

DXC Assure Claims

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



#1 provider
of core insurance
systems

40+ years
of innovation in the
insurance industry

1900+
customers and active
customer communities

13M+
policies under
administration



Release Notes

Release version 24.2 | June 2024



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All questions regarding this documentation should be routed through customer assistance, Blythewood, SC

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Email: risksupp@dxc.com

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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.

DXC LISTED NYSE

DXC Assure Claim | Release: v.24.2 | Release Notes | June 2024 

DXC named a Mainframe Services Leader and Star Performer by Everest Group

DXC Technology was named as a **Leader by Everest**, which cited strengths including its approach to partial application migrations and its expertise in managing mainframe workloads.

Additionally, DXC earned recognition as a **Star Performer**, a title that is conferred on providers that demonstrate the most improvement over time on the **Peak Matrix®**.

A LEADER AND STAR PERFORMER

[READ MORE](#)

DXC recognized as Leader in KuppingerCole Analysts AG Leadership Compass Reports

DXC Technology has been recognized as a **Leader** in **KuppingerCole Analysts AG Leadership Compass Reports** for Identity Access Management (IAM) System Integrators in North America and Europe.

DXC was named a leader across all four leadership categories:

- Overall
 - Service
- Innovation
 - Market



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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. 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.

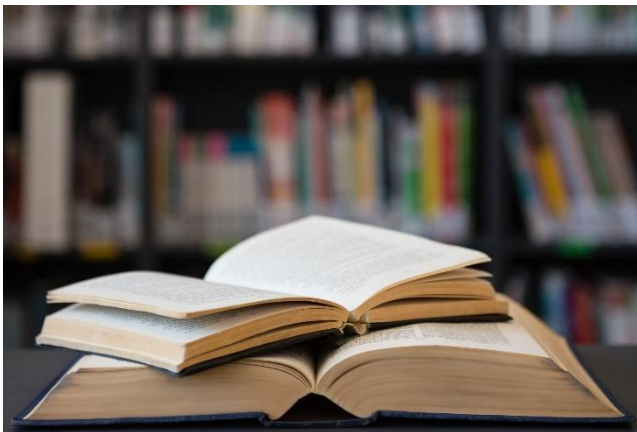
[READ MORE](#)



General Overview

DXC Assure Claim | Release: v.24.2 | Release Notes | June 2024

Document Purpose



This Release Notes document for DXC Assure Claims release version 24.2 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.24.2**:

- **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.24.2).
- 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

DXC Assure Claim | Release: v.24.2 | Release Notes | June 2024

With the release of **DXC Assure Claims v.24.2**, DXC Technology continues its adoption of a customer-centric, outside-in approach, crafting unique experiences by integrating customer feedback and business resources in innovative ways. This new version reflects a commitment to understanding and addressing customer needs by actively seeking their inputs and incorporating them into product development.

DXC Assure Claims v.24.2 introduces several significant **improvements and enhancements**. As part of the ongoing Digital Transformation endeavors, the API-based Import and Export tools have been upgraded to ensure accurate **Job State** reporting for executed jobs. Along with this, the **MMSEA** and **PositivePay Import tools** now provide an option to **upload import files** directly from the **Claim Scheduler** screen of the **Configuration Manager** zone.

In tune with our customer-centric approach to product development, this release offers multiple **customer resolutions** to significantly enhance the overall user experience and improve the functionality and efficiency various modules. The format for the **Adjuster Notification Email** has been upgraded to include the **Employee/Claimant Name**, providing adjusters with more detailed and relevant information. Along with this, the **Adjuster Transfer** process has been optimized to execute as an automated task whenever the number of transferred claims exceeds the **Adjuster Transfer Threshold**. A **new Class Description** column has been added to the **Policy Download** screen, and it is available exclusively for **Policy Staging**. Additionally, the ability to record **Validation Errors** on the **EDI (Electronic Data Interchange) History** screen has been implemented, enabling users to track and address any issues with EDI. Lastly, all **selections** made on the **Diary code lookup** windows will now be **retained** even after grid column searches are performed.

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. 24.2.

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

DXC Assure Claim | Release: v.24.2 | Release Notes | June 2024

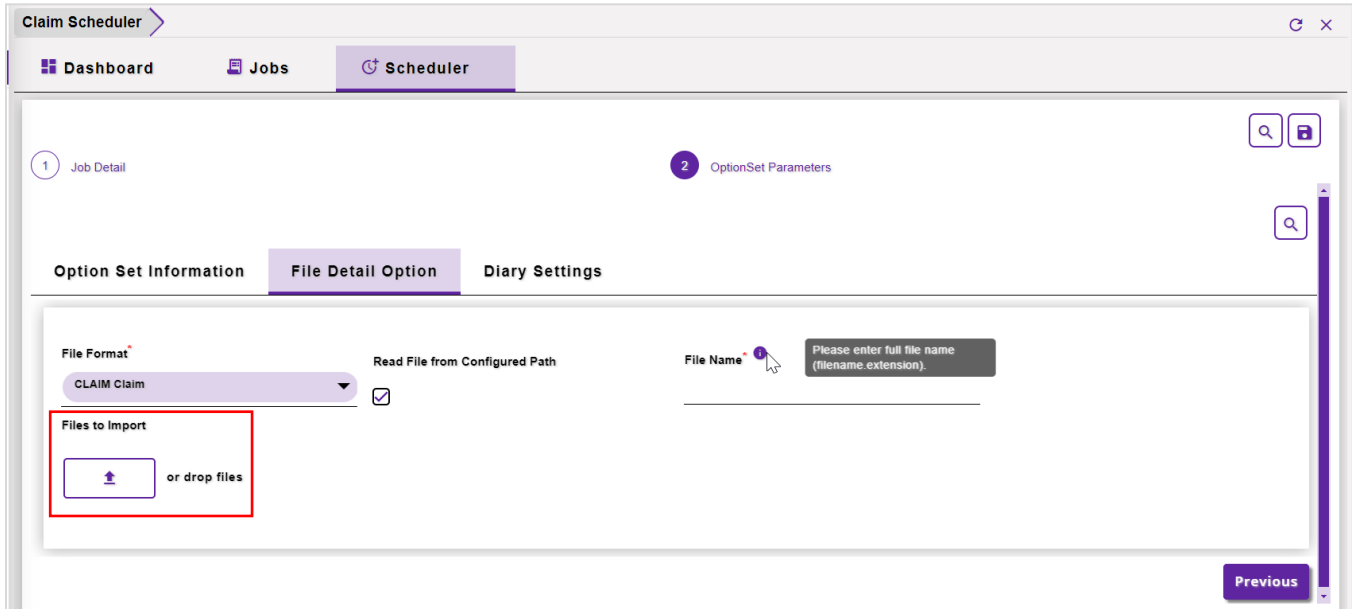
Digital Transformation in Assure Claims (contd.) ...

Availability of an option to Upload the Import File During MMSEA and PositivePay Import Processes*

The additional option for uploading an **Import File** via the **File Detail Option** tab of the **OptionSet Parameters** section on the **Claim Scheduler** screen, which was first introduced for **MBR Import Jobs** in the previous release, has now been extended to the **MMSEA Import** and **PositivePay (PPY) Import Jobs** as well.

It is important to note that until the last release of DXC Assure Claims, the path for the **Import File**, whether **Shared**, **SFTP**, or **S3(AWS Storage)**, could only be configured via the **General System Parameters** screen in the **Configuration Manager** zone. Thus, the extension of this additional option for **Import File** upload offers enhanced convenience by contributing to a smoother **MMSEA** and **PositivePay** Import job workflows.

DXC Assure Claims v.24.2 screen



[Fig. 1]

Note

- When the new onscreen file upload option is not used and instead the checkbox “Read File From Configured Path” is selected, the “File Name” field will become editable
- The file name format for API-based Import Tool jobs will be “filename.extension”, whilst earlier, we were expecting file name without extension
- A validation message will be displayed if the file extension isn’t mentioned in the format mentioned above

Please go through pages 16-17 and pages 25-26 of the [API Based Data Exchange Tools](#) document to read the complete details of this enhancement in the [MMSEA & PositivePay \(PPY\)](#) Import tool.

DXC Assure Claims
Web, mobile and desktop claims processing capabilities for Property, Casualty, and Specialty underwriting systems.

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#1 provider <small>in claims handling systems</small>	40+ years <small>of experience in the insurance industry</small>	1500+ <small>customers and clients across the globe in 40+ countries</small>	13M+ <small>of policies and contracts</small>
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API Based Data Exchange Tool

Release version: 24.2 | June 2024

Agreement between DXC Assure Claims and its clients for the use of the API Based Data Exchange Tool. This document is subject to the terms and conditions of the API Based Data Exchange Tool. For more information, please contact your account manager.

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★

CLICK FOR PROCUREMENT INFORMATION



Introduction of a new “Job State” for correct job status reporting of Import/Export Jobs*

A new Job State – “Completed With Validation Errors” is now available on the Jobs tab of the Claim Scheduler screen in the Configuration Manager zone.

Until the previous release, Import/Export jobs with validation errors generated during execution were also labeled as **Completed** under the Job State column giving a false impression of their successful execution. Now, when Import/Export jobs are flagged as “Completed With Validation Errors” it provides users with an opportunity to fix/resolve their underlying issues.

Thus, the introduction of this new Job State “Completed with Validation Errors” ensures that correct job statuses are reported for each executed Import or Export job.

DXC Assure Claims v.24.2 screen

The screenshot shows the 'Claim Scheduler' interface with the 'Jobs' tab selected. On the left, a summary panel shows job counts: Aborted (0), Completed (50), Completed With Error (24), **Completed With Va... (25)**, Running (0), Task List (0), and Total Jobs Executed (99). The main table lists jobs with columns for Job Name, Description, Job State, Start Date/Time, End Date/Time, and Job Files. Three jobs are listed, all with the Job State 'Completed With Validation Errors' highlighted in green. A red box highlights the 'Completed With Va...' count and the 'Completed With Validation Errors' state in the table. A red arrow points from this state to a terminal window below.

Job Name	Description	Job State	Start Date/Time	End Date/Time	Job Files
MBR-OP-99-Import	MBR	Completed With Validation Errors	04/25/2024 6:25 AM	04/25/2024 6:27 AM	3
MBR-OP-98-Export	MBR	Completed With Validation Errors	04/24/2024 12:44 PM	04/24/2024 12:44 PM	3
PUS-OP-94	PUS	Completed With Validation Errors	04/23/2024 11:32 AM	04/23/2024 11:33 AM	3

[Fig. 2]

```

MBR-OP-99-Import-MBR
Completed With Validation Errors [MBR]
4/25/2024 6:25:47 AM 2---4/25/2024 6:25:47 AM--Parsing arguments.
> 4/25/2024 6:25:47 AM 2---4/25/2024 6:25:47 AM--Process started.
> 4/25/2024 6:25:47 AM 2---4/25/2024 6:25:47 AM--Read Configuration.
> 4/25/2024 6:25:47 AM 2---4/25/2024 6:25:47 AM--Get Optionset.
> 4/25/2024 6:25:47 AM 2---4/25/2024 6:25:47 AM--http://dev-assure-claims.dxc-rmcl.com/claimsapi/dataanalytics/optionset/
> 4/25/2024 6:27:06 AM 2---4/25/2024 6:27:06 AM--Validation mode.
> 4/25/2024 6:27:06 AM 2---4/25/2024 6:27:06 AM--MDB file processing is started.
> 4/25/2024 6:27:13 AM 2---4/25/2024 6:27:13 AM--Downloading File 0.accdb
> 4/25/2024 6:27:14 AM 2---4/25/2024 6:27:14 AM--Reading file from SFTP location.
> 4/25/2024 6:27:16 AM 2---4/25/2024 6:27:16 AM--File Processed.
> 4/25/2024 6:27:16 AM 2---4/25/2024 6:27:16 AM--validating records.
> 4/25/2024 6:27:21 AM 2---4/25/2024 6:27:21 AM--Process completed.
-
  
```

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



DXC Assure Claims
With 40+ years of experience and deep procurement skills, DXC Assure Claims can help you with your management claims.

DXC TECHNOLOGY

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of industry
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client
companies

13M+
billions
in revenue



New "Job State" for correct job status reporting of Import/Export Jobs

Release version 24-2 | June 2024

 **Global Support:** Our team is available 24/7 to assist you with any issues. Contact us at sales@dxctechnology.com or [1-800-444-4444](tel:+18004444444).

 **Local Support:** We have local support centers in the US, Canada, and Europe. Contact us at sales@dxctechnology.com or [1-800-444-4444](tel:+18004444444).

 **24/7 Support:** Our team is available 24/7 to assist you with any issues. Contact us at sales@dxctechnology.com or [1-800-444-4444](tel:+18004444444).



Customer Resolutions

This section of the Release Notes describes the issues that were resolved for customers in DXC Assure Claims v.24.2.

DXC Assure Claim | Release: v.24.2 | Release Notes | June 2024

An enhanced Adjuster Notification Email Format to include Employee/Claimant Name

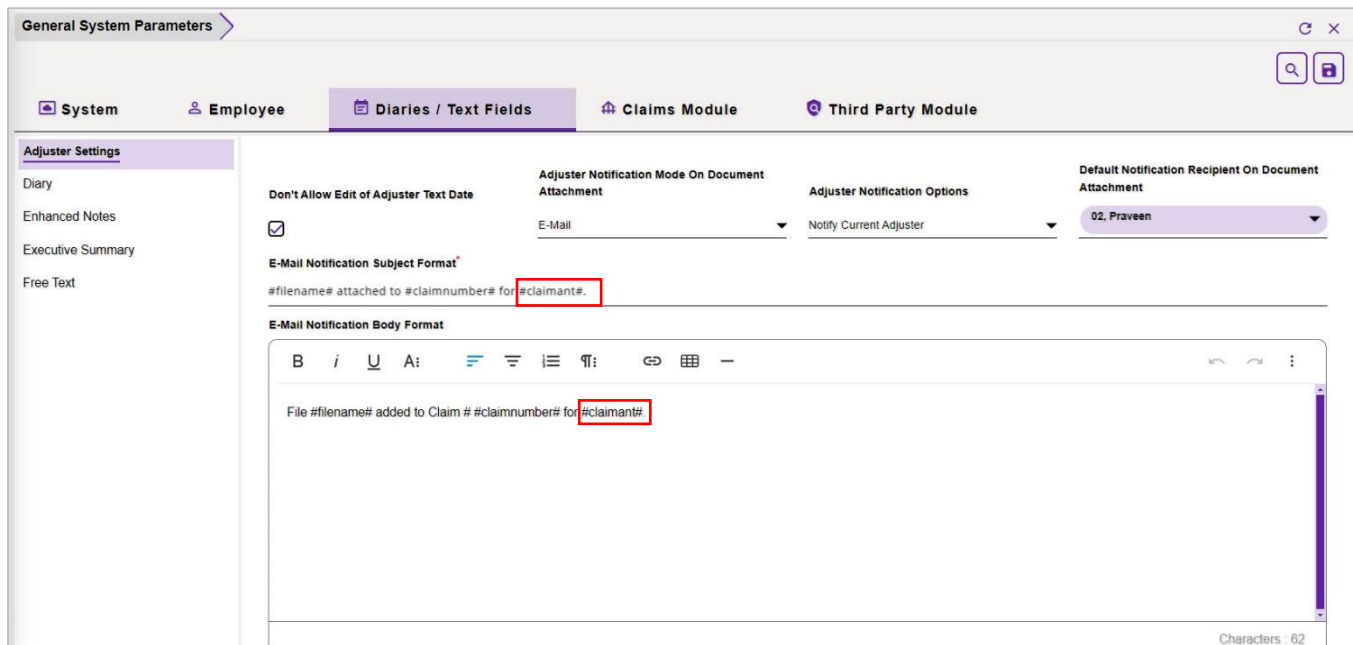
Introduced in Release	v.20.4	Jira Number	RMA-77297
Improved in Release	v.24.2	Jira Number	RMA-92121

When an attachment is added to a Claim, the Assure Claims system typically notifies the Adjuster via an Email or a Diary notification or both. This release enhances the Adjuster notification email format to include the **Employee** or **Claimant** name as well.

The inclusion of this additional information helps Adjusters in prioritizing claim processing as necessary.

In line with this update, the Diaries / Text Fields section of the General System Parameter screen of the Configuration Manager zone has been revised. The fields labeled, **E-Mail Notification Subject Format** and **E-Mail Notification Body Format** now include a **#claimant#** option. [Fig. 3]

DXC Assure Claims v.24.2 screen



[Fig. 3]

Following this improvement, both the **subject line** and **body of the email** notifications will now incorporate either the **Employee Name** or the **Claimant Name**, depending on the specific **Line of Business** involved.

DXC Assure Claims v.24.2 screen



[Fig. 4]

Note

- The email notification sent to the adjuster for attachments to **Non-occupational** or **Workers' Compensation Claims** will include the **Employee Name**.
- When documents are attached to **General Claims** and other **Lines of Business**, the email notifications will display the **name of the primary Claimant**.
- The Claimant/Employee name will be displayed in the format: **[First Name] [Last Name]**.
- If the application is upgraded to the latest version, the existing values in the module will not be overridden for current users. The changes done by them will be retained even after the upgrade. Additionally, these users will need to implement the changes manually.



“Class Description” column added for an enhanced Staging Policy Download experience

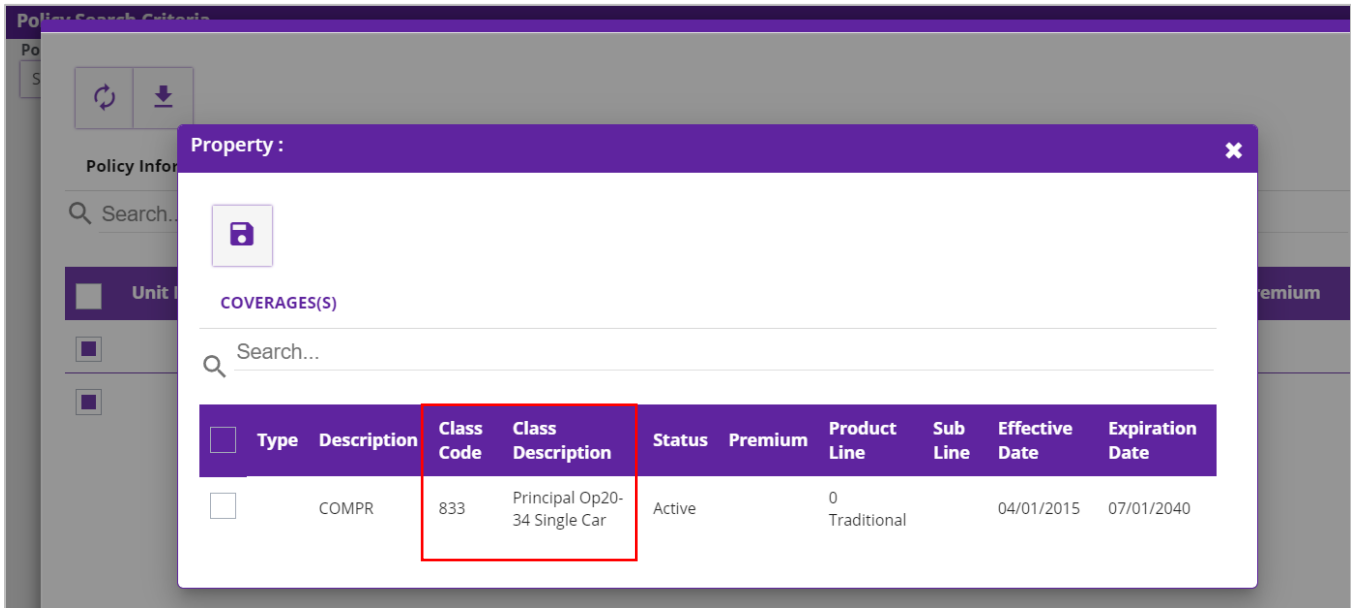
Improved in Release	v.24.2	Jira Number	RMA-86954
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The Staging Policy Download process has been enhanced with the addition of a new column labeled **Class Description** on the Policy Coverage List window for Coverage(s) selection.

The addition of this new column offers an enhanced ability to accurately determine the appropriate Coverage(s) during the Staging Policy Download process when multiple Coverages are available. Additionally, it ensures that all relevant information about the coverages is clearly displayed during the download process.

The following version history table provides a quick reference to track changes over time.

DXC Assure Claims v.24.2 screen



[Fig. 5]

Note

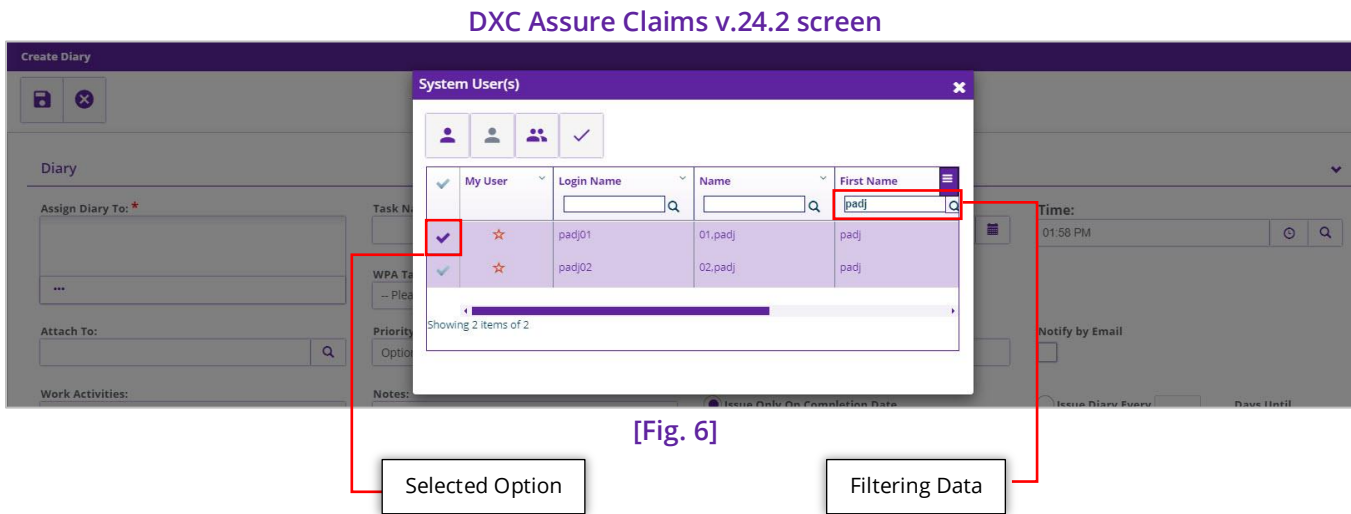
- The **Class Description** column is available for Staging and all Non-Life Policies

Improved Diaries functionality for an enhanced user experience

Improved in Release	v.23.3	Jira Number	RMA-110443
Improved in Release	v.24.2	Jira Number	RMA-110772

It had been observed in the previous releases of Assure Claims that the grid row selections were lost when a column filter search operation was performed on the “System User(s)” popup window of the “Assign Diary To” field on the Diary List screen.

This need for retaining the grid row selections on the “System User(s)” popup window gets addressed in this release to accord an overall enhanced user experience.



Addition of an ability to record Validation Errors on the EDI History window

Improved in Release	v.23.4	Jira Number	RMA-106669
Improved in Release	v.24.2	Jira Number	RMA-109106

Until the previous release of Assure Claims, when a validation error occurred while running an EDI job, the system did not record this error on the EDI History screen and showed its Filing Status as “Failed” or “Rejected”. This made the task of identifying and rectifying this validation error difficult.

DXC Assure Claims v.24.2 addresses this gap by delivering an enhanced EDI History popup window in the form of a new Filing Status namely, "Failed with Validation Error", and a new column labeled "Validation Error".

DXC Assure Claims v.24.2 screen

Claim Number	Filing Date	Filing Type	Maintenance T	MTC Correction	MTC Correction	Acknowledge	Filing Status	Late Reason	User Id	Suspension	Suspension N	Extracted Xm	Response De	Validation Error
23455432	5/9/2024	14831	00			5/9/2024	Failed or Rejected		csc					
23455432	5/27/2024	A4931	JP			5/27/2024	Accepted by State		csc					
23455432	5/27/2024	14831	AO				Extracted		csc					
23455432	6/10/2024	14831	00				Failed with Validation Error		csc					

[Fig. 7]

Going forward, when the system encounters one or more validation errors during an EDI job, the Filing Status column displays a new status – Failed with Validation Error, and the newly added column labeled Validation Error displays a Validation Error report icon. [Fig. 7]

Clicking this icon displays the details of the Validation Error.

DXC Assure Claims v.24.2 screen

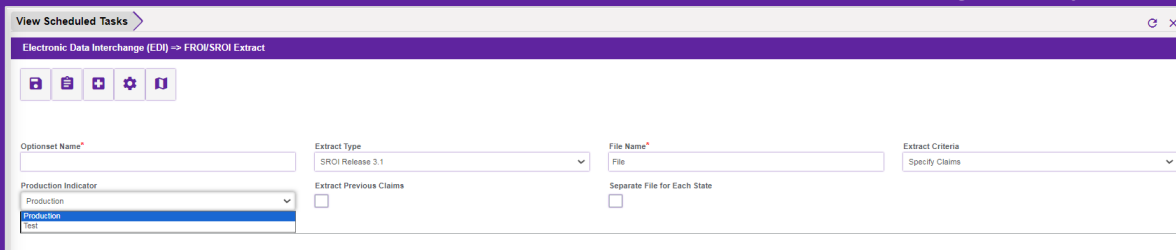
Claim Number	Filing Date	Filing Type	Maintenance T	MTC Correction	MTC Correction	Acknowledge	Filing Status	Late Reason	User Id	Suspension	Suspension N	Extracted Xm	Response De	Validation Error
23455432	5/9/2024	14831	00			5/9/2024	Failed or Rejected		csc					
23455432	5/27/2024	A4931	JP			5/27/2024	Accepted by State		csc					
23455432	5/27/2024	14831	AO				Extracted		csc					
23455432	6/10/2024	14831	00				Failed with Validation Error		csc					

[Fig. 8]

When this Validation Error has been corrected and the EDI job successfully re-executed, the value displayed in the Filing Status column changes to Extracted, and the icon in the Validation Error column becomes disabled and gray indicating that no error report is available to display.

Note

- The system will record Validation Errors only when the value in the Production Indicator field is selected as "Production" on the View Scheduled Tasks screen while scheduling the EDI job



- They system will not record and display a Validation Error on the EDI History screen if the value selected in the Production Indicator field is "Test"

Introduction of the "Adjuster Transfer Threshold" to trigger an automated Adjuster Transfer Job

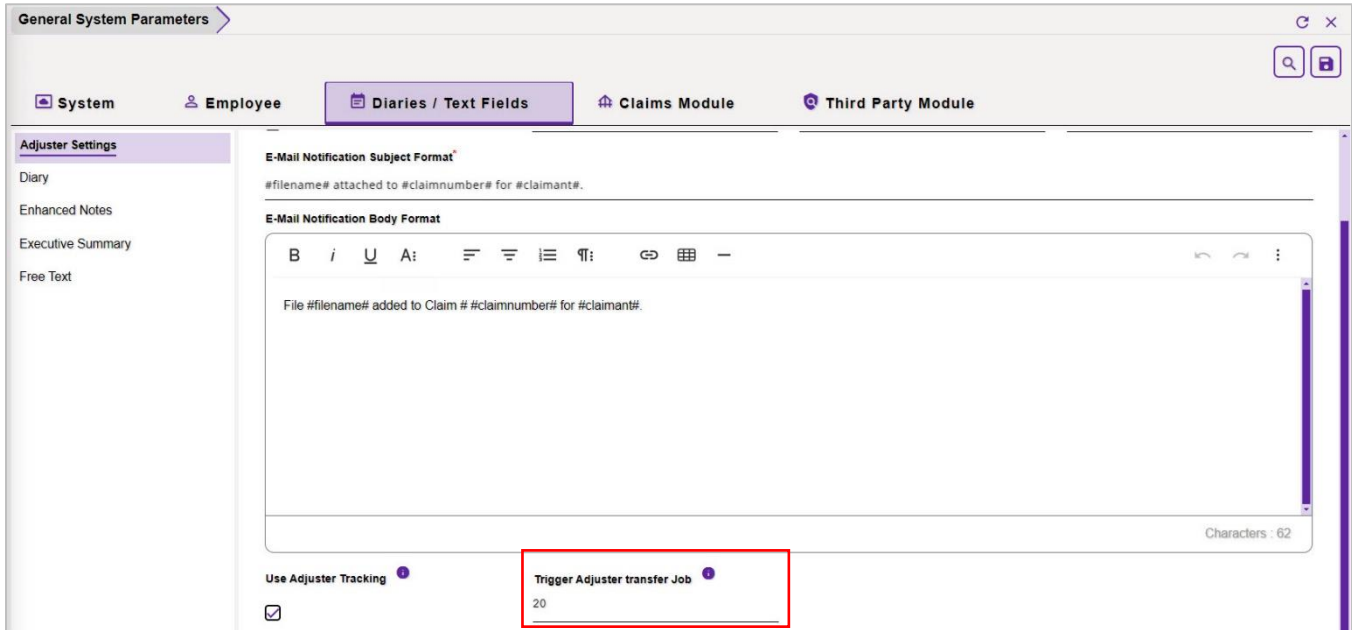
Improved in Release	v.24.2	Jira Number	RMA-100743
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The latest release version enhances the Adjuster Transfer process, facilitating the seamless transfer of a larger volume of claims through automated job execution.

To support this improvement, a new configuration setting, **Adjuster Transfer Threshold**, has been introduced in following path: [Fig. 9]



DXC Assure Claims v.24.2 screen



[Fig. 9]

Upon setting the threshold limit in the field, **Trigger Adjuster Transfer Job**, the Adjuster Transfer module will initiate an automated job through the Claim Scheduler screen whenever the count of the selected claims surpasses the threshold limit. However, this limit must be lower than the Transfer Threshold specified in the **AdjTransfer** field on the **Config Settings** screen in the Configuration Manager zone. In the example shown below, this Transfer Threshold is 500. [Fig. 10]

DXC Assure Claims v.24.2 screen

Config Section Key Details			
Section Name	Key Name	Key Data Type	Key Details
TransferThreshold	AdjTransfer	Number	500

[Fig. 10]

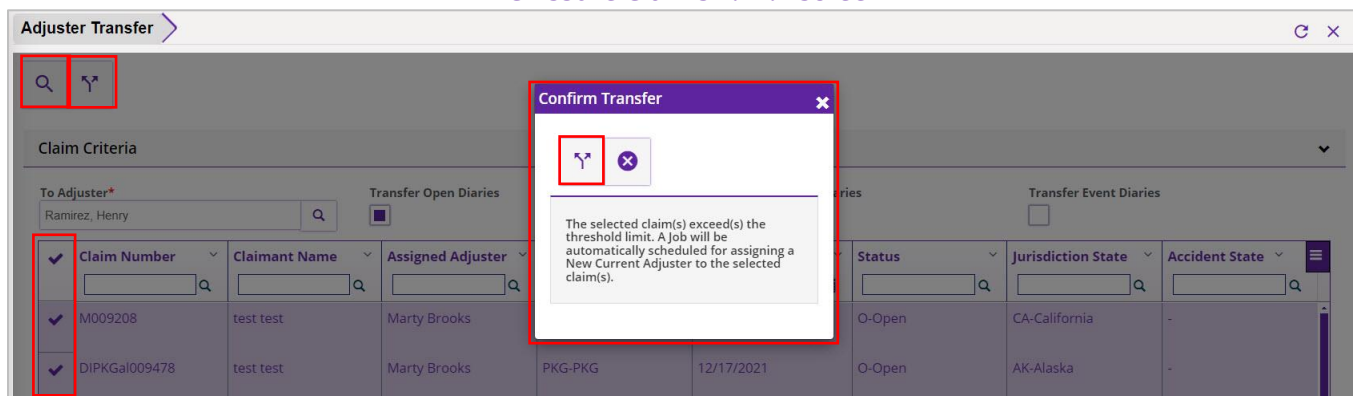
If the limit set in the **Trigger Adjuster Transfer Job** field exceeds the value of **AdjTransfer**, an error message will be displayed exceeds the value of, then, an error message: *"This Adjuster Transfer Limit breaches the maximum allowed Transfer Threshold (500). Please enter a value less than or equal to the Transfer Threshold,"* will be displayed.

Navigate to the **Adjuster Transfer** screen in the **Configuration Manager** zone. Here, enter the relevant data in the **From Adjuster** and **To Adjuster** fields, then select the **Search** icon in the toolbar. From the search results, select the required claims followed by the **Transfer** icon.

If the number of selected claims exceeds the threshold limit, a popup message will appear: *"The selected claim(s) exceed(s) the threshold limit. A job will be automatically scheduled to assign a new current adjuster to the selected claim(s)."* select the **Transfer** icon to proceed.



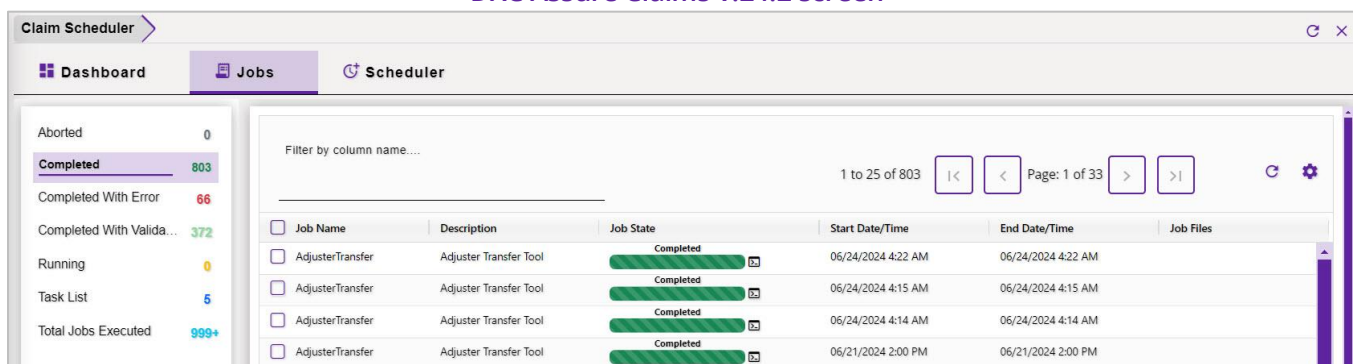
DXC Assure Claims v.24.2 screen



[Fig. 11]

Once a confirmation is provided, an automated task will be executed via the **Claims Scheduler** screen. Simultaneously, a message will be displayed in the green toaster: *“Adjuster Transfer Job Triggered Successfully”*. After the task is successfully completed, the selected claims will be transferred to the respective adjuster.

DXC Assure Claims v.24.2 screen



[Fig. 12]

Note

- The **Adjuster Transfer** process remains unchanged when the number of selected claims is within the set threshold limit. In this case, the claims will be transferred directly to the new adjuster without the execution of an automated background task. Alongside a success message, *“New Current Adjuster assigned successfully”*, will be displayed.



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.



DXC Assure Claim | Release: v.24.2 | June 2024

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

MMSEA Import Tool

RETURN TO

PositivePay (PPY) Import Tool

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.



EXPLORE DXC INSURANCE
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