Release notes

Customer version

Last update: January 13, 2025

Assurance Reimbursement Management™
Summary of features and functionality
Assurance 8.7.5 | February 2025

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Table of contents

What's New in Assurance 8.7.5? **3**
Rebranding **4**
Assurance 4
Search functionality 4
Assurance Help system 5
Single sign-on: One Healthcare ID **6**
Additional updates **7**

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What's New in Assurance 8.7.5?

The Assurance 8.7.5 release reveals a new look for the Assurance product and the Assurance Help system, as well as some feature changes …

- Rebranding of the Assurance product and Assurance Help!
- Single sign-on (SSO) platform updated to One Healthcare ID (OHID)

Use these release notes to find out more about these changes and additional updates. Look in the Assurance Help system for details about these exciting updates.

The red box indicates required customer action.

The Optum "O" symbol indicates a related customer service order or (SO#/Case#: ZZZZZZZZZZ) or subtopic. It is available for easier reference to proactively notify customers.

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Rebranding

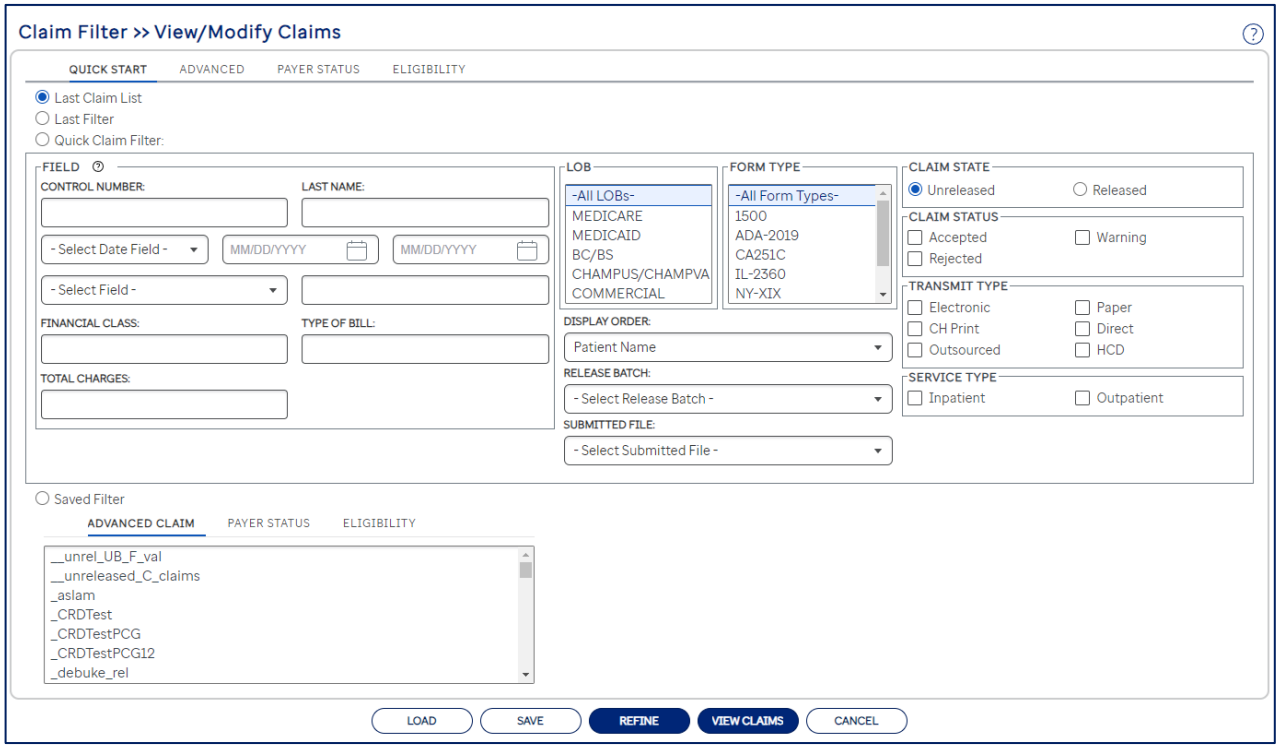
For the 8.7.5 release, Assurance and the Assurance Help system reflect the Optum brand.

A fresh new look! We've modernized the design for a cleaner, more engaging experience. All the features you love are still here — just better! We've made updates based on your feedback for the best possible experience.

Assurance

More negative space, or white space, provides a cleaner look and improves legibility. Icons and buttons have a sleeker look.

While the look has been modernized, the menu options and functionality remain the same. A claim filter sample reflects some of these changes:

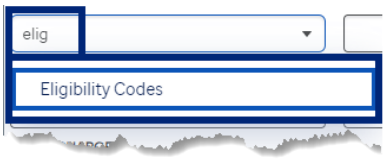


Search functionality

In the fields where you type and a drop-down menu filters by your selections, the options that appear start with the word that you are typing.

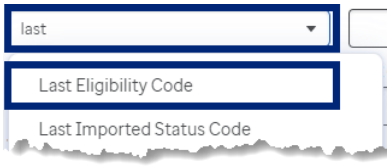
Examples

- Searching for **eligibility codes**. Typing **elig** will bring up **Eligibility Codes**:



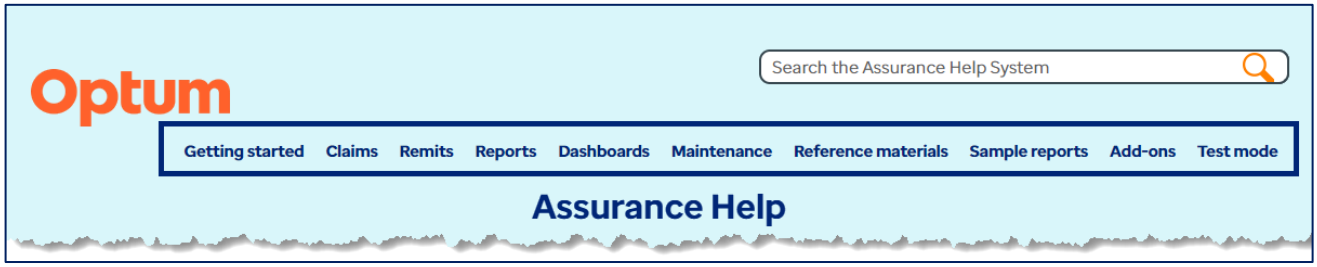
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- Searching for **last eligibility code**. Typing **last** will bring up a few options and you can click **Last Eligibility Code**:

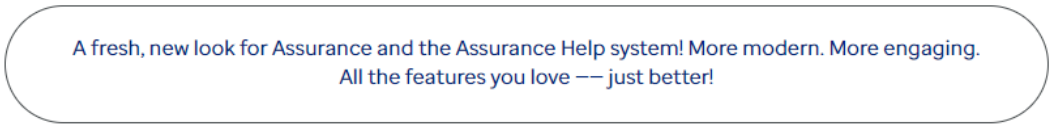


Assurance Help system

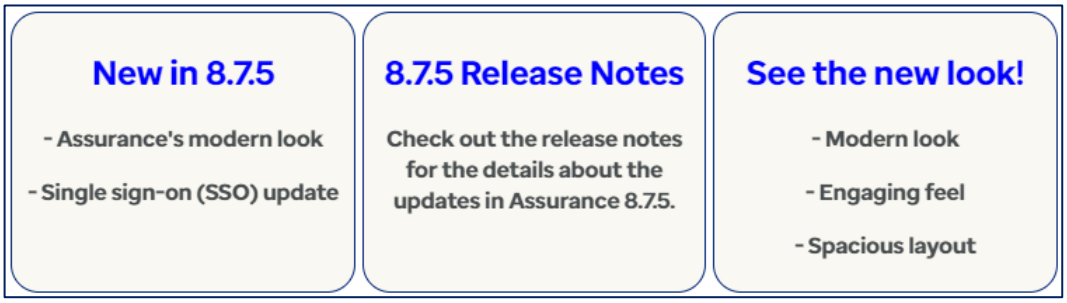
The Assurance Help system also sports a new look. In addition to the changes in fonts and colors, the use of top navigation is the most obvious change.



When you open Help, take a tour to get familiar with the new look:



The initial Help page now contains large buttons called **tiles**. Each tile will link to a page or a document.



Tip: Clicking the **See the new look**! tile will also give you the tour of the Help system.

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Single sign-on: One Healthcare ID

As part of Optum's commitment to **protecting your data**, Assurance is using One Healthcare ID (OHID) as our single sign-on (SSO) platform. OHID is a centralized multifactor authentication (MFA) platform for identity and authentication in Optum's domain of customer-facing applications and their users. Using OHID with Assurance enhances credentials management for Assurance users.

Many users have already migrated to OHID. Those who have not migrated will receive communication when it's time for their migration.

Logging into Assurance

Logging into Assurance with OHID looks a little different:

1. On the rebranded Assurance login page, click 

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   You'll be prompted for your email address on the next page.
2. When prompted, enter the **work email address associated with your Assurance account**. **
3. Click **Sign In**.

   You will be directed to the **One Healthcare ID Sign In page**.
4. If you already have an OHID associated with the email set up in Assurance, enter your email address and password.

**** Note:** If you do not have a work email address associated with your Assurance account or are unsure, contact the Assurance administrator at your organization.

Resources/Support

- Refer to the One Healthcare ID migration Toolkit for help with setup and troubleshooting.
- If you have additional questions, open a support ticket in the Customer Care Hub.

Note: Currently, the use of OHID only applies to users who do not use a Corporate Identity Provider for authentication when logging into a product. Contact your IT department if you have questions on whether this guidance applies to you.

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Additional updates

Case#/SO#	Resolution/Description of change
Case#: 09279434	**Auto list** Auto list functionality has been updated so that that deleting claims triggered at bridging can apply the submitted file in the filter, the same as unreleased reports. The label for the checkbox when bridging claims has been changed to **ADD SUBMITTED FILE TO APPLICABLE AUTO MODULE FILTERS**. • Previous name: ADD BRIDGE KEY TO AUTO MODULES THAT CONTAIN UNRELEASED CLAIM REPORTS
Case#: 09124101	**Paper claim map** The paper claim map for 1500-2012 claims has been updated so that a suffix, if applicable, will print after the patient's and insured's last name.
n/a	**Automated Secondary Claims (ASC)** For consistency with payers' distinction between "0" (zero) and a "<blank>," Automated Secondary Claims (ASC) processing has been updated to post the "0" (zero) into the SLA_UNITS on the secondary claim (or SLB_UNITS in the tertiary claim) rather than leaving it blank. • If any secondary payers require a blank instead of a zero, an ASC routine can be created to change the zeros to blanks.
n/a	**Real-time eligibility (RTE)** To prevent real-time eligibility (RTE) responses from failing, the group number field has been expanded from 20 to 50 characters.
n/a	**Activity tracking** Activity tracking has been updated for single sign-on (SSO) to track successful logins, time logged in, logouts, and users' IP addresses. This information can be found in the Web Site Logging [5101] report (Reports > Create Reports > Miscellaneous [type]).

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