



IMPOSSIBLE. DELIVERED.



Event



General Claim



Non-Occupational Claim



Workers' Comp. Claim



Vehicle Accident Claim



Life Claim



Property Claim

## DXC Assure Claims

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



## Release Notes

Release version 25.4 | December 2025

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

Phone: 877-275-3676  
Email: [risksupp@dxc.com](mailto:risksupp@dxc.com)

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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.*

DXC Assure Claims | v.25.4 | Release Notes | December 2025



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

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### 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

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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

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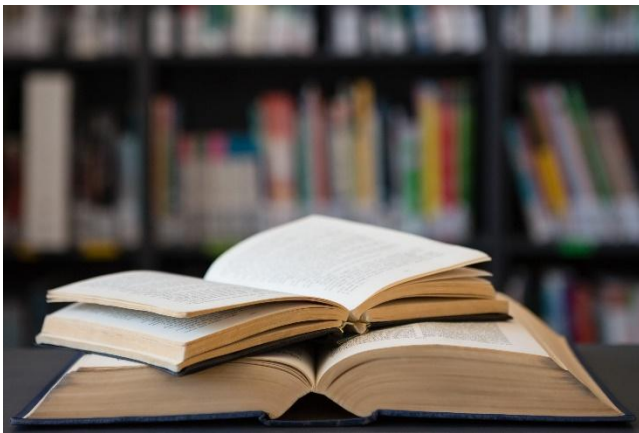
Our achievements demonstrate how we deliver excellence for our customers and colleagues. Click [here](#) to know more.

# 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 v25.4.*

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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 25.4.

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

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Please go through the following documents/sections on the [Claims Microsite](#) for information and advisory before installing/upgrading to DXC Assure Claims v.25.4:

- [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.25.4).
- 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 a better experience and optimum utility.



# Executive Summary

*This section of the Release Notes outlines all key improvements and enhancements introduced in DXC Assure Claims v.25.4. Reflecting DXC Technology's unwavering focus on customer-centric innovation, this release delivers meaningful advancements designed to enhance usability and maximize value for insurers.*

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At DXC Technology, our focus on innovative, customer-centric insurance solutions continues to drive meaningful advancements in claims management. Version 25.4 of DXC Assure Claims reflects this commitment through a series of targeted enhancements that deliver greater usability, automation, efficiency, and compliance.

Building on the previous release, **Phase 2** of our implementation of the **New UX Style Guidelines** introduces a modern, standardized **iconography suite** across **toolbars**, **grids**, and other interfaces. By aligning these visuals with **blue hyperlink styling** and refreshed **grids**, **accordions**, and **tabs**, we have created a more intuitive and cohesive user experience throughout the application.

With this release, we have successfully achieved our 2025 milestone in the **phased deprecation of the legacy ODG API** as we transition to a **modernized ODG API**. While development continues and further integrations are planned for future releases, users can now benefit from the **automatic population** of the **Date of Injury** within **Disability Guidelines**, a key enhancement that improves data accuracy and workflow efficiency.

To further streamline operations and improve data integration the **MBR Import Tool** now **supports** the **attachment of documents** in **PDF** and **TIF** formats from **Shared** and **SFTP** locations to enable smoother processing of medical bills and EOBs. Additionally, the **PUS Import Tool** and the **HR Interface Import Tool** have been updated with a new **File Detail Option** tab within the **Claim Scheduler**, featuring a **File Upload Control** that allows users to drag-and-drop or browse for files directly during job configuration.



The **Silent Outlook Add-in** deployment has been significantly simplified as a **single administrative installation** now automatically **makes the Outlook Add-in fully available and activated for all users** on the workstation, including non-admin users. No individual user installation, configuration, or IT intervention is required, enabling immediate productivity gains across the organization.

Compliance capabilities are further strengthened through enhanced integration with **Verisk MSP Navigator**. **Claimant address details** entered in Assure Claims are now automatically **reflected in MSP Navigator**, enabling more accurate and **proactive adherence to CMS Section 111** reporting requirements.

With these improvements, **DXC Assure Claims Version 25.4** delivers a more intuitive, automated, and compliant platform, empowering insurers to manage claims faster, more accurately, and with greater confidence.



# Improvement & Enhancements

*This section of the Release Notes highlights all improvements and enhancements made to existing features in DXC Assure Claims v25.4. 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.*

< DXC Assure Claims | v.25.4 | Release Notes | December 2025 >

## Implementation of New UX Style Guidelines (Phase 2)

Furthering the initiative started in release version 25.3, the current release has further advanced the implementation of the New UX Style Guidelines within DXC Assure Claims. This iteration deepens the commitment to a unified and intuitive user experience by refining visual elements, enhancing accessibility features, and aligning interface behaviors across all application zones.

In alignment with the [New UX Style Guidelines](#), the current release of DXC Assure Claims continues to elevate the user experience by redesigning multiple UI components.

### Redesigned Icons and Toolbar Buttons

**Toolbar Buttons:** The [Executive Summary](#), [Financials/Reserves](#), [Mail Merge](#), and [Record Summary](#) buttons in the Claim screen toolbar have been updated with new visually appealing icons. Icons for features such as [Liability Loss](#), [VSS Assignment](#), [Provider Contracts](#),

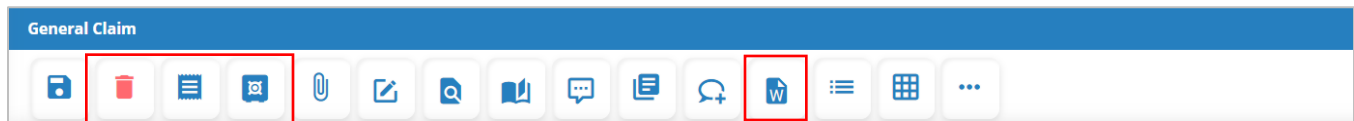
**Jurisdiction License**, and **Form Data Policy** have undergone similar changes across various screens throughout the application.

**Delete Icon:** To improve visual clarity and user awareness, the **Delete** icon across all zones of the application are now displayed in **red**.

Highlighted below are some of the icons that were updated under this initiative:

Features	Previous Icons	Updated Icons
Executive Summary		
Financials/Reserves		
Mail Merge		
Record Summary		
Delete		

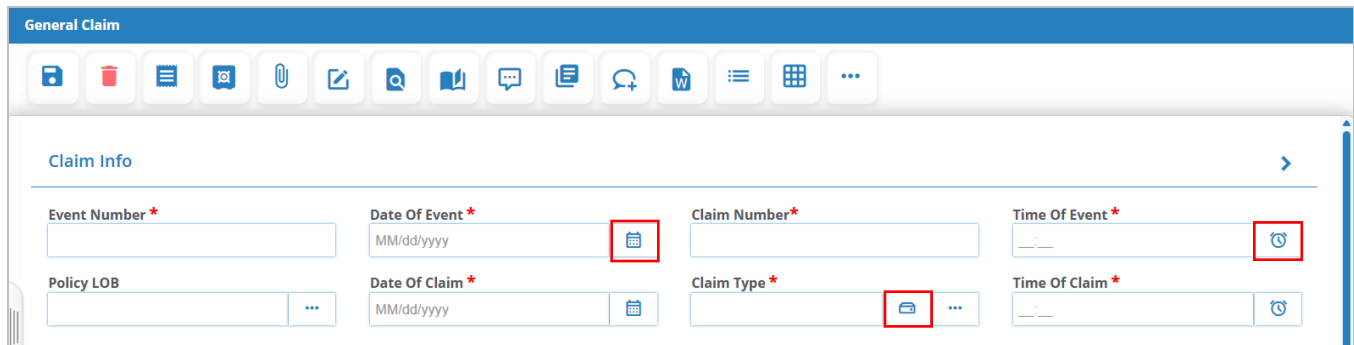
DXC Assure Claims screen



(Fig. 1)

**General Icons:** The icons used for various functions, such as **Calendar**, **Expand**, **Clock**, **Search**, and **Open**, have been replaced with new icons to ensure a modern and unified look.

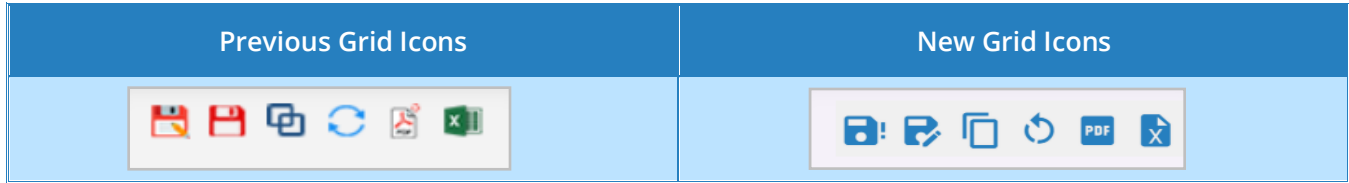
DXC Assure Claims screen



(Fig. 2)



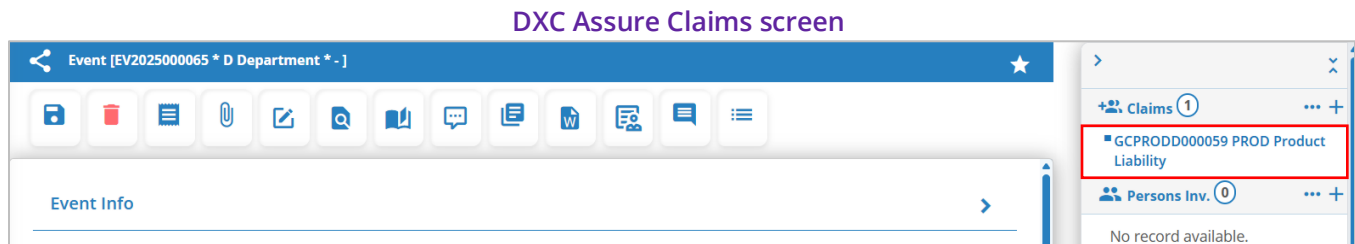
**Grid Icons:** Legacy icons for actions like **Edit**, **Save**, **Supplemental Files**, **Restore State**, **Export to PDF** and **Export to Excel** have also been updated to new icons, aligning with the overall interface design.



## Hyperlink Color Standardization

Previously, clickable links across the application were displayed in red. To ensure visual consistency and alignment with the New UX Style Guidelines, **all hyperlinks are now presented in blue**.

This update has been applied across multiple interface areas, including the **right-hand pane**, **code lookups**, **grids**, **diaries**, and other components featuring hyperlinks.



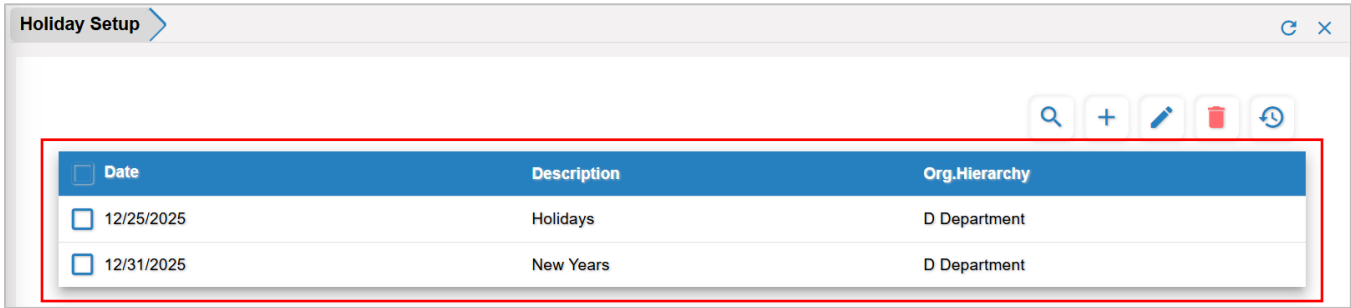
(Fig. 3)

## Grid Enhancements

To align with New UX Style Guidelines, **grid layouts across various application screens have been updated** to enhance clarity and consistency (Fig. 4). Key improvements include:

- Visually optimized headers for better alignment and aesthetic appeal
- Uniform row spacing across all grids for a cleaner look
- Improved alignment of filters and pagination controls for smoother navigation

### DXC Assure Claims screen

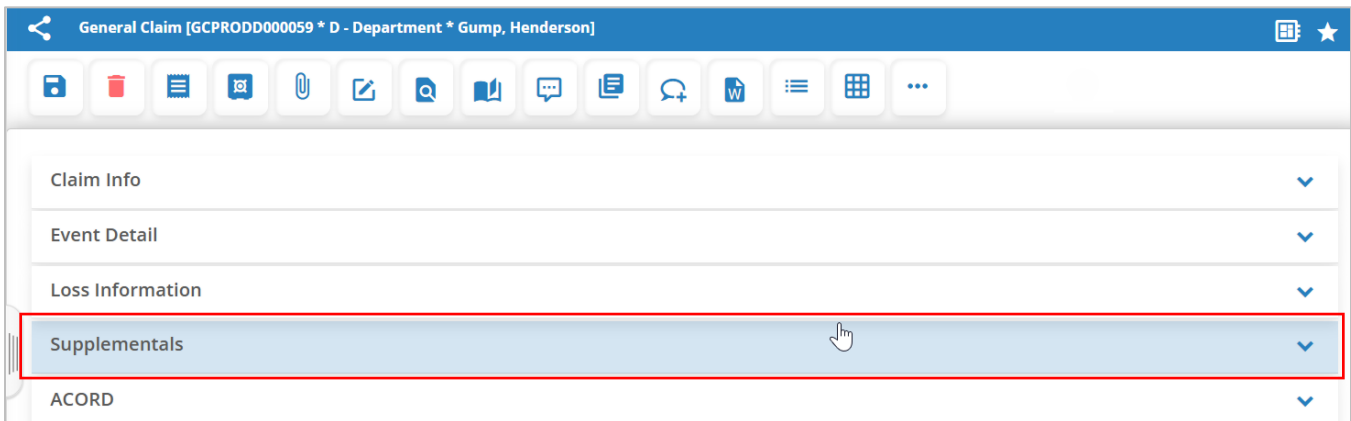


(Fig. 4)

## Accordion and Tabs Styling Update

Changes have also been made to the appearance of accordions across the application. Moving forward, when an accordion is in a closed state and hovered over, it will be highlighted in a color that corresponds to the selected theme.

### DXC Assure Claims screen

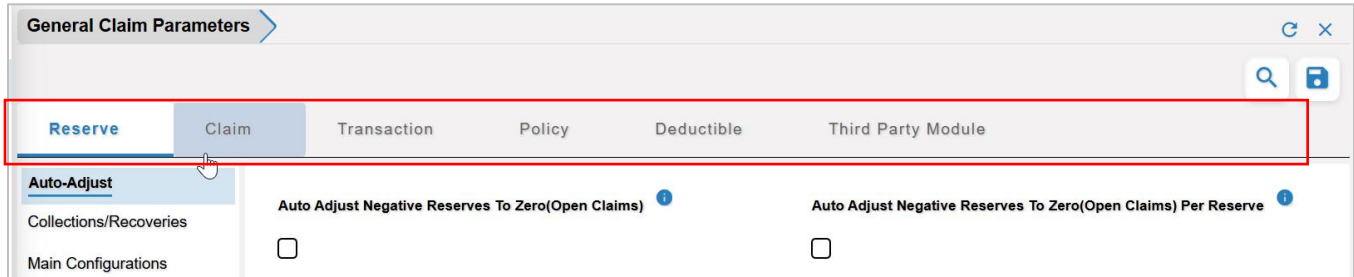


(Fig. 5)

In line with these enhancements, the tab styling across all zones of the application has been updated for consistent visual presentation. The active tab now appears with a white background, making it easily distinguishable from the other tabs. Additionally, when a user hovers over a tab, it is highlighted with a theme-colored background, providing a clear visual indicator of the tab being hovered upon. (Fig. 6)



DXC Assure Claims screen



(Fig. 6)

## Integration of New ODG APIs (Phase 1)\*

In Release 25.4, we have achieved our 2025 milestone in the **phased deprecation of the legacy ODG API** infrastructure. This foundational update ensures **uninterrupted access to Official Disability Guidelines (ODG)** while transitioning to a modernized API framework that is more robust and efficient.

**Procurement Info**

\* Click [here](#) for details.

As part of this Phase 1 rollout, the ODG configuration interface within the Configuration Manager has been refreshed to support the modernized integration. These updates are administrative; the core logic and analysis processes for Risk Assessment Scores and Return to Work remain unchanged, ensuring full operational continuity.

To view the updates, navigate to:



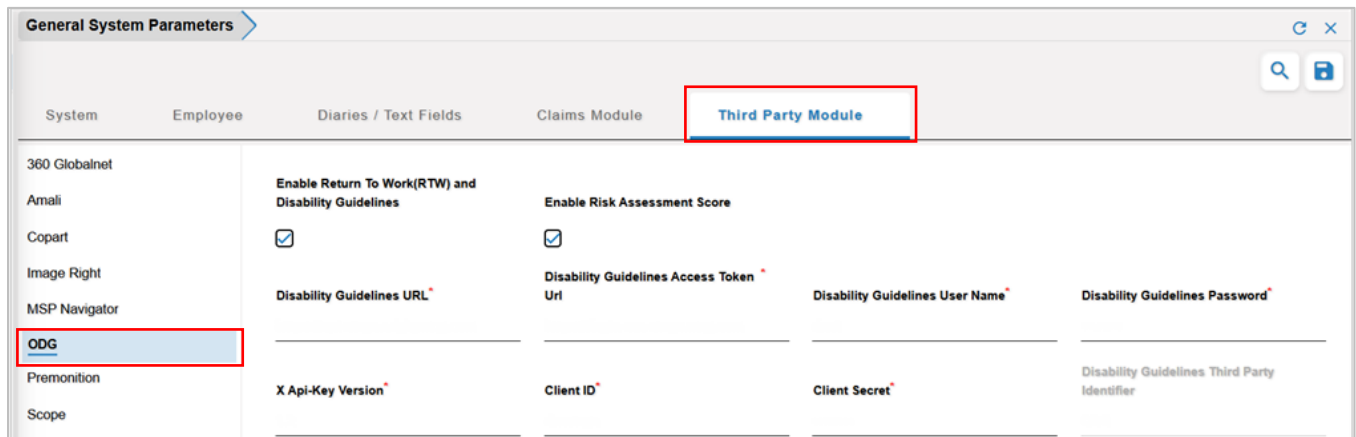
The **ODG** screen in the **Configuration Manager** zone now includes the following new fields:

<b>Enable Return To Work (RTW) and Disability Guidelines</b>	Select to enable the integration of Return to Work (RTW) features and Disability Guidelines, allowing the system to retrieve and display ODG-based recommendations and insights.
<b>Enable Risk Assessment Score</b>	Select to activate the Risk Assessment Score feature, allowing the system to calculate and display risk levels for claims using integrated analytics.



<b>Disability Guidelines URL*</b>	Specify the base API endpoint for accessing the modernized Official Disability Guidelines (ODG) services.
<b>Disability Guidelines Access Token URL*</b>	Define the authentication endpoint used to generate access tokens required for connecting to the ODG API.
<b>Disability Guidelines User Name*</b>	Enter the username used for authenticating and retrieving access tokens from the ODG API provider.
<b>Disability Guidelines Password*</b>	Enter the password associated with the ODG API user account for accessing token generation services.
<b>X Api-Key Version*</b>	Enter the version of the API key required by the ODG integration for authorization and compatibility.
<b>Client ID*</b>	Enter a unique client identifier issued by the ODG API provider, used for secure authentication.
<b>Client Secret*</b>	Enter a confidential key associated with the Client ID, required for generating secure authentication tokens.
<b>Disability Guidelines Third Party Identifier</b>	Enter the external or third-party system associated with the ODG integration, used for tracking and authorization purposes.

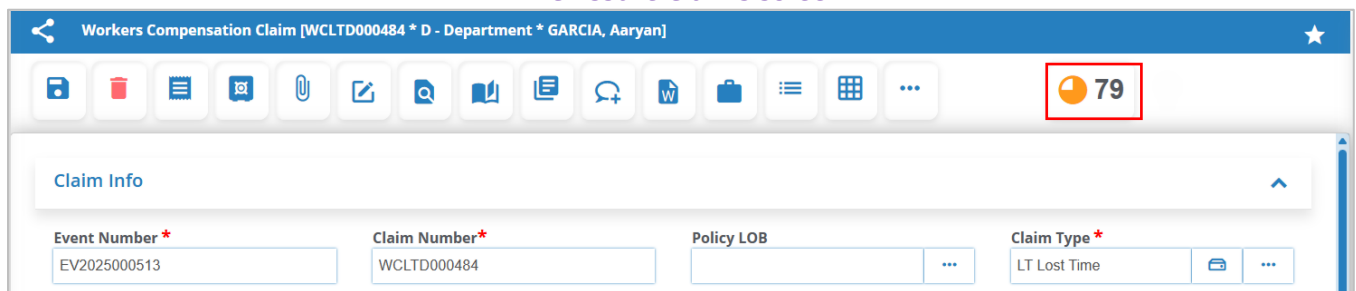
DXC Assure Claims screen



(Fig. 7)

Based on the configurations defined on this screen, the **Risk Assessment Score** and **Return To Work** calculations can be performed within the **Claims** zone. Additionally, the **Risk Assessment Score indicator icon** has been updated to align with the application's current user interface. (Fig. 8)

DXC Assure Claims screen



(Fig. 8)



## Automated 'Date of Injury' Population for ODG Guidelines

In previous releases, the **Date of Injury** field within the **Disability Guidelines** section, for Workers' Compensation and Non-Occupational claims, **required manual entry**. To streamline this process and ensure data consistency, **this field has been fully automated** in Release 25.4.

The system now dynamically synchronizes the **Date of Injury** field using the **Date of Event** captured on the primary Claim screen. Because the employee serves as the claimant in Workers' Compensation and Non-Occupational scenarios, the **Date of Event** is inherently recognized as the **Date of Injury**.

To access this enhanced functionality, create a **Workers' Compensation** or **Non-Occupational** claim.

**DXC Assure Claims screen**

The screenshot displays the 'Workers Compensation Claim' interface. The 'Claim Info' section contains the following fields:

Event Number *	Claim Number *	Policy LOB	Claim Type *
EV2025000431	WCMOD000401	WC Workers' Comp Voluntary	MO Medical Only
Claim Supervisor	Employee No. *	Department *	Date Of Event *
	33223456	D-Department	12/01/2025

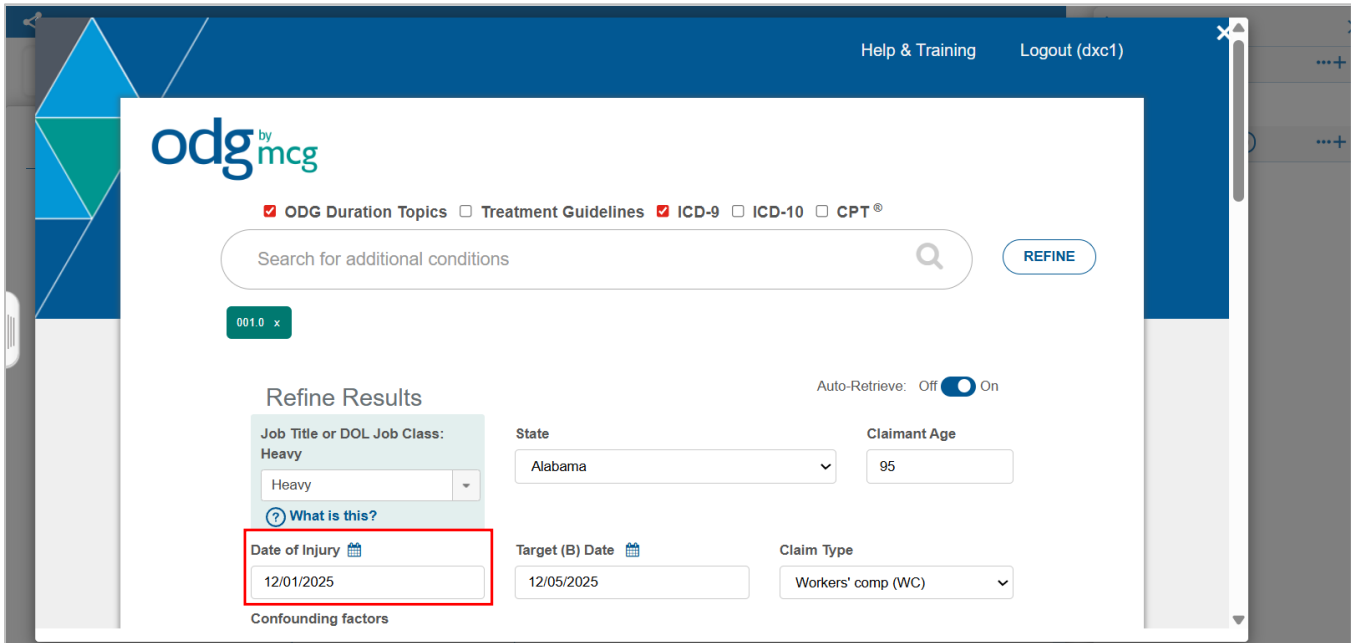
The 'Date Of Event' field is highlighted with a red box, and the 'Case Management' icon in the toolbar is also highlighted with a red box.

(Fig. 9)

Then, select the **Case Management** option from the toolbar to open the **Case Management** window and choose the **Disability Guidelines** icon within the Medical Info accordion.

Next, select the required **ICD code (ICD-9 or ICD-10)** to get navigated to the ODG by MCG window. Here, select the **Refine** button, and the **Date of Injury** field will automatically populate with the **Date of Event**. (Fig. 10)

### DXC Assure Claims screen



(Fig. 10)

## Claimant Address Synced & Displayed on the MSP Navigator Portal\*

### Background:

MSP Navigator is built to deliver insurers accurate, error-free reporting to CMS. Leveraging Section 111 data, it simplifies reporting, avoids costly fines, and integrates seamlessly with other Verisk solutions to automate MSP compliance workflows—from conditional payment resolutions to MSA allocations.

The compliance was first introduced in release v.24.3. In the release v.25.2, enhancements were made to MSA fields. CMS expanded Section 111 reporting to capture all Workers' Compensation claims involving Medicare beneficiaries with settlements (TPOCs), including WCMSAs. Data must be submitted for all WC TPOCs, regardless of value, whether reported under the voluntary WCMSA process, a non-approved MSA, evidence-based MSA, or if ORM continues for some injuries.

This change applies prospectively to TPOCs on or after April 4, 2025.



In this release, the MSP portal feed has been enhanced with **Claimant Address** fields to improve claim management and ensure proactive compliance with Medicare Secondary Payer (MSP) requirements.

To ensure this compliance, the **Claimant address information** entered in Claims details of Assure Claims will now be displayed on the **MSP Navigator** as well.

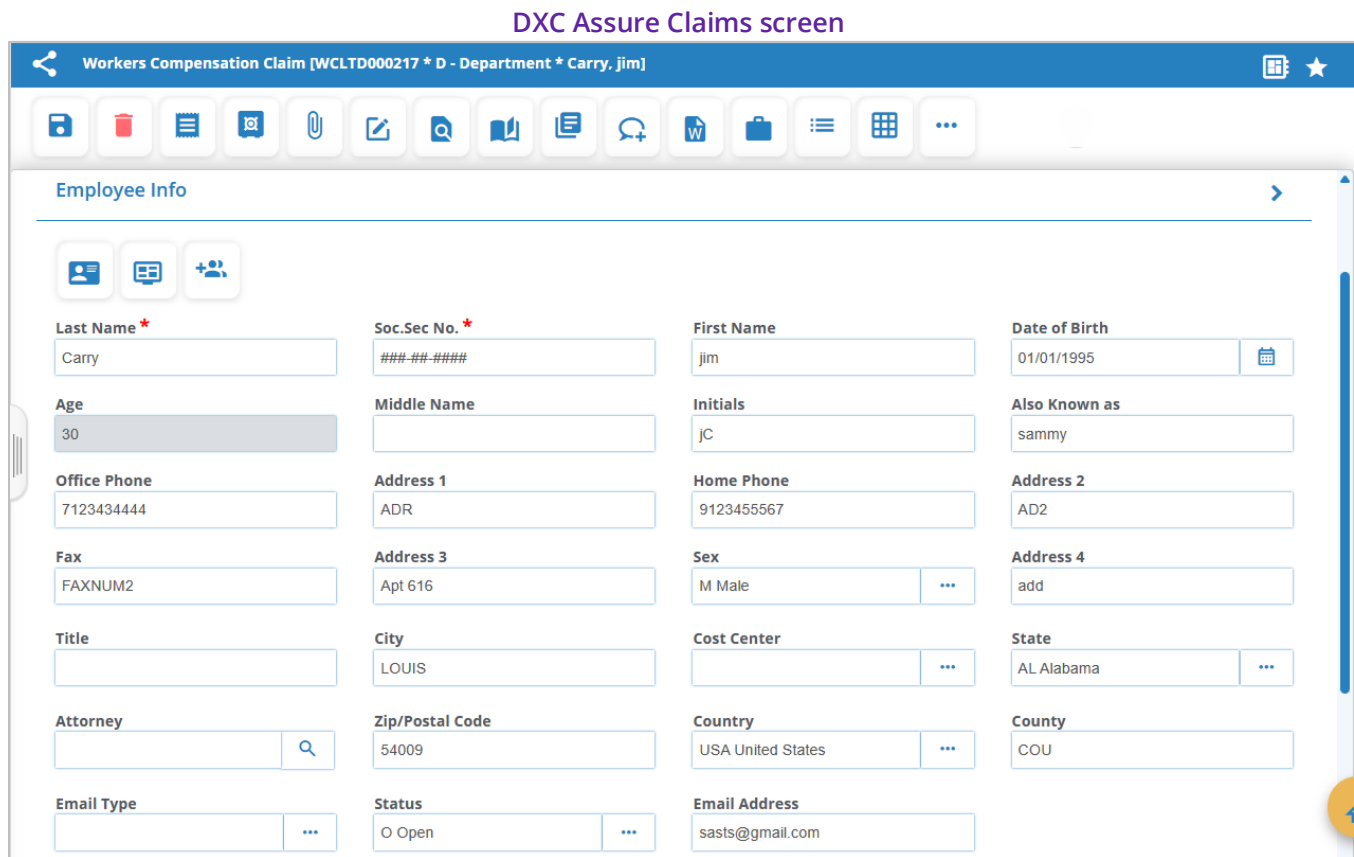
**Procurement Info**

\* Click [here](#) for details.

**Note:**

- The feature that syncs Claimant Addresses from Claim details in Assure Claims application to the MSP Navigator portal is also available for no-fault and liability insurance.

Consider the Claim shown below that has a Claimant and the address details entered. (Fig. 11)



(Fig. 11)

The same address info will be displayed in the **MSP Navigator** portal (Fig. 12) as shown below.



The screenshot shows the Verisk MSP Navigator interface. At the top, there is a search bar with a dropdown menu set to 'Claim By Claim Number' and a 'Search' button. The user is logged in as 'Welcome, d'. The main navigation bar includes 'Home', 'S.111 Reports', 'Alerts', 'Other Reports', 'ICD Lookup', and 'Help'. A notification banner states 'You have unacknowledged alerts.' The left sidebar lists categories like 'Claim Summary Info', 'Missing S.111 Data Info', 'CMS Reporting Info', 'Medicare Eligibility Info', 'Alert Info', 'Unsolicited Response Info', and 'Claim Change History'. The main content area displays claim details for 'Carry, Jim' with claim number 'WCLTD000217'. It includes fields for 'Other Claim Number', 'RRE', 'Next Query Date', 'Claim Key', 'Claims Office', 'MIR Reportable', 'Claimant Key', 'Team Name', 'Reporting Status', 'Date of Injury', 'Adjuster', 'Next CMS Report Date', 'SSN (last 4)', 'Date Added', 'ORM Status', 'HICN/MBI (last 5)', 'Age', 'Insured', 'ORM Termination Date', 'Date of Birth', 'Policy Number', and 'Gender'. A table for 'TPOC Settlements' shows 'No Results Found'. A red box highlights the 'Claimant Address (for SmartSearch)' section, which lists: Street: ADR, City: LOUIS, State: AL, Zip Code: 54009.

(Fig. 12)

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

## Enhancements in API-based Tools\*

To further streamline operations and improve data integration across DXC Assure Claims, significant enhancements have been introduced in release version 25.4 to three key API-based import tools:

- [MBR Import Tool](#)
- [PUS Import Tool](#)
- [HR Interface Import Tool](#)

The enhancements introduced in these Import Tools aim to simplify workflows to ensure greater accuracy, efficiency, and traceability when updating claims, employee records, or payment information from external sources.

**Procurement Info**

\* Click [here](#) for details.



## Ability to Upload Files to Claims via API-based MBR Import Tool (Phase 1)

This release introduces a significant enhancement to the API-based MBR Import Tool: users can now upload supporting documents in PDF and TIF formats directly during the MBR Import job.

Previously, this document-attachment capability was available only in the legacy DA MBR Tool, leaving a gap for customers who rely on the MBR Import process to attach Explanation of Benefits (EOBs) and medical bills to claims.

With this update, that gap is closed. Medical bills and supporting documents can now be seamlessly uploaded via the API-based MBR Import Tool from **Shared** and **SFTP** locations, enabling smoother downstream EOB printing and claims processing.

**Coming Soon:** Support for **S3 Bucket** locations will be introduced as part of **Phase 2** in an upcoming release.

## Addition of a File Upload Control for both API-based PUS and HR Interface Import Tools

The API-based PUS and HR Interface Import tools have been enhanced in release 25.4 to provide an option for uploading import files directly from the OptionSet section within the Claim Scheduler screen. This enhancement offers greater convenience and contributes to a smoother workflow.

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To access complete details of these enhancements, please refer to the full API-based DE Tools documentation available [here](#).

Detailed descriptions of the enhancements can be found on the following pages:

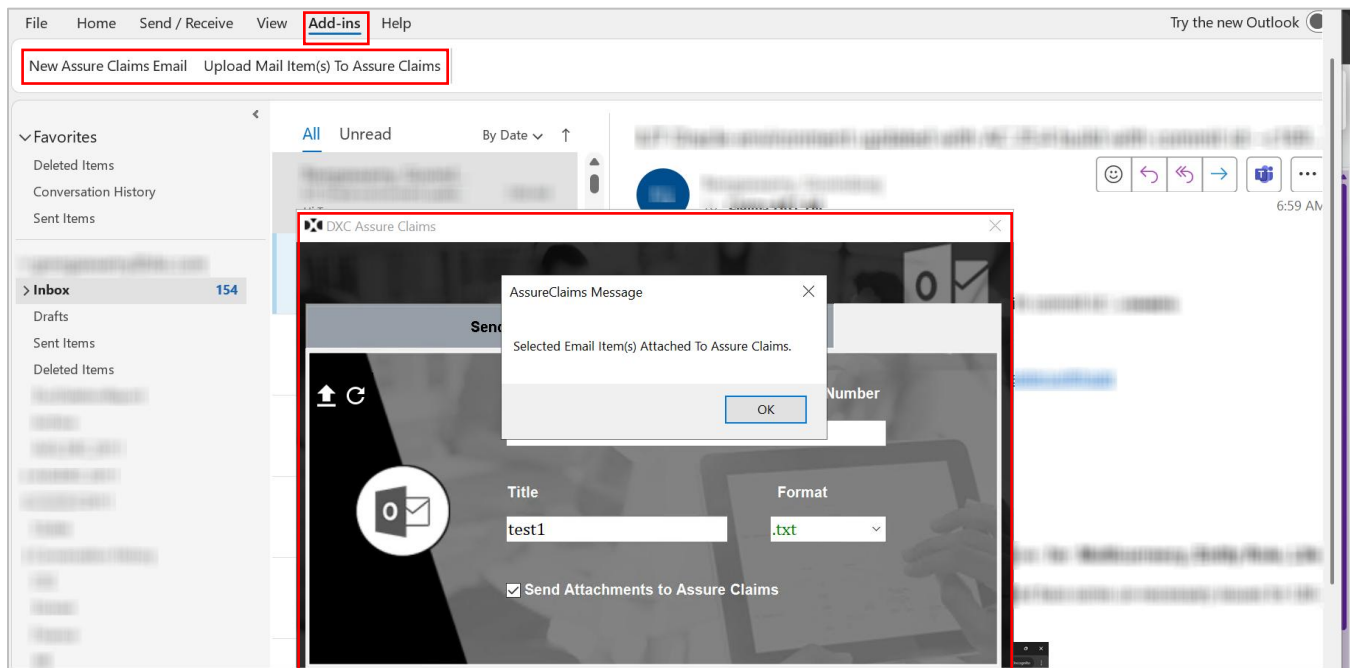
- [Ability to Upload Files to Claims via the API-based MBR Import Tool \(Phase 1\)](#) – Pages 16–21
- [Addition of a File Upload Control for API-based PUS Import Tool](#) – Page 40
- [Addition of a File Upload Control for API-based HR Interface Import Tool](#) – Page 56

# Automatic Deployment of Silent Outlook Add-In for Non-Admin Users

The Silent Outlook Add-In allowed users to seamlessly append emails and attachments from Microsoft Outlook directly to claims and events in Assure Claims without manual intervention. However, until this release, the installer supported only administrative users, requiring separate manual installation for non-administrative or partially privileged users, leading to repetitive effort.

With this release, a single administrative installation of the **Silent Outlook** installer now provisions and activates the Outlook add-in for **both administrative and non-administrative users** on the system.

Once the Silent Outlook installer has been installed by an administrator, the add-in becomes automatically available in the Outlook application for every non-admin user on that machine, without requiring separate installations. (Fig. 13)



(Fig. 13)

This enhancement eliminates the need for manual setup and ensures seamless, system-wide access to the Silent Outlook Add-In for all users, enabling immediate use of the Outlook integration without additional steps.

For detailed installation instructions for the **Silent Outlook installer**, please [click](#) here to refer to the consolidated 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.*

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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 **ODG by MCG**

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

Click [here](#) to return to the **MBR Import Tool**

Click [here](#) to return to the **PUS Import Tool**

Click [here](#) to return to the **HR Interface Import Tool**

# Crucial information for customers working with Oracle Environments

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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

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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

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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.





IMPOSSIBLE. DELIVERED.



Event



General Claim



Non-Occupational Claim



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Vehicle Accident Claim



Life Claim



Property Claim



## 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://dxc.com).

## Assure Claims Support Helpdesk

**Phone:** 1-877-275-3676

**Email:** [risksupp@dxc.com](mailto:risksupp@dxc.com)

EXPLORE DXC INSURANCE SOFTWARE

