upgrading to DXC Assure Claims v. 23.4:

- **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. 23.4).
- 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.





# Executive Summary

As part of the UX design revamp endeavors, DXC Assure Claims release version 23.4 features a brand-new and modern-looking login screen along with a new landing page for Data Source Name, Views, and Zone selection.

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As part of the **UX design revamp** endeavors, DXC Assure Claims release version 23.4 features a **brand-new and modern-looking login screen** along with a **new landing page** for Data Source Name, Views, and Zone selection. These cosmetic changes have been introduced to reinforce uniformity in design and branding across the entire portfolio of DXC Assure products.

As part of the **Digital Transformation** endeavors within Assure Claims, the screens for **BRS Settings, Fee Schedule** and **Import Fee Schedule** have now been moved into the Configuration Manager zone from the deprecated Utilities zone. Besides these, the Configuration Manager zone also receives several much-desired **design** and **usability** improvements. Additionally, as part of the Digital Transformation endeavors, the **API-based Import Tool** receives an important enhancement whereby it can now **Import Supplemental Data** dynamically.

On the base **Enhancements** and **Improvements** front, the **Life Claim LOB** now has the new capability to **track** all details related to **downloaded coverages** via Policy Tracking. Along with this, **Tax Withholding** will now come under the purview of **Supervisory Approval** for payments just like the Backup Withholding functionality. A **Clone** feature has been added on the Case Management **Accommodation** screen to quickly populate data for **New Accommodations**.

On the **Customer Resolutions** front, we've addressed several feature requests in this release. These include the addition of a **Litigation Status** column on the Litigation grid to make status information readily available without the need to navigate to the Litigation screen. The **Melissa Address Auto-complete & Verification** services has now been made available on the **Event Details** and the **Reported Info** accordions of the **Event** screen in compliance with postal address validation and verification standards mandated in several geographies. The ability to **generate recurring Diaries** each time an Enhanced Note is created/updated gets

improved further with the addition of **improved filtration options**. We have also addressed the much awaited need to send **Manual Mail Merge Emails** with **PDF attachments** to pre-designated recipients. Another customer requested enhancement addressed in this release is the one around **Roll-Up Check Printing**. Going forward, it will be possible to indicate that a **Payment** should be **printed as a separate check** instead of a part of a Roll-Up Check.

We have also addressed specific customers' needs around **Enhanced Policies** whereby we've not only introduced Supplemental Search and Mail Merge capabilities, but also introduced the ability to **cancel an Endorsement** without cancelling the Enhanced Policy.

We have also included critical **Compliances and Regulatory Updates** in this release. Our **EDI** Application is now compatible with IAIABC's Release 3.1 Latest XML Standard format for the states of **Vermont (VT)** and **New York (NY)**. Also, compliance with the latest statutory requirement comes in the form of improved **OSHA** reporting capabilities whereby it will be possible to generate **Forms 300** and **301** extracts in **CSV** file format.



# New Features

This section of the Release Notes document describes the New Features introduced in DXC Assure Claims v. 23.4. This section also contains a direct link to a demonstration video for a complete understanding of the new feature.

< DXC Assure Claims | Release: v.23.4 | December 2023 >



## Introduction of an enhanced **Login** and **Landing Page** for **DSN, View & Zone** selection

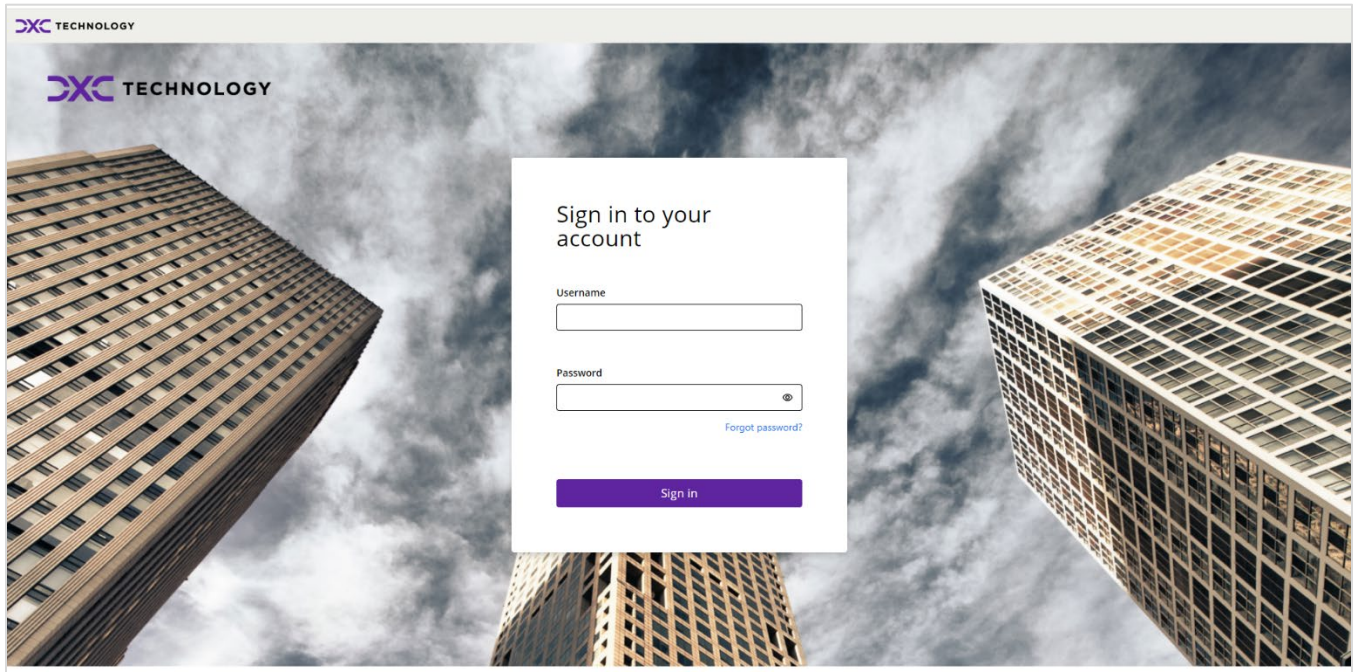
As part of the UX design revamp endeavors, DXC Assure Claims release version 23.4 features a **brand-new and modern-looking login screen** along with a **new landing page** for Data Source Name, Views, and Zone selection.

These cosmetic changes have been introduced to reinforce uniformity in design and branding across the entire portfolio of DXC Assure products.



## New Login Page

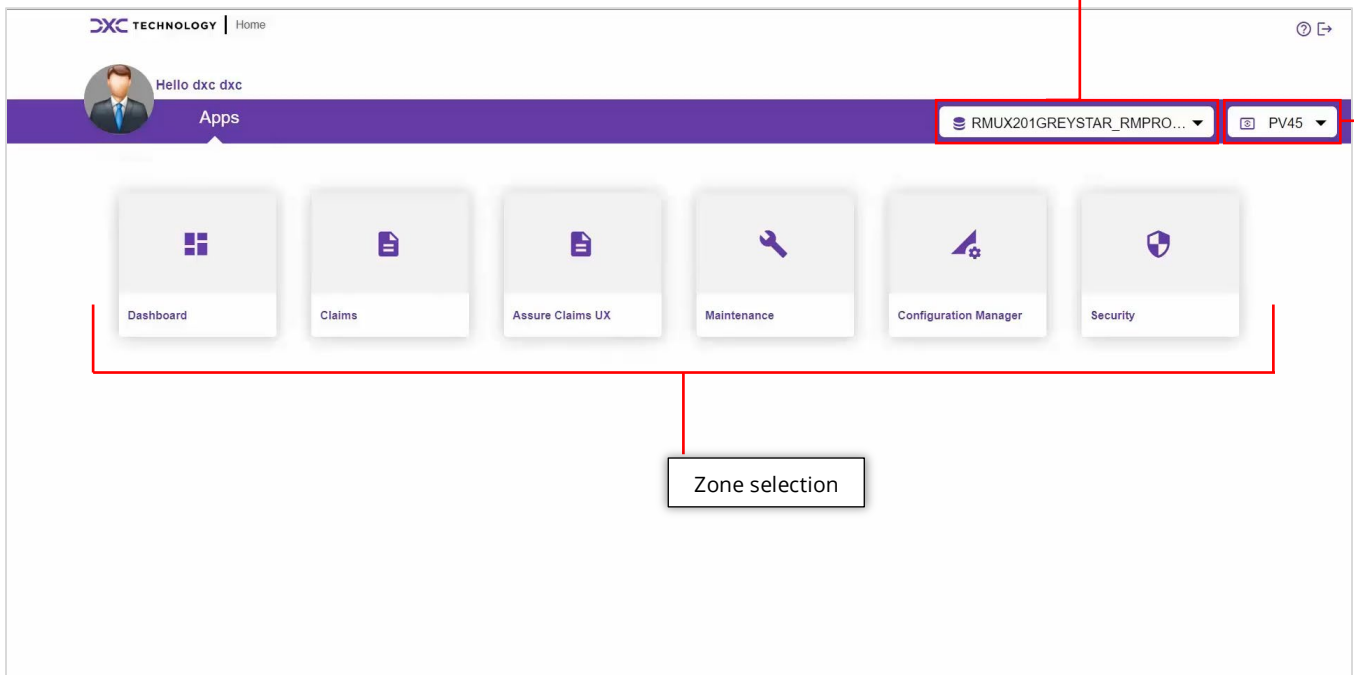
DXC Assure Claims screen



[Fig. 1]

## New Landing Page

DXC Assure Claims screen



[Fig. 2]





# Improvements and Enhancements

This section of the Release Notes document describes all the enhancements to existing features and tools along with several usability enhancements done in DXC Assure Claims v. 23.4.

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



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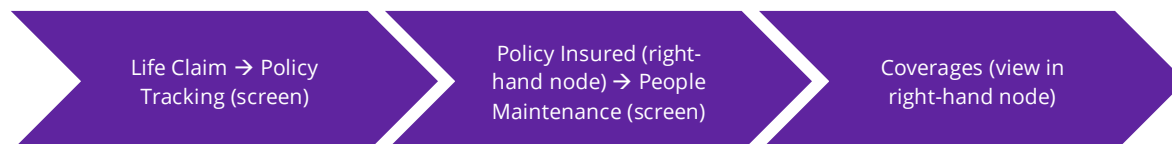
## Enhancements in the Life Claim LOB\*

### Ability to Track Life Claim Coverages via the Policy Insured screen

Up until the previous release, it was not possible to review and track the Coverages downloaded for a Life Claim vis-à-vis its corresponding Policy.

This need gets addressed in the current release with the introduction of a new node labeled 'Coverages' in right-hand pane of the People Maintenance screen.

Going forward, to review and track Coverages on a Life Claim, simply navigate to the People Maintenance screen via the following path:



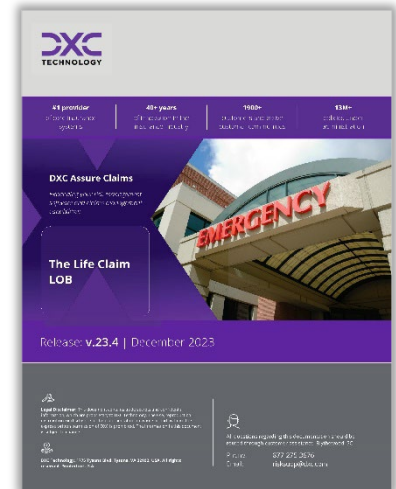
Please go through pages 11 and 12 in the **Life Claim LOB** document below for complete details of this new feature.

## Changes in the Tax Withholding functionality

The payment process is now equipped to include the calculated Tax Withholding amount in the Balance Amount on the Payments and Interests screen.

This marks a departure from the previous behavior, where the Tax Withholding amount was solely displayed in its designated column without being factored into the overall Balance Amount.

Please go through pages 42 to 44 in the adjoining **Life Claim LOB** document below for complete details of this new feature.



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

### Availability of more screens in the Configuration Manager zone

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

- BRS Settings
- Fee Schedule
- Import Fee Schedule



Please refer pages 7 to 14 of the adjoining **Angular & .NET Core based Configuration Manager Zone** document for details of these newly migrated screen and for details of all setting screens available so far in the Configuration Manager zone.



## The API-based Payment Update System (PUS) Import Tool is generally available (GA)\*

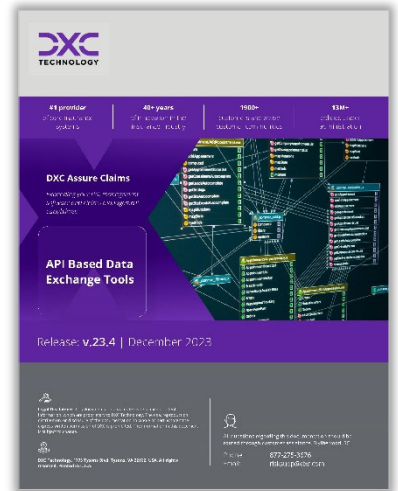
The API-based **Payment Update System (PUS) Import Tool**, which was previously introduced in release version 23.3, is now generally available (GA) with the inclusion of **Supplemental data import capabilities** in release v. 23.4.

The primary objective of the PUS Import Tool is to update payment files received from third-party sources. Using this tool, the payment data is automatically populated into the Assure Claims system upon the successful execution of the import job.

**Note**

- The PUS Import Tool is now ready for production use
- Going forward, the PUS Import Tool will no longer be available via the Task Manager

Please refer to pages 25 to 30 of the adjoining **API Based Data Exchange Tools** document to read the complete details of the PUS Import tool introduced in this release.





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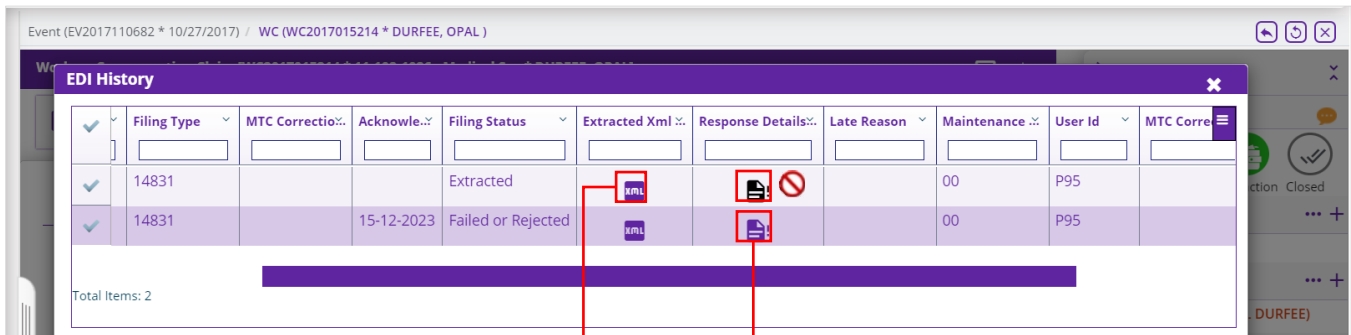


# Ability to access the EDI Claim XML data and Import Details Report via the Assure Claims interface

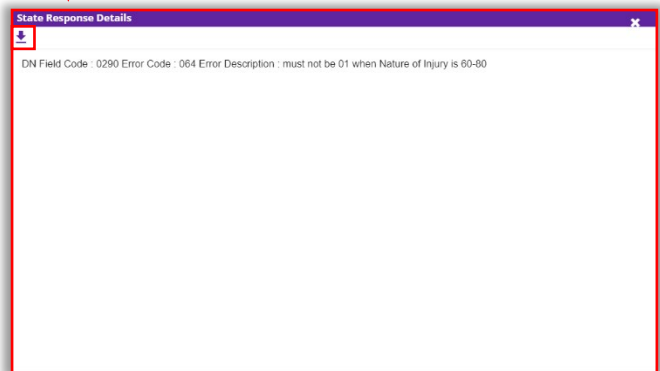
Up until the previous release, there was no way of viewing the EDI Claim XML data and Import Details Report directly via the DXC Assure Claims interface. Now, with the introduction of two new columns labeled **Extracted XML** and **Response Details** on the EDI History popup window grid, it will now be possible to **view** and **download** detailed XML and Response Reports for each MTC (Maintenance Type Code) filed.

Just clicking on the  and  icons will display the **Extracted XML Details** and **State Response Details** respectively.

DXC Assure Claims screen







[Fig. 3]





## Note

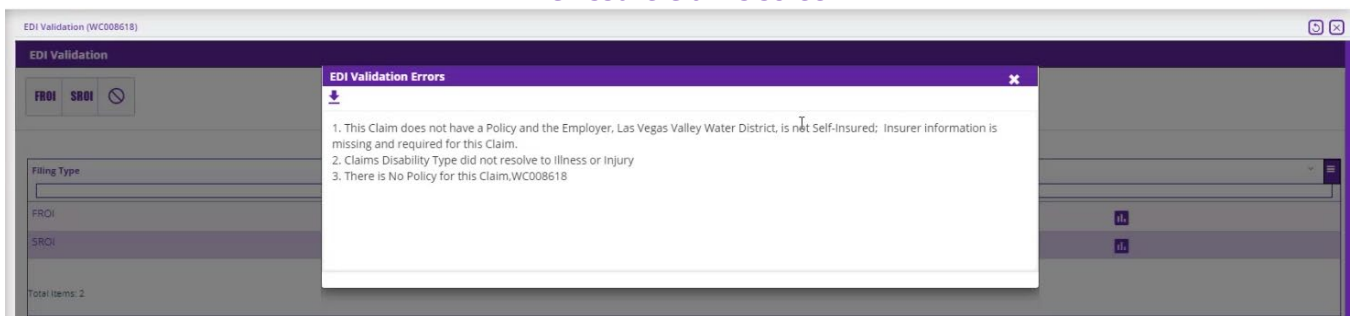
- In case of IAIABC Claims Release 3.0 filings, the Extracted XML  icon will always be disabled (gray) as XML extraction isn't supported
- In case of IAIABC Claims Release 3.0 filings, the Response Details icon may appear disabled (gray) in case of presence of Null values in the Claim
- In case of IAIABC Claims Release 3.1 filings, the Extracted XML  icon will always be enabled (purple)
- In case of IAIABC Claims Release 3.1 filings, the Response Details icon may appear enabled  or disabled  based on the filing status



## Enhanced UI on the EDI Validation Errors popup window for a distortion free experience

UI distortions on the **EDI Validation Errors** popup window reported while using the **Mozilla Firefox** browser have been rectified in this release. The text now appears properly aligned as expected.

### DXC Assure Claims screen



[Fig. 4]





## UI Design and usability improvements in the Configuration Manager zone

The **Configuration Manager** zone undergoes a series of improvements aimed at refining user experience, ensuring smooth and intuitive navigation, and optimizing overall operational efficiency. The goal is to guarantee the most efficient utilization of the user interface (UI), enhance user-friendliness and facilitate seamless interaction with the interface. Some of the improvements are mentioned below:

- Removal of redundant headings
- Realignment and rearrangement of toolbar menus to optimize screen space usage
- Repositioning of buttons/icons for improved visibility
- Elimination of extra blank spaces
- The labels of disabled fields now displayed in a greyed-out format

Furthermore, certain sections have undergone renaming to enhance clarity and align with their respective functionalities. Key changes include:

- The "**Collections**" section has been renamed to "**Collections/Recoveries**" on all LOB Parameter screens.
- The "**More Configuration**" section in the Reserve tab of the LOB Parameter screen is now referred to as "**Main Configuration**".
- Following a logical grouping approach, the settings/controls relevant to the "**On Claim Closed**" section of the **General Claim Parameters** screen have been relocated to the "**Main Configuration**" section.

### DXC Assure Claims Screen

The screenshot displays the 'General Claim Parameters' screen with the 'Reserve' tab selected. The interface includes a sidebar with 'Collections/Recoveries' and 'Main Configurations' highlighted in red. The main area features several configuration sections with checkboxes and dropdown menus. A 'Reserve Type' dropdown is open, showing 'RC RC' and 'M Medical' options. The 'On Claim Closed' section at the bottom is highlighted with a red box, showing the option 'Close Reserve and Set Reserve Balance to Zero'.

[Fig. 5]



# Customer Resolutions

This section of the Release Notes document describes the specific issue resolutions provided for customers in DXC Assure Claims.

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## Ability to **exclude checks** from Rolling Up together at the **Transaction level**

This release of Assure Claims addresses the need for an ability that exclude checks from Rolling Up to a single Payee even when the checkbox “Roll Up Checks to the same Payee” is selected under **Payment Parameters** in the **Configuration Manager** zone.

To this end, a **new checkbox** labeled “Ignore Roll Up” has been added on the **Transaction Info** section of the **Funds** screen.

Going forward, when this checkbox is selected on the **Funds** screen, then that particular **transaction** will be **issued as a separate check** to the **Payee** and **will not be Rolled Up** with other transactions.

## DXC Assure Claims screen

The screenshot shows the 'Transaction Info' section of the DXC Assure Claims screen. The 'Ignore Roll Up?' checkbox is highlighted with a red box. Other checkboxes visible include 'Payment', 'Final Payment', 'Ready To Print', 'Stop Pay', 'Cleared', 'Auto Check?', 'Enclosure', 'Void', 'Combined Payment?', 'Collection', and 'Supplemental Transaction'.

[Fig. 6]

## Note

- The checkbox "Ignore Roll Up" will become available on the Transaction screen only when the checkbox "Roll Up Checks to the same Payee" is selected in the Configuration Manager zone
- The availability of the checkbox "Ignore Roll Up" is driven by a new SMS setting. A checkbox labeled 'Ignore Roll Up' has been added on the path: Security → Security Management System → DataSources → (select & expand DSN) → Module Security Groups (expand) → (select relevant Security Module Group) → RISKMASTER (expand) → Funds Management (expand) → Transactions (expand) → Ignore Roll Up (select checkbox)



## Ability to send Manual Mail Merge Emails with PDF attachments

This release of Assure Claims addresses the need for an ability to attach the **Mail Merge Documents** in PDF format while sending the same over email. This is an additional file format option in addition to the preexisting MS Word format.

To this end, a new checkbox labeled **"Use PDF Format"** has been added on the **Basic Merge Options (1/2)** wizard window. The checkbox **Use PDF Format** can be selected along with checkboxes **Attach the resulting document to the current record** and/or **Send copy as email**. When the checkbox **Use PDF Format** is selected, the Mail Merge Document will be attached as a PDF file instead of as a word file.



## DXC Assure Claims screen

Event (sdf2023002914 \* 11/26/2023) / General Claim (GCDONew002780)

**Basic Merge Options (1/2)**

Use Merge Letter  
Please select the form you wish to use and any desired options.

Letter Name  
----Please select a Template----

Ask me which of the available records to use. (Defaults to first record only.)

Attach the resulting document to the current record.

Send copy as E-mail

Use PDF Format

Designated Recipient  
\_\_\_\_\_

Note: It may take a moment or two in order to produce your document...

[Fig. 7]

## Prerequisite Settings

The following are the prerequisite settings for successfully sending a Mail Merge letter as a PDF attachment:

- An email must be setup on the **Set E-mail Options** window under **Security** → **Security Management System**
- The initial setup for Word Merge must be complete and the checkbox labeled **Send copy as E-mail** must be selected
- An email address must be added for a **Designated Recipient**
- A **Word Merge Email Details Setup** must be completed

### Note

- The checkbox “Use PDF Format” will only get enabled when either one or both checkboxes labeled “Attach the resulting document to the current record” and “Send copy as E-mail” are selected
- When the checkbox “Use PDF Format” is not selected, then a MS Word copy of the Mail Merge letter is attached to Claim/Emailed to the Designated Recipient(s)
- The checkbox **Attach to record as PDF** previously available on step 2/2 of the **Basic Merge Options** window will no longer be available following the addition of the checkbox Use PDF Format in step 1/2 of the **Basic Merge Options** window



## Availability of the Melissa Address Autocomplete & Verification features on the Event screen\*

In compliance with postal address validation and verification standards mandated in several geographies, Assure Claims v. 23.4 extends the Melissa Address Auto-complete & Verification services to the **Event Details** and the **Reported Info** accordions of the Event screen.

The Melissa Address Auto-complete & Verification feature is triggered for the "Address 1" field on the **Event Details** accordions for **Vehicle Accident, General, Workers' Compensation, and Non-Occupational Claims**.



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Besides the above, this feature is available for the "Address 1" field on the following accordions/screens:

- Entity
- Physician
- People
- Driver
- Med Staff
- Employee
- Patient
- Org Hierarchy
- Defendant
- Defendant Attorney
- Claimant
- Claimant Attorney
- Employee Address (Workers' Compensation and Non-Occupational Claims)
- Litigation (Litigation Information and Attorney Information)
- Adjuster (Claim Adjuster Information accordion)





## Ability to easily access Entity Information via the Defendant screen

Up until the last release, additional Defendant information wasn't accessible via the Defendant screen. Hence, based on the feedback received, a new button labeled "Open Entity" [Fig. 8] has been added to the Defendant Last Name lookup field.

This button, whose availability is governed by requisite SMS permission for Entity maintenance, now provides direct access to the Entity Details of the selected Defendant. Thus, all additional details pertaining to the Defendant contained in various accordions such as **Entity**, **Operating As**, **Contact Info**, **Addresses**, **Entity ID Type** and **Supplementals** are now available at the click of a single button.

### DXC Assure Claims screen

Event (EV202000049 \* 01/01/2020) / General Claim (GCGLD000045 \* Sable, Pankaj) / Defendant (James)

Defendant [GCGLD000045 \* NewDepartment \* Sable, Pankaj]

Defendant Info

Defendant Last Name\* James

First Name Middle Name Address 1

Address 2 Address 3 Address 4 City

State Country Office Phone Home Phone

Open Entity

[Fig. 8]

### DXC Assure Claims screen

Entity (James)

Entity Maintenance [James]

Entity >

Operating As >

Contact Info >

Addresses >

Entity ID Type >

Supplementals >

Banking Information 0

No record available.

Contracts 0

No record available.

Jurisdiction License 0

No record available.

Exposure Information 0

No record available.

[Fig. 9]



## Introduction of the **Clone** feature on the Case Management **Accommodation** screen

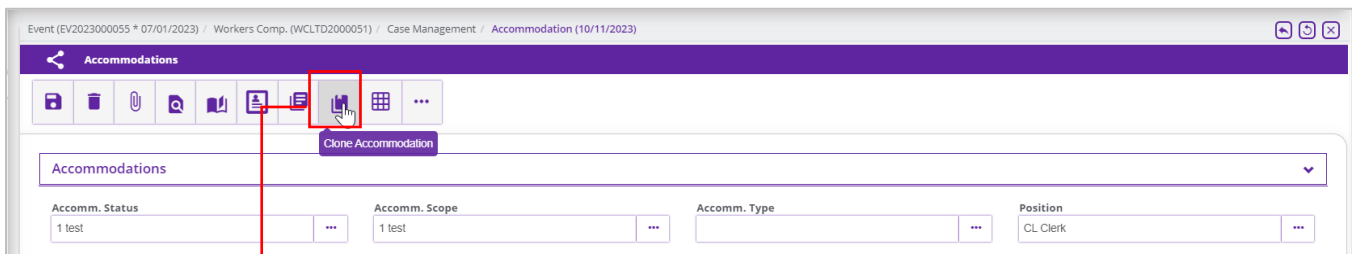
Up until the previous release of Assure Claims, there was no way of quickly creating a “new” **Accommodation** record with past data prefilled in it.

Release version 23.4 addresses this need for the ability to “clone” a previous year’s **Accommodation** record to populate a **New Accommodation** record with that year’s data prepopulated in its fields.

A new toolbar button labeled “**Clone Accommodation**” has been added on the Case Management → **Accommodations** screen.

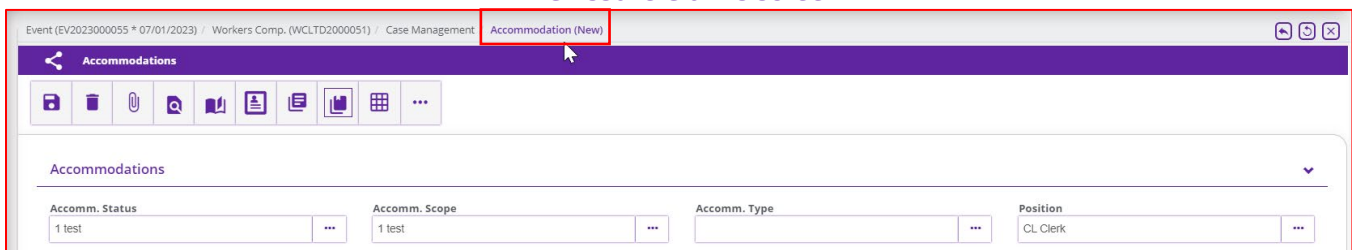
Upon selecting the **Clone Accommodation** toolbar button [Fig. 10], the system clones all onscreen details and populates a new **Accommodation** which can be modified as needed. [Fig. 11]

DXC Assure Claims screen



[Fig. 10]

DXC Assure Claims screen



[Fig. 11]



## Introduction of an option to display Litigation Status on the Litigation Grid

Up until the previous release, the option to view the litigation status of a claim on its Litigation grid was not available.

Release version 23.4 addresses the need to view this information by adding a new column labeled **Status** on the **Litigation** popup window, thus negating the need to navigate to the Litigation screen.

To access the latest feature, navigate to the Claims section and select the View All icon within the Litigation subcategory on the right-hand side. This will open a Litigation grid pop-up window to view the newly introduced Litigation Status column.

### DXC Assure Claims screen

Docket Number	Attorney Firm	Attorney	Status	Suit Date	Court Name
12345	Client	company	A Appeal	20231222	Court No 29

Total Items: 1

[Fig. 12]

In case the **Status** column is not available on the grid, its visibility and position can be configured by clicking the **Grid State** button on the top right corner of the Litigation popup window and making selections as necessary.

Grid State menu options:

- Clear all filters
- Columns:
  - ✓ Attorney Firm
  - ✓ Attorney
  - ✓ Suit Date
  - ✓ Court Name
  - ✓ Court Date
  - ✓ Status







## Ability to select multiple filters to trigger Recurring Diaries

Typically, the Assure Claims system generates a single Diary and notifies the Current Adjuster upon the addition of an Enhanced Note to a Claim.

However, until the previous release, the WPA Auto Diary Setup module restricted the selection of additional filter criteria when the filter "X Days from Notes Last Updated" was selected.

Release version 23.4 allows the concurrent selection of additional filters, such as "Line of Business", "Claim Status", etc., along with the "Days from Notes Last Updated" filter option. Thus, going forward Recurring Diaries will be generated and assigned to the Current Adjuster even when multiple filter options are selected during the WPA Auto Diary Setup process.

### DXC Assure Claims screen

Auto Diary Setup >

Current Auto Diary Definitions

1 Best Practice 2 BusinessRule Def 3 Workflow Notification 4 Escalation Management 5 Time/Task Management 6 Instructions

Available Filter(s)

Adjuster(s)  
Claim Type(s)  
State(s)  
Policy(s)  
% of Reserve Usage  
Reserves Not Set  
Department(s)  
Body Part(s)  
Injury Type(s)  
Treatment Code(s)  
Total restricted Days

Selected Filter(s)

X Days from notes last updated  
Claim Status(s)  
Line(s) of Business

Previous Next

[Fig. 13]

Complete details of this enhancement can be read [here](#).





## Multiple improvements done in the Enhanced Policy module\*

The Enhanced Policy screen within the Claim zone has undergone a series of enhancements. These include:

- Introduction of an ability to create UAR/Exposure Supplemental fields and Coverages Supplemental fields
  - Addition of Supplemental subtabs on the UAR/Exposure and Coverages tabs of the Enhanced Policy screen
  - Ability to use UAR/Exposure Supplemental fields and Coverages Supplemental fields to create Search Queries
- Introduction of an ability to add UAR/Exposure Supplemental fields and Coverages Supplemental fields in the Mail Merge template
- Introduction of an ability to Delete a recently accepted Transaction

Details of this enhancements can be read by clicking on the adjacent button:

[READ COMPLETE DETAILS OF THIS ENHANCEMENT](#)



[CLICK FOR PROCUREMENT INFORMATION](#)



# Compliances & Regulatory Updates

This section of the Release Notes document describes the specific issue resolutions provided for customers in DXC Assure Claims.

DXC Assure Claims | Release: v.23.4 | December 2023

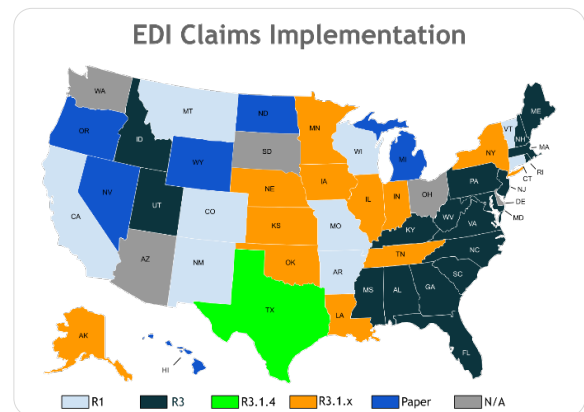


## Compatibility with EDI Claims Release 3.1\*

IAIABC EDI Claims Standards are used by claims administrators to report Workers' Compensation, First Report of Injury and Subsequent Report of Injury Claims Data to U.S. jurisdictions.

With DXC Assure Claims 23.4, our EDI Application is compatible with IAIABC's Release 3.1 Latest XML Standard format for the states of Vermont (VT) and New York (NY).

- EDI 3.1 Release for Vermont is already available since November 6, 2023
- EDI 3.1 Release for New York is updated and will be available by January 25, 2024



Source: IAIABC website as on 12/21/2023



CLICK FOR PROCUREMENT INFORMATION



## Ability to view OSHA Forms 300 and 301 extracts in CSV format

Compliance with the latest statutory requirement comes in the form of improved OSHA reporting capabilities in DXC Assure Claims v. 23.4. Going forward, it will be possible to generate OSHA Forms 300 and 301 extracts in CSV file format.

The use of CSV (comma-separated values) file format will facilitate establishments with 100 or more employees in designated industries to submit case-specific information (injury/illness) from the OSHA Form 300 extract and the OSHA Form 301 Incident Report in one go.

Details of this enhancements can be read by clicking on the adjacent button:

[READ COMPLETE DETAILS OF THIS ENHANCEMENT](#)



# 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.



## Paid feature procurement information



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
- RETURN TO
- RETURN TO
- RETURN TO
- RETURN TO

**The Life Claim module**

**API-based PUS Import Tool**

**Melissa Address Autocomplete & Verification**

**Enhanced Policy Module**

**EDI Claims Release 3.1**





## 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](#)



## Important recommendation for customers using the API-based Import/Extract Tools

If the login password for the admin user is updated after scheduling API-based Import/Export job(s) (MBR, PPY, MMSEA, 1099 and PUS), then it is recommended that the job(s) be edited and rescheduled to avoid encountering credentials authentication failure messages in the job console logs.



## API Licensing

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



# Looking Beyond v.23.4

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.

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The deployment of **Angular v15** and **.NET7-based** technologies for building **DXC Assure Claims'** new and modern-looking user interfaces (UI) as a part of our **Digital Transformation** journey will be continued in the next release as well. There will be migration of a few screens and Tasks (such as the EDI Claim Scheduler) from the legacy **Utilities** zone to the **Configuration Manager** zone. These changes will be implemented with the introduction of applicable **DXC Platform** changes for an enhanced customer experience by **implementing identified gaps** adhering to the **Platform Standard**.

Important functional enhancements to our long-term features, like the **Life Claim LOB** and **Data Collection** are on the cards. These will include the implementation of **Supervisory Approval** for **Tax Withholding** for the former and the use of **Record Number** instead of **Incident Number** when no **Approvals** are needed, for the latter. Several improvements have been planned for features like **Check Printing**, **Auto Assign Adjuster**, **Adjuster Transfer**, **Case Management**, **Policy System**, **Policy Download** etc., to name a few.

We are also looking at introducing **Analytics** dashboards on the **Claim** screen besides further enhancing the **Assure Insights** solution by adding new dashboards and reporting capabilities. Our roadmap also includes the continued introduction of several API-enabled Import/Extract Tools such as the **HR** interface. Other API-based solutions such as **MBR**, **PPY**, **MMSEA**, **Custom Import**, **PUS** etc., will also be improved upon.

We will continue to grow and engage our ecosystem of InsurTech & Partners viz. **IVANS**. On the compliances & regulatory upgrades front, we are working on several **Forms/EDI** related changes for **FROI/SROI** and important **OSHA** related enhancements such as Electronic Submission are on the cards. Other related features such as enabling **Periodic Scheduling of EDI Jobs**, picking **Claims** automatically for filing etc., are also on the cards.

# About Us and 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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[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.

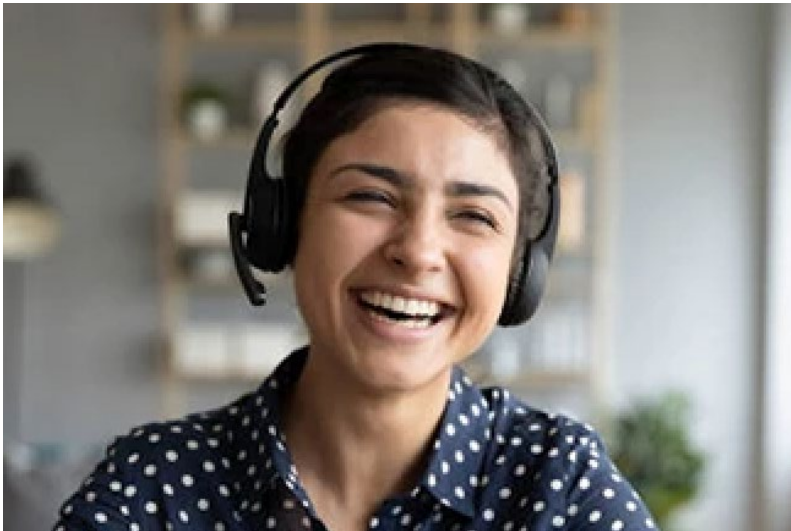
READ MORE ON THE DXC CLAIMS  
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DXC BLOG – INSURANCE &  
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Thousands of Risk and Claim professionals rely on DXC Assure Claims to manage all types of Claims, making it one of the industry's leading Claims 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)



1-877-275-3676







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