



DXC Assure Claims

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

Release Notes

Release version 25.2 | June 2025



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What's new at DXC Technology?

Explore the latest developments at DXC Technology through a curated selection of insights, customer success stories, and strategic innovations. This section highlights how DXC is partnering with clients to navigate complex challenges, drive transformation, and deliver measurable outcomes. From industry-specific expertise and emerging growth trends to corporate achievements and media coverage, discover how DXC continues to lead with excellence and impact.

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Insights from DXC – a new way to look at DXC Technology

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. Click [here](#) to know more.

Pivotal Moments

Customer engagement is not a one-size-fits-all effort. It's a dynamic journey shaped by shifting priorities, unexpected challenges and breakthrough ideas. Along the way are pivotal moments that inspire fresh thinking and shape the path to success.

Each video in this series highlights a unique story of how our customers, together with DXC, are overcoming obstacles and driving meaningful change for their business—now and into the future. Click [here](#) to know more.

Growth Drivers

Cutting-edge innovations, forward-looking trends and paths to growth for organizations everywhere. Click [here](#) to know more.

Industry Spotlights

Highlighting DXC's deep industry expertise and in-depth understanding of the unique challenges and opportunities our clients face. Click [here](#) to know more.

The Library

Browse DXC's entire collection of articles, blogs and multi-media content. Click [here](#) to know more.

DXC Newsroom

The DXC Technology Newsroom is your resource for the latest news, press releases and corporate information. Click [here](#) to find out why DXC Technology made news today!

Awards and Recognition

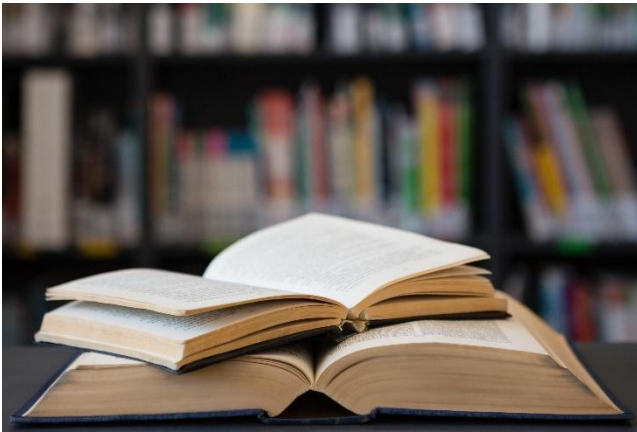
Our achievements demonstrate how we deliver excellence for our customers and colleagues. Click [here](#) to know more.

General Overview

This section outlines the purpose of the release notes and provides essential information to guide users through the key updates, installation considerations, and supporting resources for DXC Assure Claims v25.2.

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Document Purpose



This Release Notes document contains descriptions of the Improvements & Enhancements and Compliance and Regulatory Update introduced in DXC Assure Claims' release version 25.2.

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. Click [here](#) to visit Claims Microsite.

General Advisory



Please go through the following documents/sections on the [Claims Microsite](#) for information and advisory before installing/upgrading to DXC Assure Claims v.25.2:

- **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.25.2).
- 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

This section of the Release Notes outlines the key improvements and enhancements introduced in DXC Assure Claims v.25.2. Reflecting DXC Technology's unwavering focus on customer-centric innovation, this release delivers meaningful advancements designed to enhance usability, streamline compliance, and maximize value for insurers. By empowering users with smarter, more efficient tools, version 25.2 reinforces our commitment to helping clients achieve operational excellence in claims management.

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At DXC Technology, our commitment to delivering innovative, customer-centric solutions drives our continuous advancement of technological offerings to meet the dynamic needs of the insurance industry. The DXC Assure Claims Version 25.2 release exemplifies this dedication, introducing a new feature and enhancing existing functionalities to empower insurers with streamlined, personalized tools that deliver exceptional value to their clients.

The **Messages** (beta) feature, first introduced in version 24.4, has undergone significant improvements, enabling seamless retrieval of conversations across all claim entities through a new Job – **Process Messages**, which automatically appends SMS conversations as **Enhanced Notes** to their respective claims, providing users with a **consolidated view of communication history** to facilitate informed decision-making and efficient claim management.

In alignment with **CMS's updated Section 111 reporting** requirements, the integration between **Assure Claims** and **Verisk MSP Navigator** has been significantly enhanced to support the capture and processing of additional **Total Payment Obligation to Claimant (TPOC)** data. The data captured in the seven **Medicare Set-Aside (MSA) fields introduced in version 24.3** release is now seamlessly transmitted and processed through MSP Navigator, ensuring robust regulatory compliance and delivering streamlined, efficient reporting workflows.

Additionally, usability enhancements have been made to specific modules within the **Configuration Manager** and **Security** zones to better reflect their intended purpose and enhance user experience.

Improvement & Enhancements

This section of the Release Notes highlights all improvements and enhancements made to existing features in DXC Assure Claims v25.2. It also includes direct links to module-specific documents that provide comprehensive details on both current and previously released functionalities, enabling users to easily access relevant information.



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Ability to attach Messages as Enhanced Notes in Claim*

First introduced in version 24.4, the Messages feature enabled seamless SMS communication between adjusters, claim handlers, insureds, and claimants. In version 25.2, this capability has been significantly enhanced, where conversations across all claim entities can now be automatically retrieved from the Messaging Service and attached as Enhanced Notes to their respective claims.

This enhancement provides claim users with a consolidated view of past conversations directly within the claim record, supporting more informed decision-making and efficient claims handling.

*

Click [here](#) to view procurement information.

Introduction of a New Job – ‘Process Messages’

To support this functionality, a new job named **Process Messages** has been introduced in the **Claims Scheduler** screen (Fig. 1) of the **Configuration Manager** zone on the path:



DXC Assure Claims Screen

Claim Scheduler > 🔄 ✕

🏠 Dashboard
📅 Jobs
🕒 Scheduler

1 Job Detail

▶ Job Details

Task Type	Task Name	Sub Task Name	Run Immediately
Process Messages	Process Messages		<input checked="" type="checkbox"/>

Email Notification

Diary Notification

2 Job Parameters

🔍 📄

Next

(Fig.1)

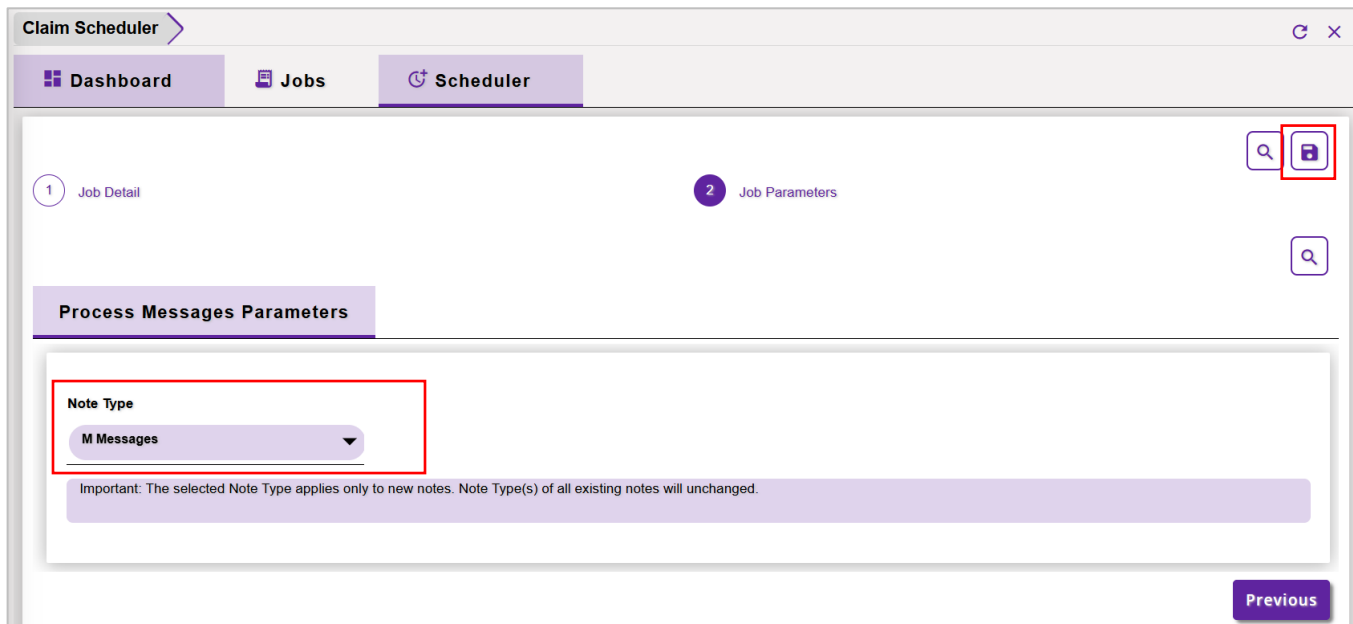
In the **Task Type** field, select the newly introduced job: **Process Messages**, and complete the required fields. Click **Next** to proceed to the **Process Messages Parameters** section.

In this section, choose the desired **Note Type**, which will be used to tag the messages once they are attached as **Enhanced Notes** to the corresponding claim. By default, **M Messages** is selected, but you can choose any preferred **Note Type** based on your requirements. (Fig. 2)

Note:

- This selection applies only to newly created notes. Existing Enhanced Notes will retain their original Note Type.


DXC Assure Claims Screen



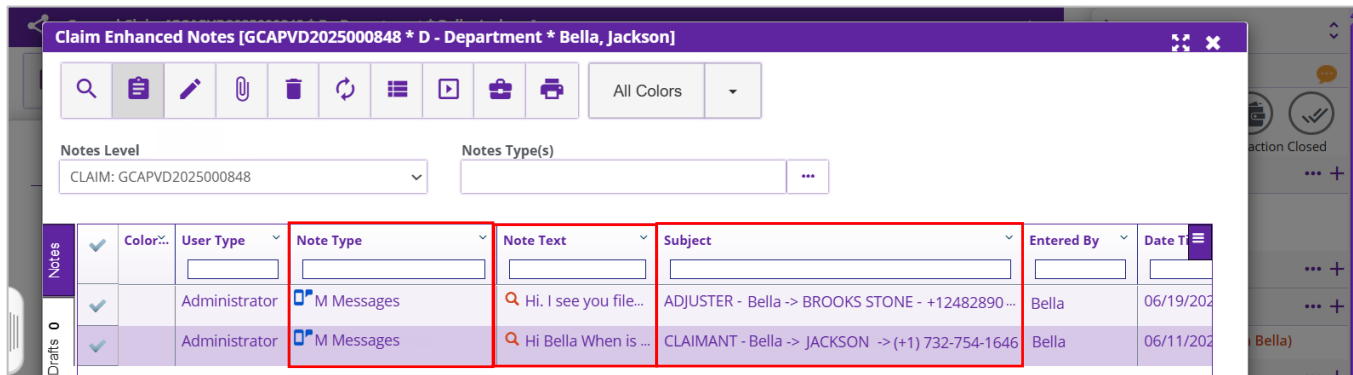
(Fig.2)

Once the **Process Messages** job completes successfully, the corresponding conversation records are automatically attached as **Enhanced Notes** to their respective claims. To review the job details, navigate to the Job tab in the **Claims Scheduler** and open the **Job File**. This file provides claim-specific information, including the relevant **Claim IDs**.


Next, go to the **Claims** zone and locate the claim associated with the retrieved messages. Click the **Enhanced Notes** icon from the toolbar to open the **Enhanced Notes window**. Here, each entity's message conversation is displayed in a separate row. (Fig. 3)

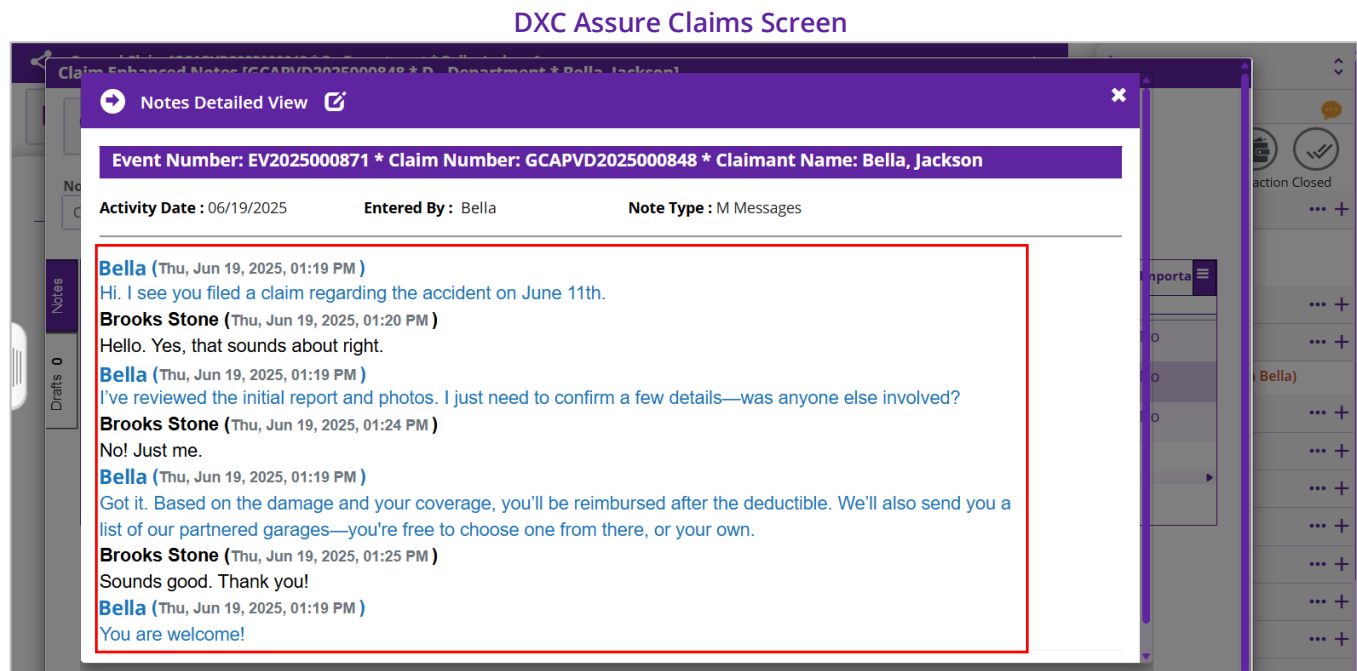
- The **Note Type** column reflects the selection made during job setup and helps distinguish **Process Messages** notes from other types.
- These notes are also marked with a unique icon  for easy identification.
- The **Subject** column displays message details in the format: **Entity Type - Sender's Name - Receiver's Name - Phone Number**.

DXC Assure Claims Screen



(Fig.3)

To view the full conversation history for an entity, click the corresponding  icon in the **Note Text** column. This opens the **Notes Detailed View**, showing each message along with its delivery date, day, and time. (Fig. 4)



Click [here](#) for a complete overview of the **Messages** feature. The current enhancement is discussed in detail starting [from page 24](#).

Enhanced TPOC Data Capture in MSP Navigator for CMS Compliance (Q1 2025)*

Background

The Centers for Medicare & Medicaid Services (CMS) has expanded the Section 111 (S111) reporting requirements to include all Workers' Compensation (WC) claims involving Medicare beneficiaries that report a settlement, referred to as Total Payment Obligation to Claimant (TPOC), and involve Workers' Compensation Medicare Set-Asides (WCMSAs).

This reporting obligation applies regardless of whether the WCMSA was submitted to CMS through the voluntary approval process, was a non-approved or evidence-based MSA, or if Ongoing Responsibility for Medicals (ORM) continues for some injuries but not others.

Importantly, data must be submitted for all WC TPOCs, irrespective of the TPOC amount.

This change takes effect prospectively for TPOCs with a settlement date on or after April 4, 2025.



Click [here](#) to view procurement information.

This statutory compliance was earlier implemented in Assure Claims with the introduction of a new accordion **Medicare Set-Aside Data** (accordion) on the path:



The following 7 fields were made available on **Medicare Set-Aside Data** accordion of the Workers' Compensation Claims screen.

- Lump Sum/Structured Payout Indicator
- MSA Amount
- MSA Period
- Initial Deposit Amount
- Annual Deposit Amount
- Case Control Number
- Professional Administrator EIN

In the latest release, compliance has been extended to **Verisk MSP Navigator**. This allows verification with the Verisk team to determine if a claim qualifies for Medicare, ensuring beneficiaries can access Medicare benefits upon eligibility.

To submit the WC Claim along with the TPOC data and verify Medicare eligibility, follow these steps:

Step 1: Create a **Workers' Compensation Claim**. Provide details at Event, Claimant and Claim levels. Enter the Jurisdiction of the Claims as well.

Step 2: Access the **Claimant MMSEA** screen by navigating to the **Employee** tab. Next, open the **Claimant MMSEA** screen. Here, set the following fields:

- Medicare Beneficiary: Yes
- ORM Indicator: Yes
- ORM Termination Date: (Enter valid date)
- ICD-10/ICD-9 Codes: Provide valid codes

Step 3: Now, in the **TPOC Data** window, provide the **TPOC** values along with the **Medicare Set-Aside Data (MSA)** information.

DXC Assure Claims screen

The screenshot displays the 'TPOC Data' window with the following details:

- Medicare Set-Aside Data**
 - Lump Sum/Structured Payout Indicator:** S Structured/Annuity
 - MSA Amount:** USD \$300.00
 - MSA Period:** 8
 - Initial Deposit Amount:** USD \$66.00
 - Annual Deposit Amount:** USD \$77.00
 - Case Control Number:** (empty field)
 - Professional Administrator EIN:** 987654330

(Fig. 5)

Step 4. Execute the **MMSEA Franco** task from **View Scheduled Tasks** screen of the **Configuration Manager** zone. After successful task completion, verify **Claim Export** in the **MSP Navigator** portal.

For comprehensive details on regulatory compliance and this enhancement, please click [here](#) and refer to the consolidated document.

UI Changes in Configuration Manager and Security zone

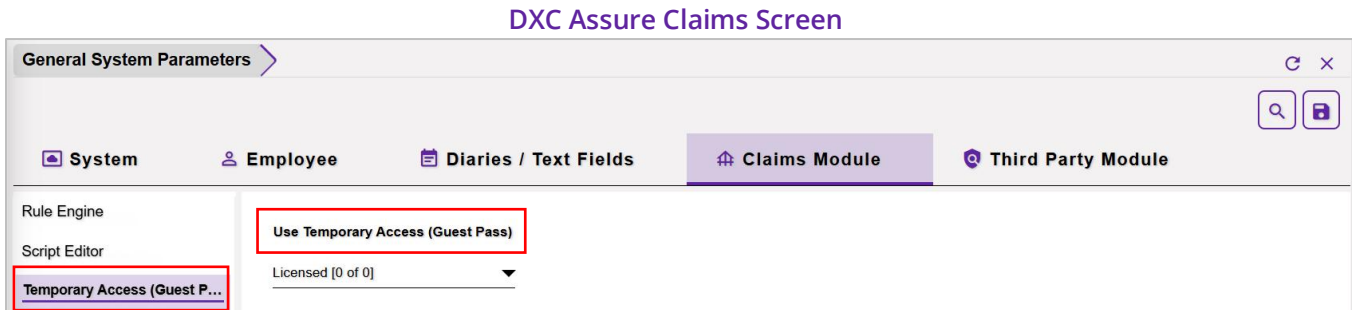
As part of the continued improvements introduced in version 25.2, DXC Assure Claims incorporates **key terminology and interface refinements** aimed at enhancing clarity and aligning more closely with user expectations.

Renaming of the Temporary Access module

The **Temporary Access** module has now been renamed to **Temporary Access (Guest Pass)**. This change is reflected in the following areas within the **Configuration Manager** zone:

- The **Temporary Access** screen is now labeled **Temporary Access (Guest Pass)**.

- The **Use Temporary Access** setting in the **General System Parameter** screen has been renamed to **Temporary Access (Guest Pass)**.



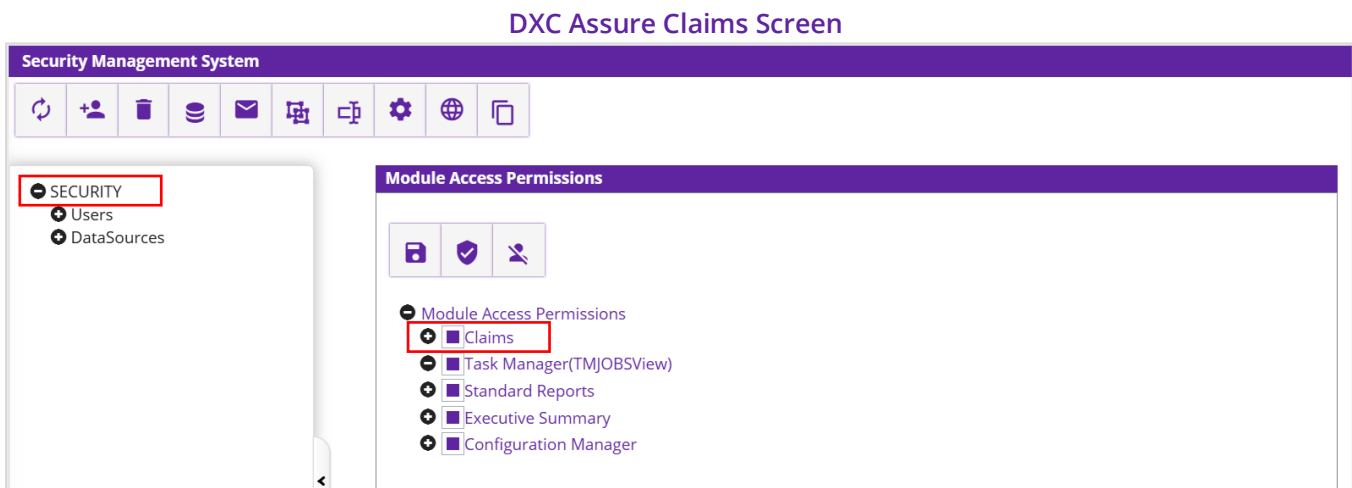
(Fig. 6)

Additionally, users can now search using the keyword **Guest Pass** to locate **Temporary Access** settings more easily within the **Configuration Manager**.

Terminology Updates in the Security Zone

The following updates have been implemented on the **Security Management System (SMS)** screen within the **Security** zone to ensure consistency with **standard application terminology**:

- The node labeled **RISKMASTER SECURITY** in the left-hand pane has now been labeled **Security**.
- Within the **Module Access Permissions** section, the node previously labeled **RISKMASTER** has now been renamed to **Claims**.



(Fig. 7)

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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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.

Click [here](#) to return to the **Messaging** feature.

Click [here](#) to return to the **MSP Navigator** feature.

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.

Older versions of Oracle Database Client (12c or below) will not be supported by DXC Assure Claims v. 22.3 and beyond. Click [here](#) to download Oracle 19C Client installer.

API Licensing

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

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.



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 across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at [DXC.com](https://www.dxc.com).

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