Release Notes

Claims Connect and Mobile Claims
Version 6.11.0

Issue 1
August 27th, 2021

Contents

Introduction

This document describes the new features and enhancements that are part of the upcoming version 6.11.0 of CoreLogic Claims Connect and Mobile Claims, including minor releases since 6.10.0. The target dates for this global release are:

- September 8th in Canada
- September 15th in Australia, New Zealand & South Africa
- September 20th in Germany, France & Poland
- September 22nd in U.K.
- September 27th in Belgium
- September 29th in the United States

Major Enhancements

Integration of Next Gear Tools

- **QA Assist** instantly reviews any type of estimate to check if company guidelines are being followed, providing timely and consistent feedback to estimate writers and reviewers. Accuracy and documentation opportunities can be quickly resolved, enabling higher quality estimating, continuous improvement, and people to focus where they have the most impact. QA Assist is the automated review tool of choice for thousands of mitigation companies, independent adjusting companies, and insurance carriers. QA Assist is integrated with CoreLogic Claims Connect allowing you to check your estimates and receive feedback.
  - Upon completion of a QA Assist Audit, an audit score will be added to the estimate properties on Claims Connect and Mobile Claims.
  - Please contact your account manager to enable this integration.

- **MICA** is the insurance industry's water mitigation software suite of choice. Over 4,000 mitigation companies and insurance carriers rely on MICA to help document property damage, quickly create drying plans to IICRC standards, and facilitate estimating accuracy. MICA automates time consuming and redundant activities, increasing productivity and consistency. The best part is that all claim participants benefit, leading to more positive interactions and experiences for homeowners.
  - Easily create jobs and seamlessly transfer water mitigation data into your estimate on Claims Connect and Mobile Claims.
  - Please contact your account manager to enable this integration.

Enhancements to Audit Rules and Claim Data Validation

You can now enable the following Audit Rules and Claim data validation rules in Claims Connect:

- **Missing steep roof charges**
  - This rule triggers an audit violation when steep roof charges are incorrectly applied to a roof panel based on the pitch of the panel and the roofing items specified.
- **No tax enabled**
  - This rule triggers an audit violation if no tax is enabled for an estimate.
- **Item quantity or unit price is zero**
  - This rule triggers an audit violation if any item in the estimate has a quantity or unit price of zero.
- **Rollout calculator not used for flooring item**
  - This rule triggers an audit violation if the Rollout Calculator option is unselected on an item where "Waste calculation method for newly added items" is set to Rollout calculator for the claim.
- **Missing mandatory policy type**
  - When this option is enabled, users will not be able to save a claim if no policy type has been specified.
- **General Items must have dimensions**
  - This rule triggers an audit violation on an item applied to a General Item bin, when the General Items properties don't have a dimension for the item's Default Link.
- **Items must be depreciated**
  - This rule is introduced to identify line items that are not depreciated in an estimate that exceeds a specified Replacement Cost Value and item has been identified as being depreciable in the claim originator's depreciation table.
- **Prevent Coverage Name from being left empty**
  - This rule ensures that if the Coverage Name field is left empty in Claims Connect, Mobile Claims or Capture, the system automatically defaults the name back to the value of its corresponding Coverage Type, ensuring that a coverage will always have a name.
- **Contents items must be associated with a database item**
  - In order to have the correct tax and depreciation considerations for an item, it is important that any contents item added to a database is correctly associated with the type of item. Therefore, this rule is introduced to identify any contents items that have been created as "generic items" and that are not associated with a database action/grade.
- **Option to make the addition of a deductible in a claim mandatory**
  - Claims Connect and Mobile Claims now offer an option that allows making the addition of a deductible in claim mandatory. When this option is enabled, it is not possible to save the claim if no deductible has been entered for at least one

coverage type or as a flat deductible. If a claim is created through the API and does not include a deductible if it was set as mandatory, the claim will still be created but a warning will be generated.

- **Mandatory limits and deductibles for coverages**
  - This new configurable setting provides companies the option to make the addition of policy limit and/or deductible to specific coverage types in a claim mandatory. When enabled, this option will prevent users from saving the claim if they have not added a limit, deductible, or both. The default setting for this option is off.

Enable/disable video recordings when using the Sightcall Integration

This enhancement now makes it possible for a company to enable/disable video recordings for users authorized to utilize the Sightcall Integration. In addition, videos recorded in the Sightcall platform are now stored and accessible from Claims Connect.

Note: *Companies who want this feature to be enabled must contact their Account Manager. Additional fees are likely to apply.*

Multi-language field configuration

With this enhancement, a company can specify a primary and secondary language from the available language packs. Once a secondary language is selected, company configurable fields will have a new field to enter the correct translation for the custom value, making it possible to communicate with Claims Connect and Mobile Claims users, insured and assignees using either language that was defined.

Additionally, users can now print a claim in a preferred language instead of having to change their user language setting.

Sub coverage Single Item Limit

This release of Claim Connect and Mobile Claims introduces the option to apply a per item limit for sub coverages in a claim. When an item is applied to a sub coverage limit, the unit price of the item will be compared to the item limit to determine if the limit is being exceeded. Any over limit amount will be displayed on the Estimate Totals page. The SOAP and REST APIs will also support this new option.

Minor Enhancements

"Visible in LINK" Vendor Option Now Available for All Company Types

The **Visible in LINK** setting of the Vendor options, which an Insurance company could previously only set for Intermediary companies, can now be enabled for all company types, even if LINK is not enabled for that company.

This means that, if LINK is enabled, Assignment types related to vendor groups marked with this option will be visible to LINK users.

For Contractor company types, this setting will default to visible. For Independent Adjusters and Single User Independent Adjusters, it will default to NOT visible.

Additionally, Intermediaries can select which of the assignments they make to a vendor will be visible in LINK when their assignment is set as Visible by the Insurance Company.

Additional Data Included in EagleView Orders

EagleView orders created can now include the following data:

- **Originating company** – The ID and name of the company who initiated the claim
- **Requesting company** – The ID and name of the company assigned by the claim originator and associated with the company who placed the order

Please contact your account manager to enable this feature for your account.

SSO Authentication for HOVER Accounts

Companies that have enabled SSO for their company accounts with HOVER can now set an option to use Authenticate with OAuth 2.0 on Claims Connect in order to authenticate their users when ordering HOVER jobs from Claims Connect or Mobile Claims.

Wallet ID now provided in HOVER for Direct Billing

Claims Connect can now provide HOVER with a wallet ID when a job is created by a vendor if the claim originator has configured a wallet for this vendor on Claims Connect.

As a result, HOVER can match the wallet details with the appropriate payor, and companies can get billed directly by HOVER instead of having to reimburse assignees for the jobs they created.

New User Created Date Field Added to Estimates

A **User Created Date** field has been added to Estimates to show the date at which the estimate was created by the user, even if it was created offline in Mobile Claims. This differs from the **Creation Date** field, which indicates the date at which the estimate was uploaded to the server.

This will help company admins have a better understanding of the time spent on each estimate.

The User Created Date value can also be used as a filter in advanced searches and reports.

Item Codes Now Included when Retrieving Line Items Through API

In the API, methods such as GetClaimEstimate used to get estimate line items will now include the following data fields:

- Item Code
- Action Code
- Grade Code

Diagram Dimensions in API

It is now possible to request the dimension details of diagram objects when retrieving diagram objects through the API.

Managing Public Assembly Permissions

This enhancement allows companies to control which public assemblies are available to their users and vendors. Claims Connect will now also show all private assemblies for a company and each private assembly will show if it is currently shared with assignees.

Notification when a HOVER job is created outside Claims Connect

With this new release of Claims Connect, claim participants will be notified when a HOVER job is created outside of Claims Connect, so having multiple users ordering jobs for the same location is avoided.

Contents items must be associated with a database item

In order to have the correct tax and depreciation considerations for an item, it is important that any contents item added to a database is correctly associated with the type of item. Therefore, this rule is introduced to identify any contents items that have been created as "generic items" and that are not associated with a database action/grade.

Resolutions

Additional Information in Task Lists for Automated Tasks

When a task is triggered by a Claim Automation rule, this rule is now marked as the Trigger Type in the Task list. Other columns of the Task list also show details of the object that triggered the rule instead of the details of the rule.

About CoreLogic

CoreLogic is the leading provider of property insights and solutions, promotes a healthy housing market and thriving communities. Through its enhanced property data solutions, services and technologies, CoreLogic enables real estate professionals, financial institutions, insurance carriers, government agencies and other housing market participants to help millions of people find, buy and protect their homes. For more information, please visit corelogic.com.

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