

DXC Assure Claims

Meet consumer expectations and optimize processes with a flexible, scalable, and configurable claims management system.

Release Notes

Release version 24.1 | March 2024



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What is new at DXC Technology?

Delivering eXcellence for our Customers and Colleagues

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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NelsonHall recognizes DXC as a Leader in P&C Insurance Operational Transformation

In its 2024 evaluation of insurance software and business process services providers, NelsonHall names DXC a leader in five of five distinct categories –

- Overall Performance
- Claims Administration
- Customer Administration
- New Product Set-up
- Underwriting

[READ MORE](#)



DXC recognized as a Leader in 2024 Gartner® Magic Quadrant™

DXC Technology has been recognized as a Leader in the 2024 Gartner® Magic Quadrant™ for Outsourced Digital Workplace Services (ODWS).

Gartner defines the outsourced digital workplace services market as the capabilities required of a provider to deliver consulting, implementation, or support services to end users of technology who utilize end-user devices or applications to conduct business.

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Newsroom and Customer 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 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](#)

General Overview

Document Purpose



This Release Notes document for DXC Assure Claims release version 24.1 contains descriptions of the New Feature, Improvements & Enhancements, Customer Resolution, and Compliance and Regulatory Update.

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 the following documents/sections on the Claims Microsite for information and advisory before installing/upgrading to DXC Assure Claims v.24.1:

- [Technical Specifications](#) (for Server hardware, software requirements, and browser settings).
- [New Installation Instructions/Upgrade Installation Instructions](#) (for know-how on installing/upgrading to DXC Assure Claims v.24.1).
- 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 a better experience and optimum utility.

Executive Summary

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At DXC Technology, we understand the importance of data and analytics in solving complex operational and strategic challenges that our customers may come across, by synthesizing and visualizing large volumes of data. Our developmental endeavors aim to engender optimal business value by using advanced analytical tools to ingest and transform data platforms to store and analyze data and partnerships to protect and maximize data value.

DXC Assure Claims v.24.1 harnesses the power of one such advanced analytical tool and introduces a **New Feature** in the form of an embedded **Claims Dashboard**. This will give users insights to perform well-informed risk and business management operations.

On the **Improvements and Enhancements** front, the **Digital Transformation** endeavors in this release include the upgradation of the **Weblink Setup** screens using recent versions of **Angular** and **.NET-based** technologies. Additionally, the **API-based HR Import/Extract Tool** is now **Generally Available (GA)**. The **MBR Import Tool** has also been enhanced with an additional option to **upload import files** directly from **Claim Scheduler** screen itself. One of our long-term development features, the **Life Claim LOB**, receives various usability-related changes for **streamlining business processes and operational readiness**.

A key **Customer Resolution** in this release includes the addition of an ability in **Data Collection** to use **Record Numbers** instead of **Incident Numbers** during Incident Report submission.

Lastly, on the **Compliance and Regulatory Update** front, we have enhanced the **OSHA Reporting** capabilities by generating **CSV** format extracts for **Forms 300** and **301**.

New Feature

This section of the Release Notes document describes the new feature introduced in DXC Assure Claims v.24.1.

This section also contains a direct link to an elaborate document for a complete understanding of this new feature.

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Introduction of an embedded **Claims Dashboard** on the Claim screen*

DXC Assure Claims v.24.1 introduces embedded Analytics Dashboards on the Claim screen.

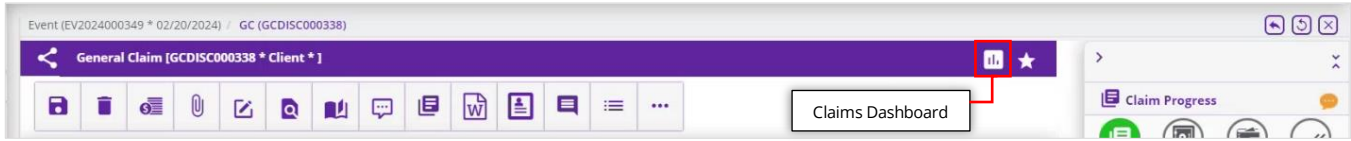
The new dashboards are powered by DXC Assure Insights and will provide real time analysis of summarized claim data in the form of interactive graphs, charts, and tables on the claim screen itself.

This will in turn equip users with data backed instant insights to perform informed risk and business management operations.

A new icon labeled **Claims Dashboard**  has been added to the claim header. [Fig. 1]

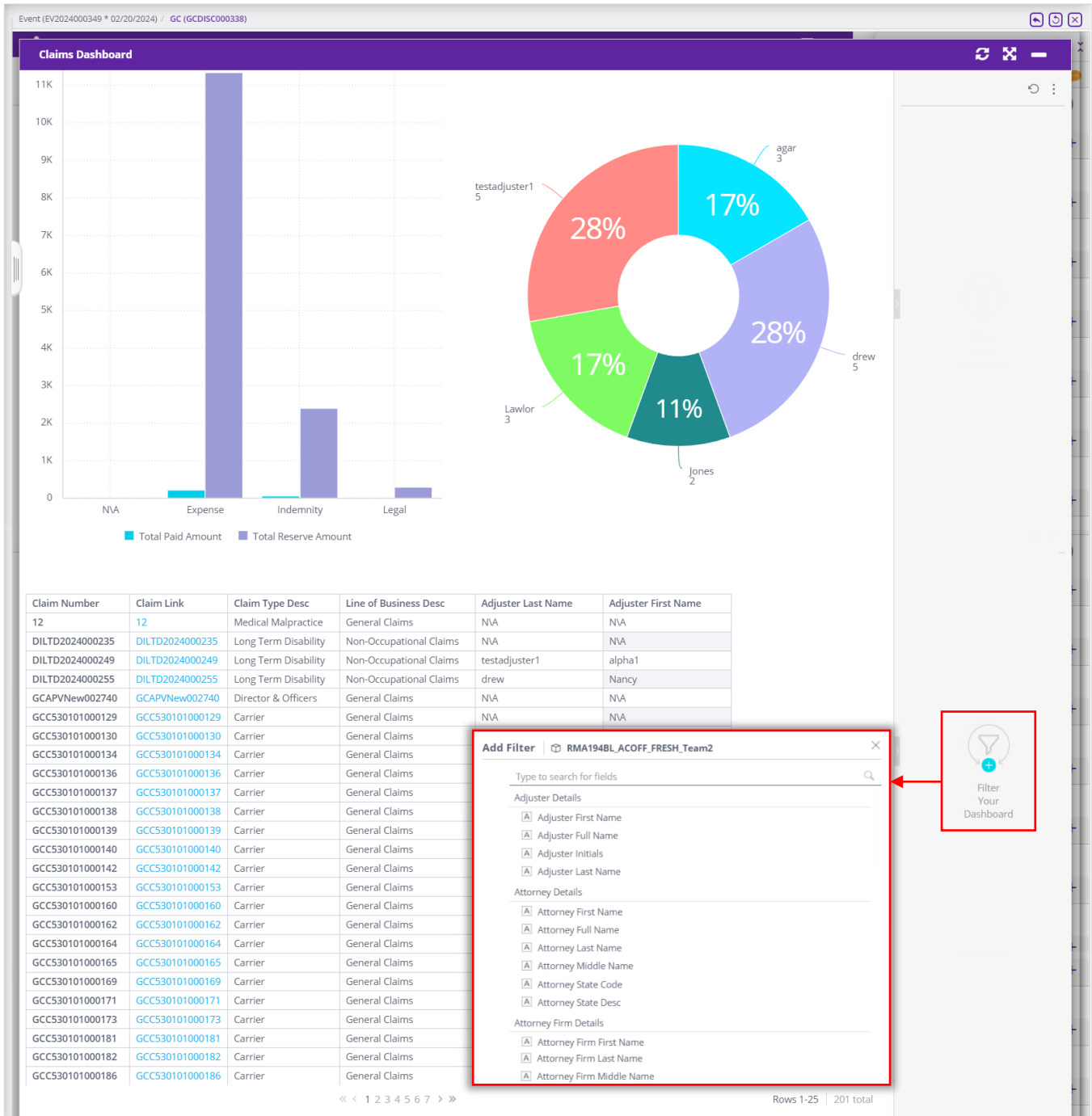
Clicking this icon opens the Claims Dashboard window which displays Claim data as interactive graphs and charts. [Fig. 2]

DXC Assure Claims screen



[Fig. 1]

DXC Assure Claims screen



[Fig. 2]



Please go through the adjoining document carefully to fully understand the nuances of the **Claims Dashboard** feature.

 [CLICK FOR PROCUREMENT INFORMATION](#)



Improvements & Enhancements

This section of the Release Notes document describes all the improvements & enhancements to existing features and tools done in DXC Assure Claims v. 24.1.

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

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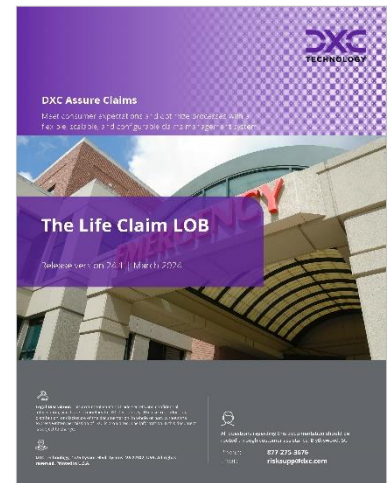
Enhancements in the Life Claim LOB*

The **Life Claim Line of Business** has received multiple base changes in this release to enhance the module's usability and streamline business operations.

These include the:

- Ability to access the **PMI** screen in view-only mode even after making a Payment
- Inclusion of support for the **Policy Coverage** fields on the **Query Designer** and **Localization Setup** screens
- Implementation of **business logic** across multiple fields
- Removal of non-essential fields from the **Policy Coverage** screen

Please go through pages **7 to 8**, **12 to 15**, and **61 to 62** in the adjoining **Life Claim LOB** document for complete details of these new enhancements.



CLICK FOR PROCUREMENT INFORMATION

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

The API-based HR Interface Import/Export Tool is Generally Available (GA)*

The API-based HR Import/Export Tool is now **Generally Available (GA)**. This tool will facilitate organizations to easily **Import/Export/Validate** data for **Employee, Payments, and Payees**. As a result, you can ensure the integrity of data, maximize productivity, and accelerate performance of your day-to-day operations.

Please go through pages **30 to 49** of the adjoining **API Based Data Exchange Tools** document to read the complete details of the **Human Resource (HR) Import/Export Tool**.



CLICK FOR PROCUREMENT
INFORMATION



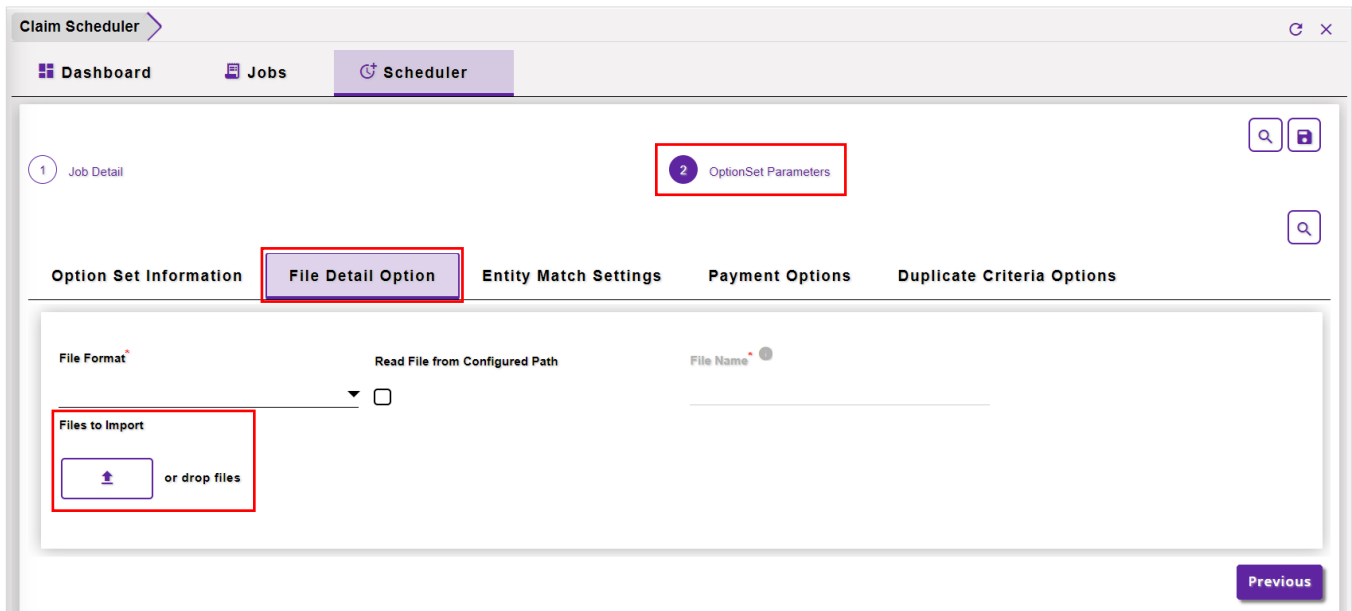
Availability of an added option for uploading the Import File during the MBR Import process*

Up until the last release of Assure Claims, the path for the **Import File**, whether **Shared, SFTP, or S3(AWS Storage)**, could be configured via the **General System Parameters** screen in the **Configuration Manager** zone.

Now, with this release onwards, the **API-based MBR Import tool** offers an alternative way for uploading an **Import File** directly via the **File Detail Option** tab of the **OptionSet Parameters** section on the **Claim Scheduler** screen. This enhancement offers enhanced convenience by contributing to a smoother MBR Import job workflow.



DXC Assure Claims screen



[Fig. 3]

Please go through pages 13 to 14 of the [API Based Data Exchange Tools](#) document to read the complete details of this enhancement in the MBR Import tool.



Availability of an upgraded Weblinks Setup screen in the Configuration Manager zone

As part of the **Digital Transformation** endeavors in this release, the **Weblink Setup** screen available in the Configuration Manager zone receives backend changes based on recent versions of **Angular** and **.NET** technologies for an overall modern-looking user interface in sync with all other upgraded screens of the zone.

Please go through pages 7 to 9 of the adjoining document for details of this enhanced screen along with the details of all other setting screens made available so far in the Configuration Manager zone.



Customer Resolution

This section of the Release Notes document describes a specific customer issue resolution provided in DXC Assure Claims v.24.1.

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Using Record Numbers to streamline the Data Collection process*

With the release of DXC Assure Claims v.24.1, when the checkbox labeled “Save as Draft” is left unselected in **Step 1** of the **Data Collection Configuration** process (implying that no approval is needed for the Incident Report’s submission), the Incident Report PDF file which is emailed to **Listed User(s)** (configured in **Step 4**), will now bear the actual **Record Number** (such as **Claim Number**, **Event Number**, or **Admin Tracking Number**), instead of an **Incident Number**.

This enhancement makes good the previously noted issue where the emailed **Incident Report PDF** file bore an **Incident Number** that was different from the **Record Number** which made its tracking difficult in the **Assure Claims** application.



CLICK FOR PROCUREMENT
INFORMATION

DXC Assure Claims screen

Step 1: Data Collection Info

Name*
General_clam_28_march

Description

Active

Save As Draft

Next

Step 2: View Configuration

Step 3: Login Configuration

Step 4: Access Configuration

Login User*
vagarwal56

Link Expiration Time*
gmail_notification (Lifetime)

Reporter Mail Users
vikrant.agarwal@dxc.com

Assign Diary to Listed Users?

Email Incident Report?

Attach PDF to Record?

Email PDF to Listed User(s)*
56.vagarwal

Next

Step 5: Page Configuration

Step 6: Mail/ Notification Configuration

Generated Link Section

User Name	Access URL
vikrant.agarwal@dxc.com	https://dev-assure-claims.dxc-emea.com/viskmasterux/claims/#/incident?sysic=9349187177292d34964853d25a43b4f4ef3fac86365b3c1018d9d57fd5e3304a9d67612bca9f948117e2ca9f66446d427e71426065bb007df6745af53f0cc5db29fe4ea8a0e859add
DXC Assure Claim	https://dev-assure-claims.dxc-emea.com/viskmasterux/claims/#/incident?sysic=9349187177292d34964853d25a43b4f4ef3fac86365b3c1018d9d57fd5e3304a9d67612bca9f948117e2ca9f66446d42b686523aa38ea1710c4339671fc4d8b989c84d53531f71ec

[Fig. 4]

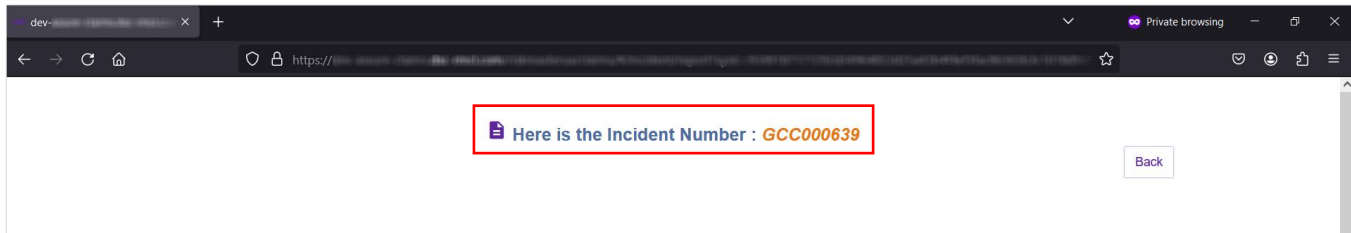
Selecting a **Reporter's Link** from the **Generated Link Section** [Fig. 4] results in the submission of the **Incident Report**.

Upon successful submission, an **Incident Number** is displayed on the **Incident Form** screen [Fig. 5].

Simultaneously, a **Claim Record** bearing the same **Incident Number** as the **Claim Number** is created in the Assure Claims system.

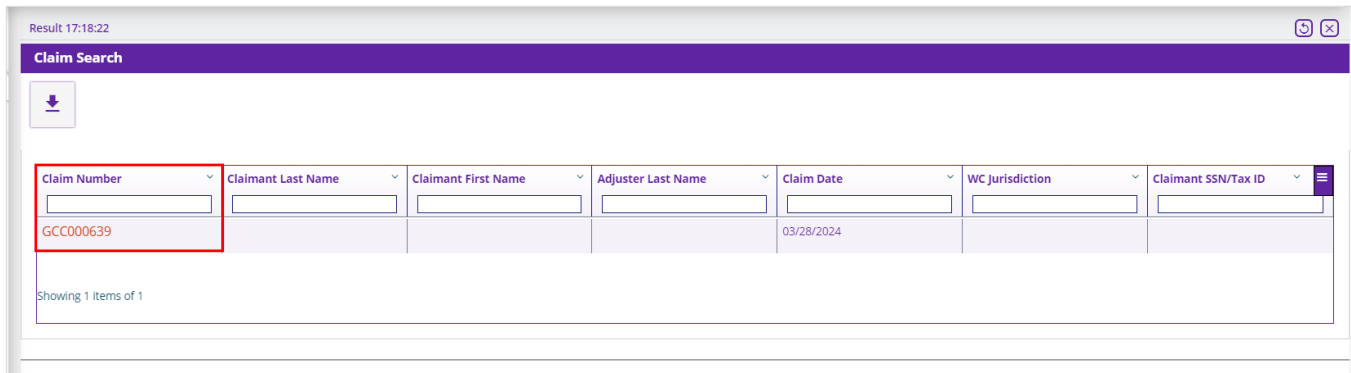
This newly created **Claim Record** can be tracked and accessed by entering the same **Incident Number** as the search criteria on the **Claim Search** screen. [Fig. 6].

DXC Assure Claims screen



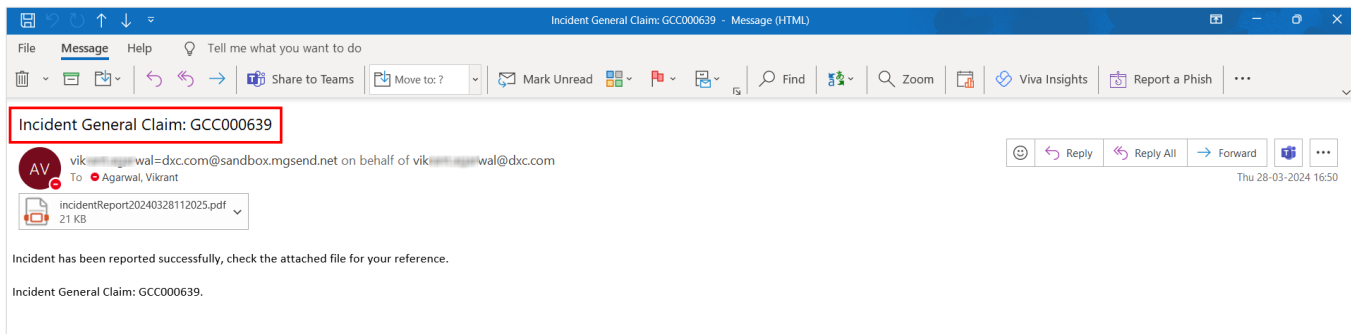
[Fig. 5]

DXC Assure Claims screen



[Fig. 6]

The same **Record Number** will be displayed in the email notification [Fig. 7] triggered to confirm that the incident has been reported successfully.



[Fig. 7]

Note

- When an Event is reported, the Event Number will be displayed as the Incident Number
- For an Admin Tracking report, the Incident Number will consist of the Admin Table Name and Record Number separated by an underscore

Compliances & Regulatory Update

This section of the Release Notes document describes the enhancement around compliance and regulatory updates introduced in this release version of DXC Assure Claims.

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Availability of OSHA Forms 300 and 301 Extracts in the CSV format

An improvement in the OSHA reporting capabilities of DXC Assure Claims v.24.1 comes on the form of the availability of the CSV file format extracts for Forms 300 and 301. This is in addition to the previously available PDF and XLSX extract formats. Thus, in addition to Form 300A, with this release onwards Forms 300 and 301 can also be extracted in PDF, XLSX, and CSV formats.

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 respective OSHA Forms in one go.

The complete details of this enhancements can be read in the adjoining document.



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 Helpdesk or your DXC Assure Claims Sales Representative for more information.

RETURN TO

Embedded Claims Dashboard

RETURN TO

Life Claim LOB

RETURN TO

HR Interface Import/Export Tool

RETURN TO

MBR Import Tool

RETURN TO

Data Collection

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.24.1

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.

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DXC will remain committed to further developing its insurance ecosystem bolstered by a digital insurance platform by innovating and consuming new technologies and new data sources to support new features in DXC Assure Claims v.24.2 and beyond.

We will continue to implement changes in our Claims software offering based on applicable DXC Platform changes for an enhanced customer experience by implementing identified gaps adhering to the Platform Standard. In conjunction with these changes, offering newer features along with enhancements to existing ones coupled with delivering customer-centric solutions will remain a top priority in all future deliveries of the DXC Assure Claims software versions. Remaining future-ready and serving our customers with the latest in features and technologies to keep a step ahead of our competition will be a top priority for DXC.





About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services to drive new levels of performance, competitiveness, and customer experience across their IT estates. Learn more about how we deliver excellence for our customers and colleagues at [DXC.com](https://www.dxc.com).

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