



DXC Assure Claims

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



Release Notes

RELEASE VERSION 26.1 | MARCH 2026



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What's New at DXC Technology?

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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 find out 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 find out more.

AI

Bridge the gap between AI technology experimentation and scale to drive enterprise innovation and growth. Click [here](#) to find out more.



Knowledge Base

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

Environmental, Social and Governance

With a focus on our customers, colleagues, and communities, DXC is committed to building sustainable and responsible business practices that create value for all our stakeholders and contribute to a better world. Click [here](#) to find out 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 find out more.

General Overview

DXC Assure Claims | Release Notes | Release version 26.1

Document Purpose and Advisory

Customers planning to upgrade to DXC Assure Claims v26.1 should review the Release Notes for all versions between their current implementation and the target upgrade version. Reviewing intervening releases helps ensure a smooth, well-informed, and predictable upgrade process.

Before installing or upgrading, customers should also review the following documents available on the [Claims Microsite](#). Select **DXC Assure Claims Release Info** under the **Offerings** tab to access the relevant documentation:

- **Technical Specifications** – for supported server hardware, software requirements, and browser settings.
- **New Installation Instructions / Upgrade Installation Instructions** – for guidance on installing or upgrading to DXC Assure Claims v26.1.
- **DA/Legacy Instructions** – for details on installing or upgrading Data Analytics templates. Upgrading to the latest DA/Legacy products is strongly recommended to ensure optimal functionality and overall system experience.

Click [here](#) to visit the **DXC Assure Claims Release Info** page on the Claims Microsite.

Executive Summary

DXC Assure Claims | Release Notes | Release version 26.1

DXC Assure Claims Release 26.1 continues DXC Technology's commitment to delivering a modern, customer-centric claims platform that evolves in line with the operational, regulatory, and usability needs of today's claims organizations. Building on the foundations established in previous releases, version 26.1 introduces a further set of enhancements designed to improve efficiency, consistency, and control across the claims lifecycle, while reinforcing the application's scalability, configurability, and readiness for future innovation. Together, these updates support a more streamlined and intuitive experience for users, while enabling organizations to adapt confidently to changing business and compliance requirements.

Release 26.1 strengthens the **Messages/Texting Module** by adding **Opt-In / Opt-Out support**, giving organizations better control over end-user consent for texting. The release also introduces **Reply URL expiry support** for Secure Messaging to improve governance around message access and use. This release introduces jurisdiction-Driven Claim Configuration Controls like jurisdiction-based filtering for **Claim Type Codes** and **Claim Status Codes**, helping ensure that available selections align with the applicable jurisdictional context.

Release 26.1 also includes integration and workflow updates. These include integration of new **ODG APIs in Reserve Analytics**, **file upload to claims via the API-based MBR Import Tool using S3 storage**, and **support for multiple Vocational Rehabilitation service records** within a single claim.

The release continues implementation of the **New UX Style Guidelines**, with additional refinements across commonly used areas of the application. Updates include header and footer layout refinements, central pane layout and spacing updates, and left- and right-hand pane styling refinements, along with standardization of popup windows, calendar interactions, grid control icon sizing, and dashboard right-hand panel layout.

Finally, Release 26.1 introduces **Manual Reinsurance (Phase 1)** in DXC Assure Claims. This lays the initial groundwork for manual reinsurance processing on the claims side.

Improvements & Enhancements

DXC Assure Claims | Release Notes | Release version 26.1

Opt-In/Opt-Out Support in the Messages/Texting Module*

DXC Assure Claims v26.1 now introduces **Opt-In and Opt-Out support** within the **Messages/Texting module** to ensure end-user consent is captured before SMS communications are sent.

When sending a message to a phone number without an existing consent status, the system guides the claim handler through the **opt-in process**. On-screen indicators clearly display the recipient's current consent status, and recipients can opt out at any time by replying **STOP** to an SMS message.

 [PROCUREMENT INFO →](#)

This enhancement helps organizations manage SMS communication responsibly by supporting recipient privacy preferences and aligning messaging workflows with applicable consent and communication requirements, while maintaining existing operational processes.

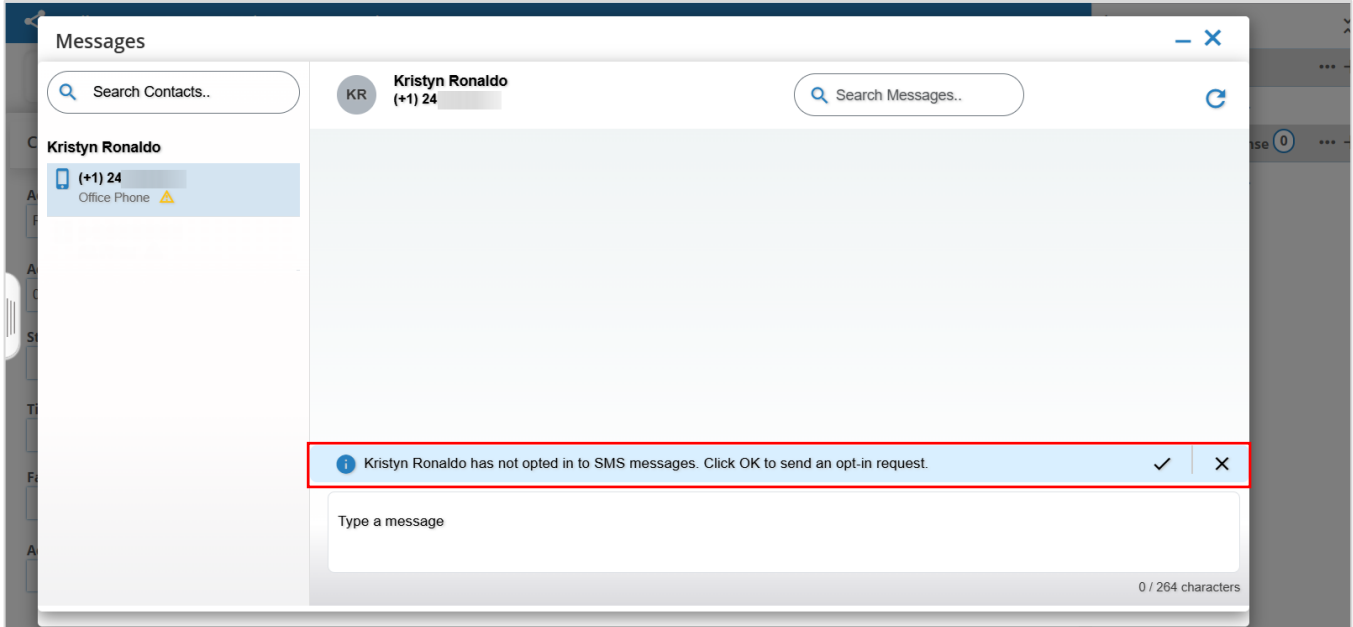


Figure 1: Opt-in prompt displayed when SMS consent is not available.

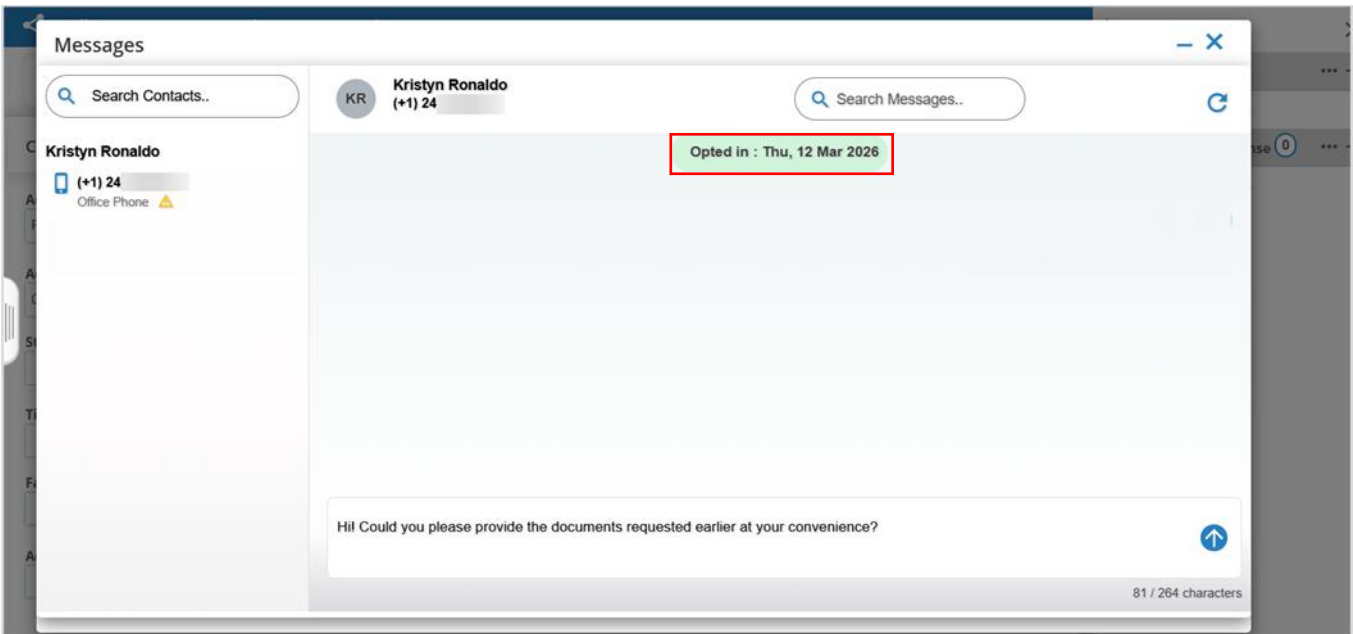


Figure 2: Enabled messaging with on-screen confirmation after recipient opt-in.

For complete details on v26.1 enhancements of this feature, click [here](#) to refer to the **Messages/Texting Module** documentation (pages 56 to 61).



Improved Secure Messaging Experience with Reusable SMS Reply Links

DXC Assure Claims v26.1 improves the Messages/Texting experience by **extending the validity of SMS reply links to 14 days** (duration configurable). During this validity period, the reply link needs to be **validated with a one-time password (OTP) only once**, after which it continues to work seamlessly until it expires.

This enhancement delivers a smoother and more convenient experience for recipients by **eliminating repeated OTP validation during ongoing message exchanges**, while still maintaining controlled access to secure communications.

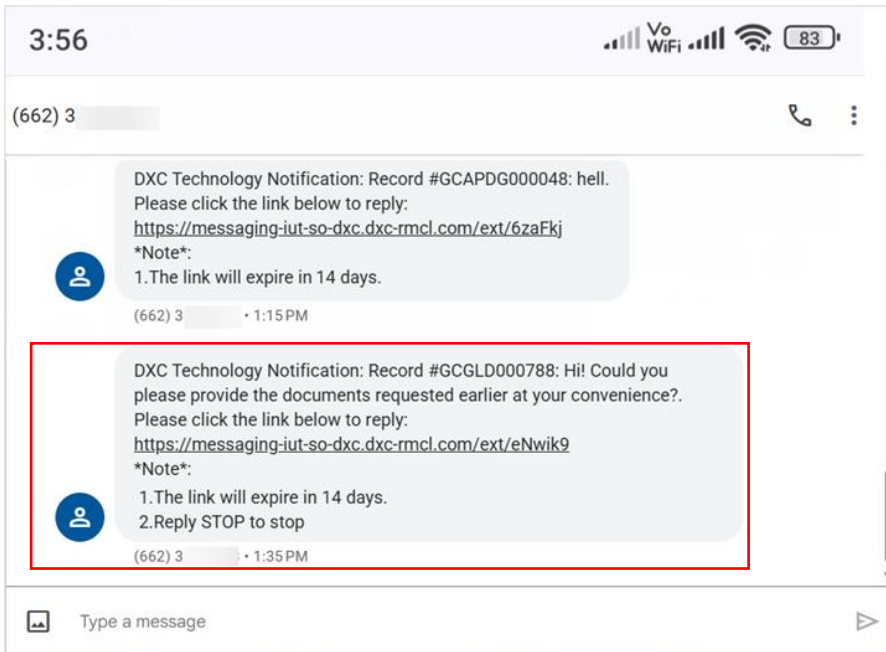


Figure 3: SMS showing secure reply to URL with defined expiry period.

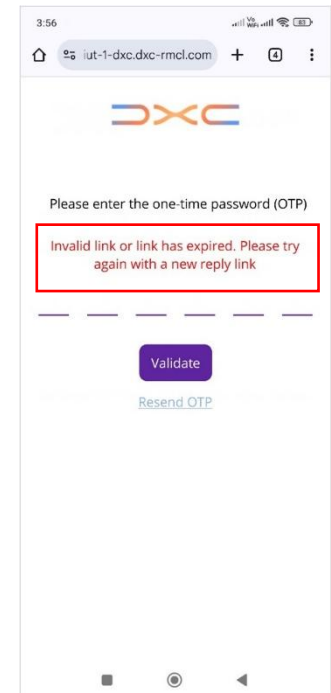


Figure 4: Invalid/Expired link message displayed after the expiry period of 14 days is reached.

For complete details on v26.1 enhancements of this feature, click [here](#) to refer to the **Messages/Texting Module** documentation (pages 25 to 27).



Jurisdiction-Driven Claim Configuration Controls

DXC Assure Claims v26.1 introduces Jurisdiction-Driven Claim Configuration Controls to ensure that claim setup and progression align with jurisdiction-specific rules. **This enhancement applies jurisdiction-based filtering and validation across key claim attributes, including Claim Type and Claim Status codes.** When a jurisdiction is applied to a claim, the corresponding code lookups are automatically restricted to values valid for the selected jurisdiction, while continuing to respect existing Line of Business rules. The system also revalidates jurisdiction and code combinations at the time of saving the claim, preventing invalid selections and displaying an on-screen validation message. Where no jurisdiction-specific mappings are defined, existing behavior remains unchanged.

The following enhancements are included:

- Jurisdiction-Based Filtering of Claim Type Codes
- Jurisdiction-Based Filtering of Claim Status Codes

Jurisdiction-Based Filtering of Claim Type Codes

This enhancement applies jurisdiction-driven configuration controls to **Claim Type** codes using **Jurisdiction and Claim Type mappings** configured in the Configuration Manager zone. Claim Type selections are restricted to values valid for the selected jurisdiction, with validation enforced to prevent non-mapped or invalid combinations from being saved.

For example, when a claim is created with British Columbia as the Jurisdiction, the system will display only the mapped Claim Type options in the Claim Type lookup field.

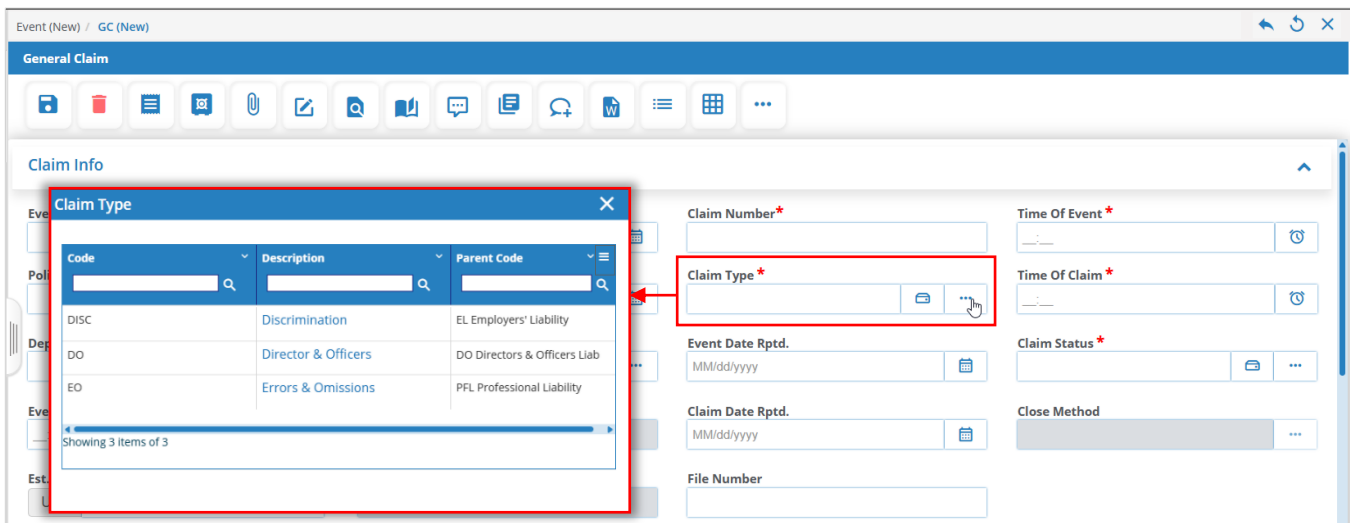


Figure 5: Claim Type options are filtered based on the selected jurisdiction.



Jurisdiction-Based Filtering of Claim Status Codes

This enhancement extends the same jurisdiction-driven configuration controls to **Claim Status** codes using **Jurisdiction and Claim Status mappings**. Claim Status selections are restricted to values valid for the selected jurisdiction, with validation enforced to prevent non-mapped or invalid combinations from being saved.

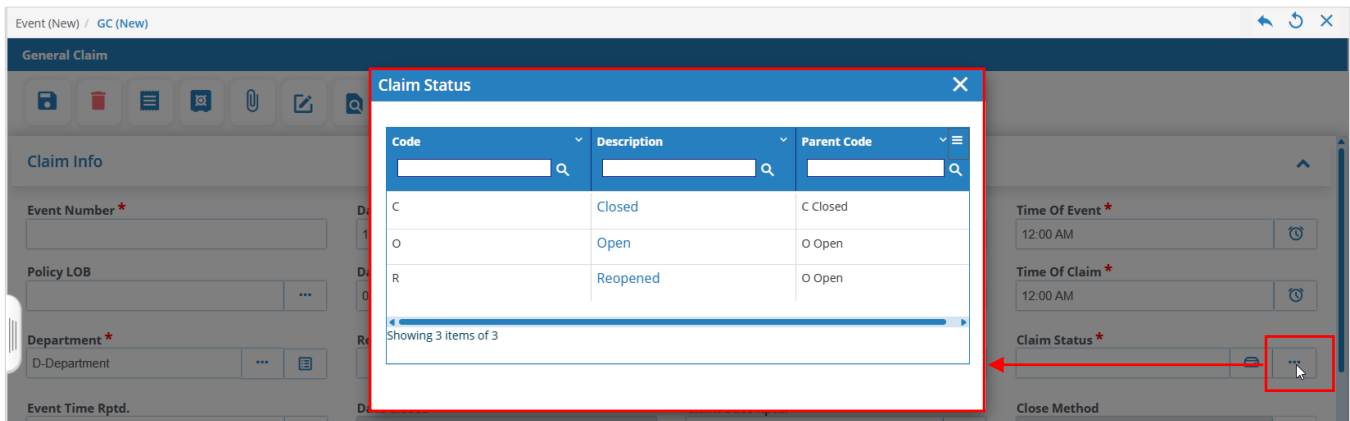


Figure 6: Claim Status options are filtered based on the selected jurisdiction.

For complete details on v26.1 enhancements of this feature, click [here](#) to refer to the combined **Jurisdiction-Driven Claim Type and Claim Status Codes Configuration** documentation.

Integration of New ODG APIs in Reserve Analytics*

DXC Assure Claims v26.1 delivers integration with the latest Official Disability Guidelines (ODG) APIs for Reserve Analytics.

As part of this update, **Reserve Analytics** configuration has been streamlined to **use the same ODG connection parameters already used for Disability Guidelines**, removing the need for separate Reserve Analytics-specific API and token settings. This simplifies configuration, reduces duplication, and helps organizations manage ODG connectivity more consistently across features, while preserving existing analytical behavior.



With this update, **Reserve Analytics** is also supported in the **mobile view**, allowing users to access the Reserve Analytics window from the Financial/Reserves screen on mobile devices, with all existing analytics functionality retained.

[* PROCUREMENT INFO →](#)

In addition, the Reserve Analytics user interface has been refreshed, including enhanced 3D visualizations, providing a clearer and more intuitive view of analytics output without changing underlying calculations.

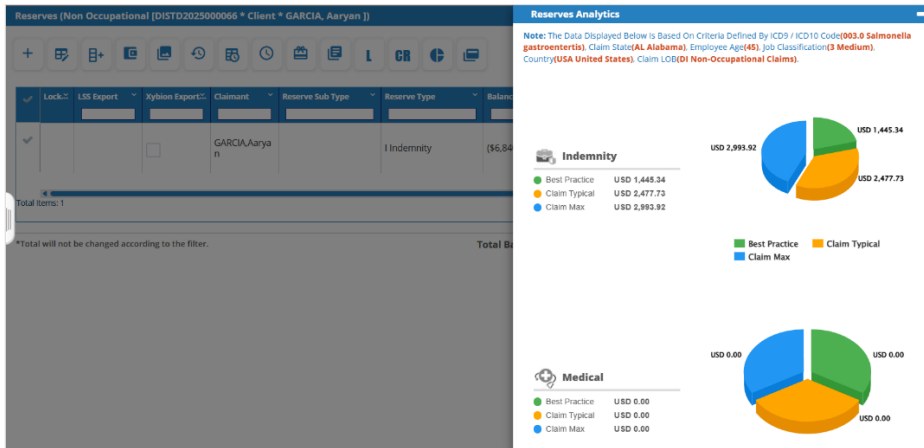


Figure 7: Updated Reserve Analytics interface with enhanced 3D graphs

Reserve Analytics on Mobile



Figure 8: Reserve Analytics view accessed from the Financial/Reserves screen on a mobile device

For complete details on v26.1 enhancements of this feature, click [here](#) to refer to the **Integration of ODG with DXC Assure Claims** documentation (pages 17 to 26).



Ability to Upload Files to Claims via API-based MBR Import Tool using S3 Storage*

DXC Assure Claims v26.1 enhances the **API-based MBR Import Tool** by introducing support for **AWS S3 (S3 buckets)** as a **document source location** for claim attachments. Supporting documents in PDF and TIFF formats can be uploaded and attached to Claims during the MBR Import job using the existing document-attachment workflow.

With this enhancement, medical bills and supporting documents can be sourced directly from S3 (AWS Storage) locations as part of the MBR Import process. This supports downstream workflows such as claims processing and EOB generation, while continuing to work seamlessly with existing document-handling capabilities.

In addition, a new checkbox **Use Import/Extract Tool Credentials** has been introduced to allow reuse of credentials already maintained for **Import/Extract Tools**, reducing the need to enter the same credentials multiple times across configuration screens.

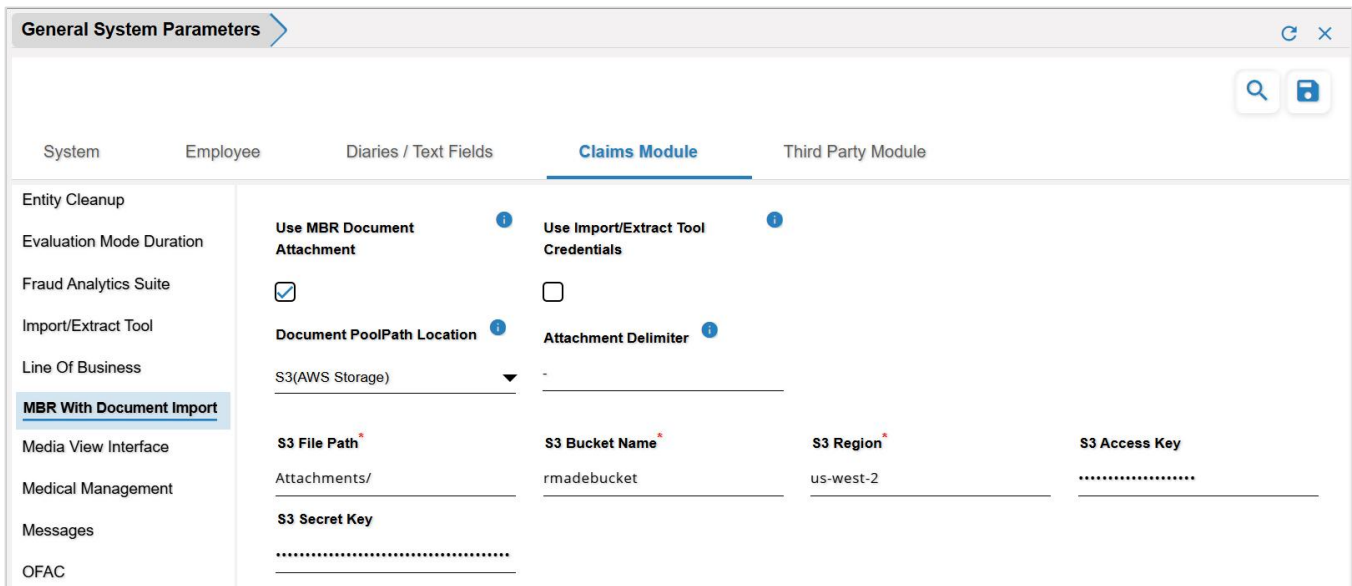
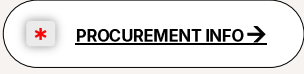


Figure 9: S3 (AWS Storage) added as a Document PoolPath Location option for MBR document attachment.

For complete details on v26.1 enhancements of this feature, click [here](#) to refer to the **API-based DE Tools** documentation (pages 21 to 23).



Support for Multiple Vocational Rehabilitation Service Records

DXC Assure Claims v26.1 enhances **Vocational Rehabilitation** by removing the earlier limitation of supporting only a single record per claim. Users can now **create and manage multiple Vocational Rehabilitation service records within the same claim**, supporting scenarios involving ongoing or multiple rehabilitation engagements.

To improve usability and record management, **Vocational Rehabilitation is now available as a dedicated right-hand child node within the Case Management screen**, replacing the earlier toolbar-based access. This change enables clearer separation of individual rehabilitation records, reduces the risk of data overwrites, and improves traceability for claims that require multiple vocational rehabilitation activities over time.

The figure below shows **Vocational Rehabilitation** as a right-hand child node with the **+** icon to add multiple records to a claim. Note that the icon **VR** previously used for Vocational Rehabilitation has now been replaced with a new icon .

Except for the ability to add multiple records and the updated placement within Case Management, there is no change to existing functionality or data capture behavior for Vocational Rehabilitation.

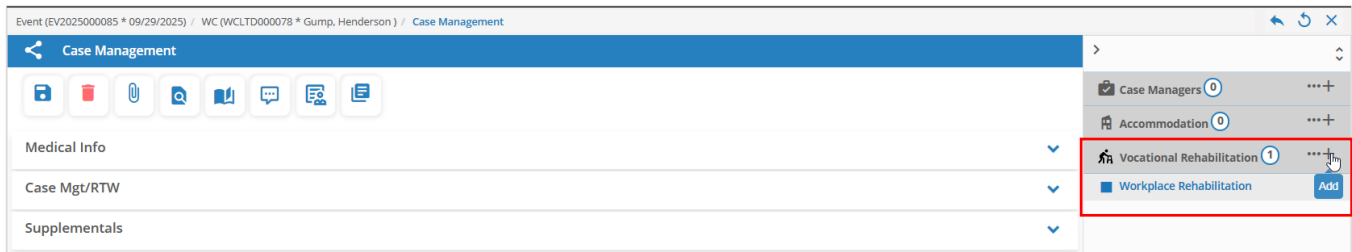



Figure 10: Vocational Rehabilitation available as a right-hand child node in Case Management, allowing multiple service records per claim

Upgrade Consideration for Existing Customers

Customers upgrading to DXC Assure Claims v26.1 from earlier releases may continue to use existing PowerView configurations where Vocational Rehabilitation is available as a toolbar option in the form of a new icon . While this allows continued access to Vocational Rehabilitation, the toolbar-based configuration supports only a single service record per claim.

To enable support for multiple Vocational Rehabilitation service records, upgrading customers must update their PowerView configuration to enable Vocational Rehabilitation as a right-hand child node under Case Management.



For complete details on the Vocational Rehabilitation enhancement, including the PowerView configuration required to enable it as a right-hand child node in v26.1, click [here](#).

Implementation of New UX Style Guidelines

Building on the UX modernization initiative introduced in earlier releases, DXC Assure Claims v26.1 continues the phased implementation of the New UX Style Guidelines. This release introduces additional refinements across commonly used areas of the application, focusing on improving readability, visual consistency, and interaction behavior, while preserving existing workflows.

Header and Footer Layout Refinements

The application header has been **simplified by removing the shadow effect**, resulting in a cleaner and more streamlined appearance across all zones. **Build information**, previously displayed in the left-hand panel, **has been relocated to the footer** and is now consistently presented **alongside DSN and View information**.

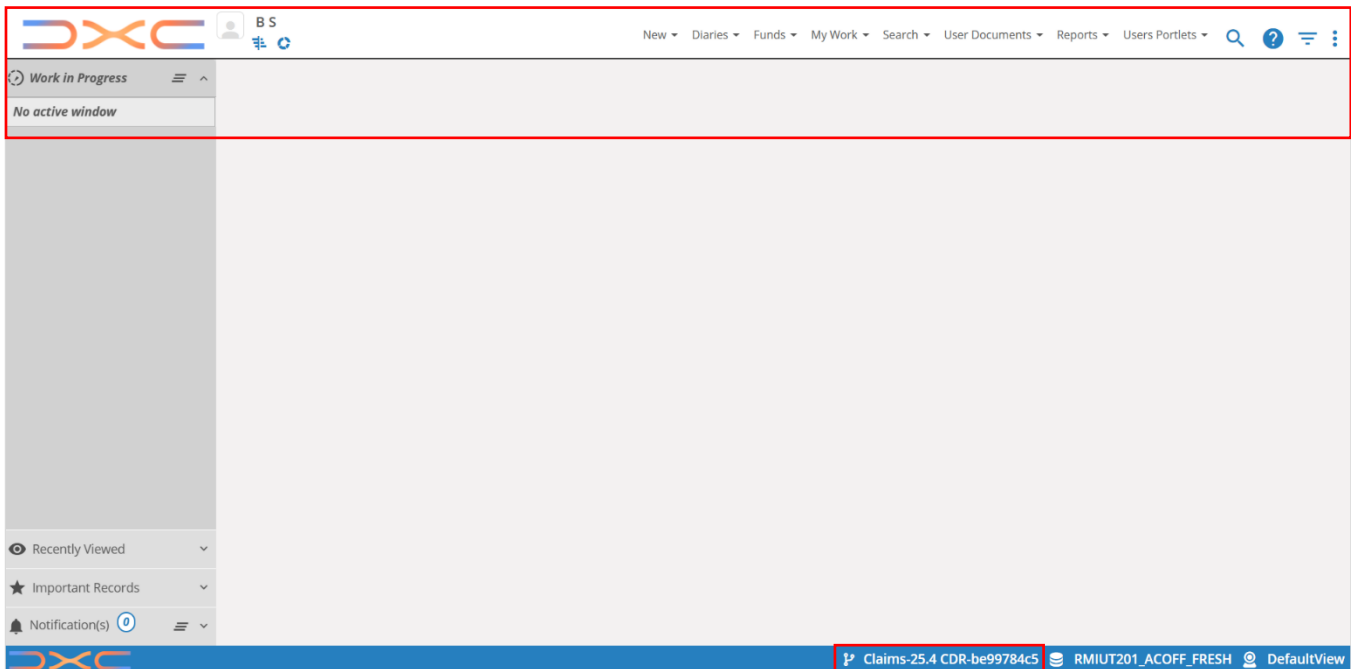


Figure 11: Updated header and footer layout with simplified header styling and relocated build information.



Refined Central Pane Layout and Spacing

The central panel, which serves as the primary content area in both the Claim and Maintenance zones, has been **widened** to remove the extra spacing previously visible between the left and right panels. **Gaps between the central panel and the adjacent panes have been reduced, resulting in more evenly spaced fields and controls.**

This refinement delivers a cleaner, more balanced layout and improves overall on-screen readability.

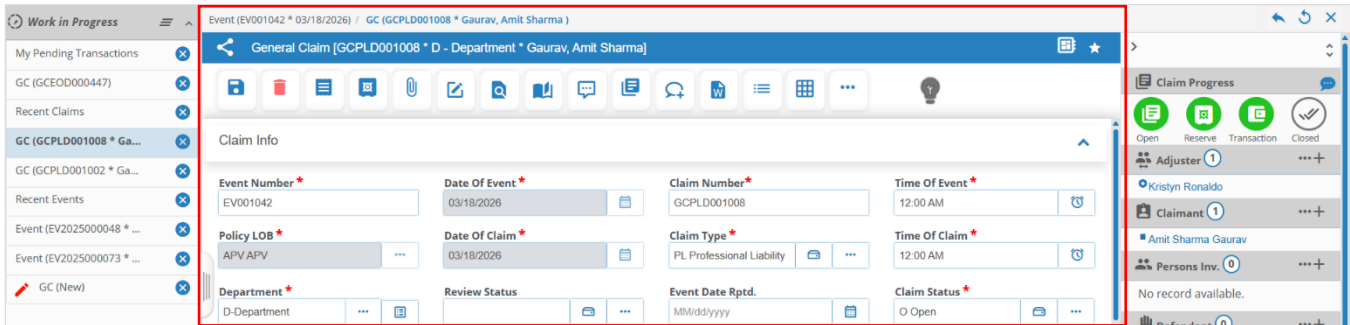


Figure 12: Widened central pane with reduced spacing between adjacent panes.

Improved Left-Hand Pane Styling and Readability Enhancements

The left-hand pane has been refined in this release to improve readability and usability when working with multiple records. It now uses a clean, light grey background, reducing visual clutter and improving text clarity. Font size for record links has been increased, making record names and identifiers easier to view, particularly when multiple records are open.

In addition, the active record link is displayed in the selected theme color with a matching Close (cross) icon, while inactive records are shown in a lighter shade, providing clear visual distinction. On mouse hover, records are highlighted in a slightly darker shade of grey, offering immediate visual feedback and helping users quickly identify the record in focus.

These updates improve navigation and record identification, enabling users to locate and switch between active records more efficiently across Claim and Maintenance zones.

Left-Hand Pane

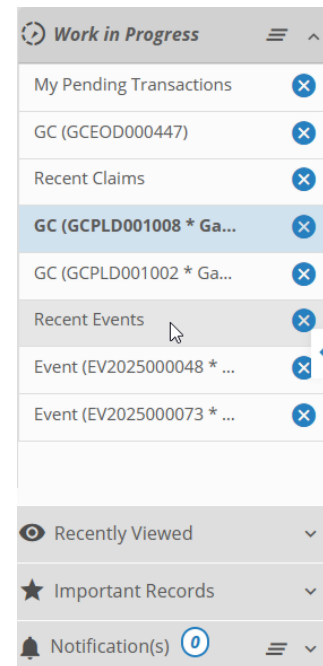


Figure 13: Updated left-hand pane styling with improved readability, hover feedback, and clearer inactive records.



Right-Hand Pane Styling Refinements

The **right-hand pane** has been updated as part of the New UX Style Guidelines and now displays a **dark grey background**, replacing the earlier white background. This change improves visual consistency when viewed alongside the updated left-hand pane.

While the pane's overall structure and functional behavior remain unchanged, the updated background treatment provides a more cohesive and balanced on-screen presentation when working across multiple panes.

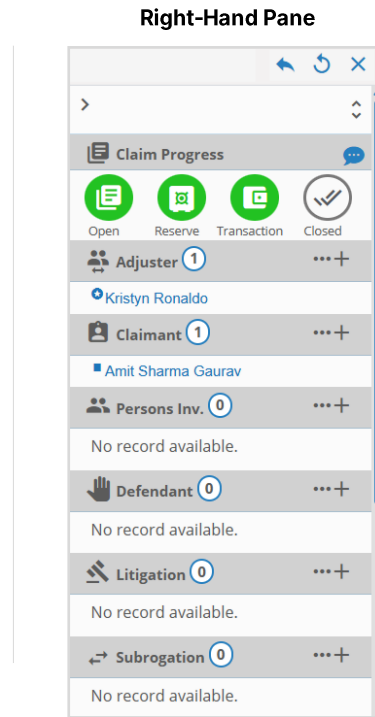


Figure 14: Updated right-hand pane styling aligned with the refined left-hand pane visual treatment.

Popup Window Styling Standardization

Popup windows across all application zones have been visually standardized to align with the New UX Style Guidelines. With the updated styling, **popup windows** now display a **white background with black text**, and the **Close** (cross) icon is shown in the **selected theme color**.

This styling is applied consistently across all popup windows, providing a uniform visual appearance throughout the application.

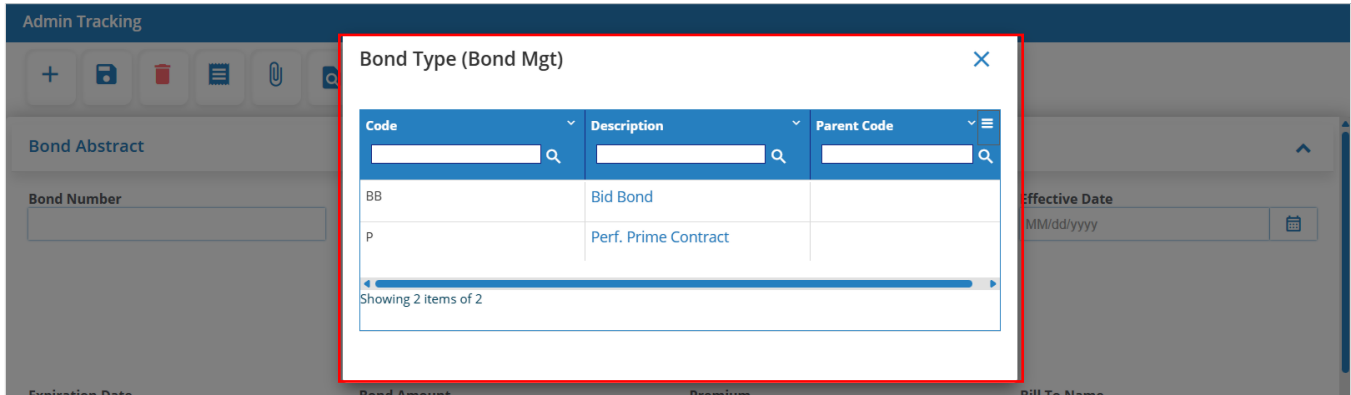


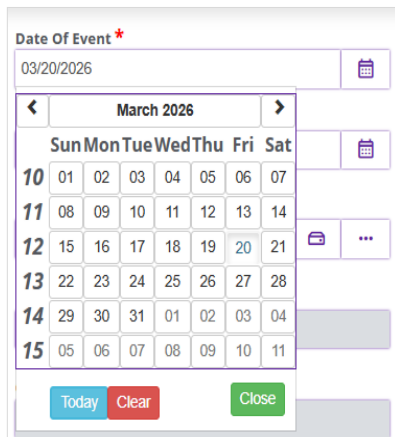
Figure 15: Standardized popup window styling with white background, black text, and theme-colored Close icon

Calendar Styling and Interaction Standardization

Calendar/Date Widget controls across the application have been updated to align with the New UX Style Guidelines. The calendar/date widget now bears **theme-based visual cues for selected, hovered, and current dates**. **Background opacity has been adjusted** to prevent underlying screen content from showing through the calendar, improving focus and visual clarity.

The updated calendar behavior is **applied consistently across Claim and Maintenance zones**, with standardized interaction for date, month, and year selection.

Calendar: Previous Release



Calendar: Current Release

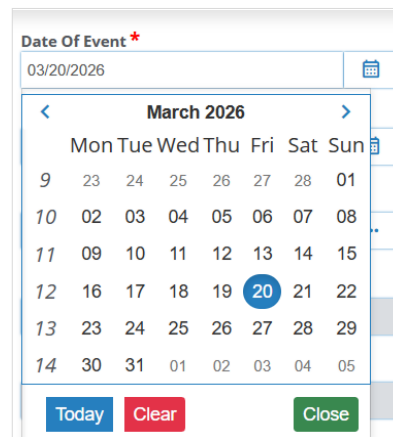


Figure 16: Comparison of calendar styling between previous and current releases, showing theme-based selection, hover highlighting, and standardized interaction across zones.



Grid Control Icon Size Enhancements

Grid control icons across the application have been **increased in size to improve visibility and ease of interaction**. The updated icon sizing enhances usability while preserving existing grid behavior and is applied consistently across all applicable zones.

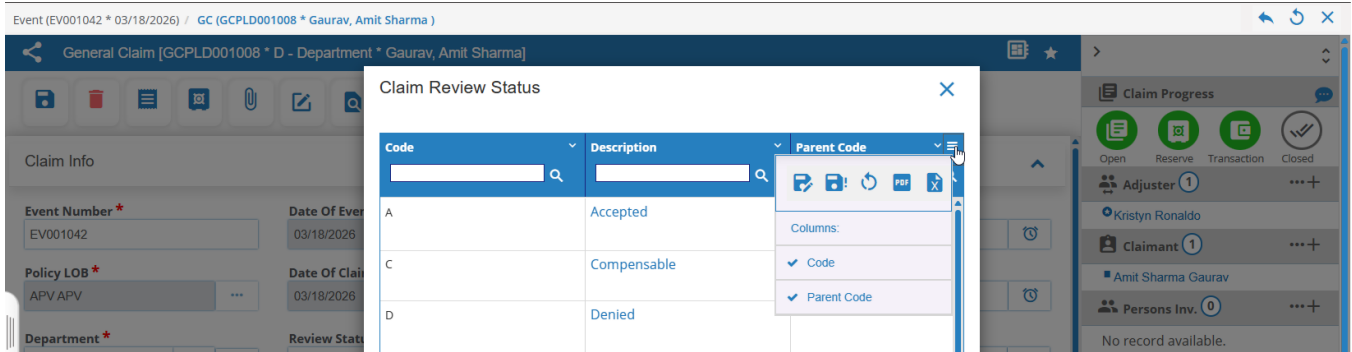


Figure 17: Increased grid control icon size for improved visibility and usability

Dashboard Right-Hand Panel Layout Refinements

The **right-hand panel in the Dashboard zone** has been refined to align with the updated styling applied across the Claim zone, **improving visual consistency and scanability**. **Active and inactive records are more clearly distinguished through consistent background color treatments**, making it easier to **identify the item currently in focus**. **Typography and hover behavior** have been refined to improve readability and interaction feedback.

Icon and link styling within the dashboard panel have also been standardized, resulting in a more cohesive and balanced presentation while retaining the panel's existing structure and behavior.

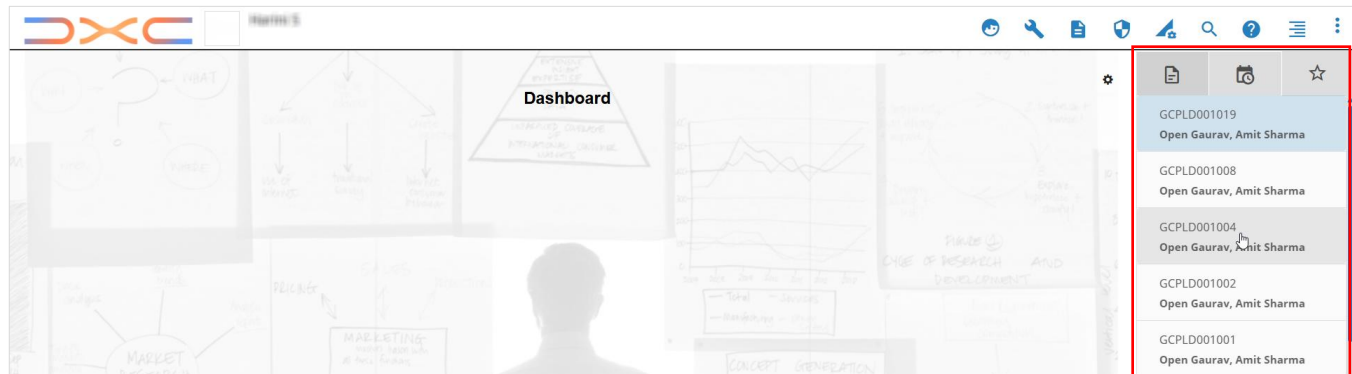


Figure 18: Updated dashboard right-hand panel layout with improved visual distinction, refined typography, and consistent interaction feedback



For complete details on the implementation of the new UX Style Guidelines across prior releases and v26.1, click [here](#).

Introduction of Manual Reinsurance (Phase 1)

Manual reinsurance recoveries have traditionally been managed outside DXC Assure Claims using spreadsheets, offline reconciliations, and manual updates to downstream systems. The absence of native claims-side support for manual reinsurance introduced operational inefficiencies, increased risk, and limited visibility of reinsurance recoveries within the claim lifecycle.

Release 26.1 begins work to bridge this gap by introducing Manual Reinsurance (Phase 1). In this phase, foundational capabilities have been established to support manual reinsurance processing in future releases.

Manual Reinsurance will work for Carrier Claims associated with an Assure Policy. End-user controls, screens, and operational workflows are planned for future releases as the functionality is expanded.

Important Information

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Paid Feature Procurement Information



Features marked with an asterisk may involve additional cost, consulting, agreement, or licensing considerations. Please contact the DXC Assure Claims Support Helpdesk or your DXC Assure Claims Sales Representative for further information.

Click [here](#) to return to the **Messages/Texting Module**

Click [here](#) to return to the **ODG in Reserve Analytics**

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

Important Information for Customers Using Oracle environments

Beginning with 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 v22.3 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 API-based Import/Extract Tools users

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.

DXC ASSURE CLAIMS

MITIGATE RISK, IMPROVE EFFICIENCY,
REDUCE LEGAL COSTS.

ABOUT DXC TECHNOLOGY

DXC Technology (NYSE: DXC) is a leading enterprise technology and innovation partner delivering software, services, and solutions to global enterprises and public sector organizations, helping them harness AI to drive outcomes at a time of exponential change with speed. With deep expertise in Managed Infrastructure Services, Application Modernization, and Industry-Specific Software Solutions, DXC modernizes, secures, and operates some of the world's most complex technology estates. Learn more on dxc.com.



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