PLANSOURCE®

Internal Release Notes

Calypso Release

Version 3.0 December 13, 2018

Contents

What’s New?

Behind the scenes, our team works hard to bring our clients a better benefits experience. This means delivering the best technology to meet our clients’ human resources and benefits administration needs. Here are the new features and functionalities we’re rolling out in the Calypso release.

Internal Features

New Field Added to White Labeling Configuration for Self-Service (SSR) Renewal Support Email (134999)

A new field labelled "SSR Renewal Support Email" was added to the White Labeling Configuration, allowing brokers and clients to white label the default email address assigned to the Renewal Support email field.

Updated Naming Convention of "Renewal Setup" to "Self-Service Renewal" (136277 & 134737)

To ensure consistency, the naming convention for Self-Service Renewal was updated in Ben Admin and the Self-Service Renewal tool. Any reference to "Renewal Setup" was removed and updated to "Self-Service Renewal".

COBRApoint API Ticket Summary Updated to Indicate if Imports are Successful (131331)

To increase operational efficiency, the COBRAPoint API ticket summary now indicates whether imports are successful or have any rejections. Previously, COBRAPoint API tickets did not identify if all the lines were successfully imported, requiring each ticket to be opened and reviewed. Now, the COBRAPoint API ticket summary will indicate "all lines accepted" if imported successfully or "1 or more lines rejected" if the import has any rejections.

COBRAPoint Scheduler Updated to Check Files for Flexible Spending Account (FSA) Information (121847)

The COBRAPoint scheduler was updated to check for files containing FSA information and leave them on the SFTP server instead so it will not load into COBRAPoint. When a file containing FSA information is found, a ticket is created for the file to be manually processed.

Updated Unum Schedule Coverage Import (116931)

To prevent connection failures, the Unum Schedule Coverage Import was updated to retry up to six times if the connection fails.

Updated Unum Coverage Import (120125)

The Unum Coverage Import was updated to allow new dependents without coverage to still be imported. Previously, Unum Coverage Imports were failing if there was a new dependent without dependent coverage.

New PlanSource API Endpoint to Retrieve Dependent Information (123273)

A new endpoint was created, allowing authorized PlanSource API users to retrieve all dependents within an organization.

New Mapping for MetLife Statement of Health (SOH) Response of StarTrak Products (135571)

New mapping for StarTrak product codes was added to the PlanSource system. The new mapping now properly matches the MetLife SOH response to the plan in the PlanSource system.

Added Default StarTrak Product Codes to MetLife Statement of Health (SOH) Plugin (133303)

The Data Mapping section of the MetLife SOH Plugin was updated to include default values for each StarTrak product code.

Added "Enable Decision Feedback" Checkbox to MetLife Statement of Health (SOH) Plugin (131155)

The MetLife SOH Plugin was updated to allow clients to enable decision feedback for the SOH Decision Polling job. Users can enable decision feedback by checking the "Enable Decision Feedback" box within the MetLife SOH Plugin configuration settings.

Unum Evidence of Insurability (EOI) Data Mapping (129215, 129239, 129271, 131651, 129273)

The Unum EOI Plugin maps the employee demographic and plan election data, so it is correctly sent to Unum via SOAP XML. The data mapping ensures the subscriber's enrolled plan year, plan, and employee demographics are sent to Unum based on the values stored in the Data Mapping section of the Unum EOI Plugin. This is used to create the Statement of Health (SOH) questionnaire on Unum's system.

Unum Subscriber Data Transfer and Single Sign-On (SSO) to Evidence of Insurability (EOI) Questionnaire (129175, 129177, 129181, 129185, 129195, 129201, 129209, 129213, 130541)

After a subscriber clicks "checkout" when enrolling in pending Unum EOI benefits, a pop-up box will display with all the Unum benefits requiring EOI. When the subscriber clicks the "Review EOI" button in the pop-up, this triggers their information to be sent to Unum and will SSO the subscriber to Unum so they can complete their pending EOI Questionnaire.

Note: for this feature to work, the "Enable Enrollment SSO" option must be checked in the Unum EOI Plugin.

Added "Enable Decision Feedback" Checkbox to Cigna Evidence of Insurability (EOI) Plugin (130707)

A new checkbox was added to the Cigna EOI Plugin labelled "Enabled Decision Feedback". Checking this box toggles the ability to pull all pending Statement of Health (SOH) decisions via the Cigna SOH Decision polling job.

New Cigna Statement of Health (SOH) Decision Polling Job (128997, 128995, 128937, 128933)

A new job request type was added to the system for Cigna SOH Decision polling. This job request runs nightly, retrieves the status of pending SOH requests, updates the system with the current status, then creates a ticket for the administrator of the processed requests. The ticket provides an attachment of all the processed coverages and any failures. This eliminates the need for manually processing SOH requests.

Carrier Report Now Available in Admin App (129489)

Users can now run a "Carrier Report" from the Admin App, allowing users to retrieve custom reports that can be filtered by broker. This report can also be run in System Administration.

Ultimate Deduction Error Report Now Runs as Background Job (127465)

In the Admin App, the Ultimate Deduction Error Report was updated to run as a background job instead of a download to help reduce system memory usage. When accessing the Deduction Error Report, the label now says "Generate Report" instead of "Download Report".

Internal Affordable Care Act (ACA) Updates

Updated 1095-C Affordable Care Act (ACA) Form to Comply with IRS Regulations (128231)

The coding of Lines 14, 15, and 16 in Part II of the 1095-C Form is updated to account for the minimum essential coverage (MEC) field on the medical offer record, ensuring the coding complies with IRS regulations.

Updated 1095-C Affordable Care Act (ACA) Form to Account for Minimum Essential Coverage (MEC) Value (130069)

The coding of Part II Line 16 for 2C and the reporting of self-insured enrollees in Part III of the 1095-C form now account for the MEC field on the medical offer record to code those portions for the forms based on the MEC value.

Updated 1094-C Form to Account for Minimum Essential Coverage (MEC) Value (130219)

The coding of 1094-C Forms will now account for the MEC field on the medical offer record when calculating the Full-Time (FT) Count by Month and 95% MEC Offer indicator.

Enabled Option to Create Tri-Fold 1095-C PDF Form for Clients (68781)

Clients with tri-fold 1095-C creation enabled in their Affordable Care Act (ACA) Configuration Settings (meaning PlanSource will print and mail the 1095-C forms for the client) will now have a new option in the "Produce" and "Correct" tabs to select a tri-fold 1095-C PDF layout. This allows PlanSource to print the form as a pressure sealed document instead of a standard envelope stuffed with a letter size version of the 1095-C form. The ability to select the tri-fold option from the drop-down when producing 1095-C forms will only be available to select ACA administrators and will not be available to clients or brokers at this time.

New Master Transmission Schedule (136091 & 136097)

The Affordable Care Act (ACA) Transmission Schedule was updated. The new update disables all transmission schedules, replacing them with a new Master Transmission Schedule that runs a nightly job for all Federal Employer Identification Number (FEIN) transmissions that need to occur. By creating this new Master Transmission Schedule, new schedules cannot be created or updated at the FEIN transmission level.

New "ACA IRS Reporting Year Bulk Creation" Page for Administrators (129189)

Within System Administration, select Affordable Care Act (ACA) administrators (not client users) will have access to a new "ACA IRS Reporting Year Bulk Creation" page that allows for the mass creation of new IRS reporting years. This will allow the new reporting year to be created timelier at the start of a new calendar year.

Added Link to Affordable Care Act (ACA) Global Configuration Page within System Administration (127631)

Within System Administration, there is a new link to the "ACA Global Configuration" page, which contains administrative setup pages linked to the ACA module. Only administrators with access to this link (not clients or brokers) will have the ability to view this link and the corresponding setup pages. The setup pages allow the ACA administrator to set the global IRS transmission go-live date, affordability percentage, and Federal Poverty Levels for each calendar year.

New Affordable Care Act (ACA) Affordability Percentage Editor Available for Select Administrators (129187)

Within System Administration, select ACA administrators (not client users) will have access to a new ACA Affordability Percentage editor that allows the affordability percentage to be set for each applicable reporting year. This will allow the affordability percentage rate to be set timelier at the start of a new calendar year.

New Affordable Care Act (ACA) Global Poverty Level Editor Available for Select Administrators (129179)

Within System Administration, select ACA administrators (not client users) will have access to a new ACA Global Poverty Level editor that allows the Federal Poverty Level for affordability calculations to be set by reporting year and for each applicable state designation (domestic US, Alaska and Hawaii have different rates). This will allow the Federal Poverty Rates to be updated timelier at the start of a new calendar year to ensure forms created at the start of that new year are accurately calculating affordability.

Ultimate Features

Updated API Logic to Send One-time $0.00 Earning Amount to Zero Out Earnings (133713)

UltiPro API was updated to send a $0.00 transaction for earnings codes when the earning code was previously higher than $0.00. This ensures when employees change their earning amounts, their changes are accurately reflected in UltiPro.

New Deduction Codes for Colonial Group Disability Benefit (131373)

New deduction codes were implemented for the Colonial Group Disability benefit, ensuring employee deductions are appropriately and automatically applied within UltiPro.

Optimized Retrieval and Display of Completed API Transactions (127825)

The way completed API transaction data is retrieved and displayed was optimized to prevent timeout errors. Completed Deductions and Earnings transactions are now retrieved from the histories tables to improve the performance of deduction processing and reporting.

MMA Features

Updated SS API to Round Subscriber Premium Amounts (133741, NPV-1584)

The SS API was updated to round values, ensuring consistency with other PlanSource APIs. For more details, see ***release note 134177/NPV-1584***.

Updated 3.0 to Allow Early Checkout Capability for Broker and Client Administrators (126913, NPV-1596)

The option to access early checkout in 3.0 is available to users with a Master Broker Administrator or Master Root Administrator role. Users with these roles will have the capability to "Proceed to Checkout" without having to make an election for each benefit. This allows Broker and Client Administrators to complete the checkout for employees during Life Events, New Hire Enrollment, and Open Enrollment.

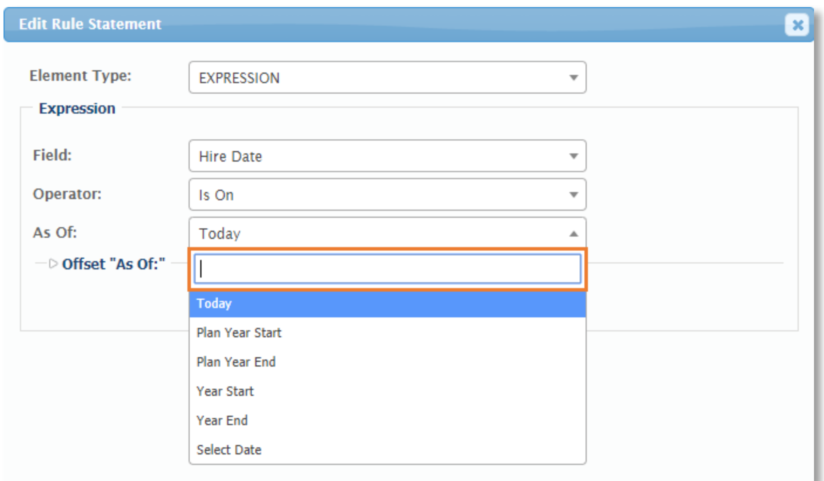
Removed "Actual Go Live Date" Requirement for Manual Auto Default Benefit Processing (132699, NPV-1578)

In the previous release, new logic was introduced for the Auto Default Benefit processing that required the "Actual Go Live Date" in the Account Information section to be populated and current. However, this requirement prevented users from seeing the results and applying elections by manually running the Auto Default processor. To address this, the code was updated to remove the "Actual Go Live Date" requirement for manually processing Auto Default Benefits. The requirement is still in place for automated processing.

This update allows administrators to manually run Auto Default Benefit processing before the client's "Actual Go Live Date" so Auto Default Benefits can be applied appropriately prior to making them available to subscribers.

Search Functionality Added to "As Of" Field of Population Builder (132983, NPV-1134/1492)

The population builder now has a search bar functionality in the "As Of" drop-down field. This allows users to search for values without scrolling through the list.



New Values Added to the Population Builder (133819 & 133791, NPV-1143/1492)

Additional values were added to the "Field" and "As Of" drop-down menus of the population builder, giving administrators greater flexibility when defining populations. The newly added "Field" values are benefits start date, benefits end date, termination date, and any user-defined (UDEF) fields with date validation. The newly added "As Of" values are benefits start date, benefits end date, hire date, termination date, and any UDEF fields with date validation. Additionally, when a value is chosen for the "Field" drop-down, the value is excluded from the "As Of" drop-down.

General Features

Introducing Jellyvision Integration (119697)

Jellyvision is now available for subscribers to use during their enrollment. Jellyvision's interactive benefits counselor, ALEX, assists subscribers in making their election decisions by providing plan recommendations tailored to their individual needs.

Note: This feature is available to beta clients only at this time.

Introducing the New HR Experience (110679)

The new HR Experience is a redesign to streamline common tasks, consolidate information, and create a modern workflow. The first phase of the new HR Experience is now available, starting with an updated experience for the following areas:

- Dashboard
- Navigation
- Employee Search
- Employee Profile
- Employee information
- Family & Benefit Section
- Change Employee Status
- Change/Reset Password
- Edit Coverages
- Edit Dependents
- Edit/Add New Employee

Users have the option to enable or disable viewing the new experience via the toggle at the bottom of the page.

Note: The new HR Experience is in beta at this time.

Updated 3.0 Dashboard for Dual Enrollment Subscribers (129099 & 129199)

In 3.0, the dashboard was updated for dual enrolling subscribers. When dual enrolling subscribers log into their enrollment, they will see instructions for completing both their Current Benefits and Open Enrollment. After completing their Current Benefits enrollment, the confirmation page will instruct them to begin their New Enrollment for the upcoming year. Subscribers can also choose to "Review Current Benefits" and/or "Begin New Enrollment" from the dashboard after completing their Current Benefits.

Updated 3.0 to Add Beneficiaries at End of Enrollment (105429)

In 3.0, the enrollment workflow for subscribers was updated to prompt subscribers to add beneficiaries for all their applicable benefits at the end of their enrollment on a single "Add Beneficiaries" page. This eliminates the need to complete an additional step for adding beneficiaries after electing each applicable benefit, making the enrollment workflow faster to complete and more efficient for the subscriber. This change applies to both subscribers and administrators going through the enrollment workflow.

Updated 3.0 to Allow Copying Custom Content Blocks in the Page Content Manager (128395)

The Page Content Manager now allows administrators to copy custom content blocks. To copy a content block, click the copy button in the upper right-hand corner of the block. A pop-up box will display asking the administrator to confirm they'd like to copy the content block. After confirming, the newly copied content block will then appear on the screen for editing.

New MetLife Statement of Health (SOH) Decision Processing Job (133749)

To better manage coverages that require MetLife SOH, Broker Administrators will now receive a ticket detailing the results of the MetLife SOH Decision Processing job. When the job is complete, administrators will receive a ticket for each organization processed with a file attachment for all the subscribers processed and any errors found. To receive the ticket, the "Enable Decision Feedback" option must be checked in the MetLife SOH plugin.

New Imputed Income Calculation Method (122107)

A new option was added to Imputed Income Calculation Method, allowing users to select a standard calculation option for plans where Domestic Partners (DP) are allowed. The standard calculation does the following:

- Determines which dependent types are enrolled
- Uses this determination to identify the coverage level the employee would've been eligible for without the DP and/or DP and Children, and assumes DP and Children are non-taxable dependents
- Uses the identified coverage level to calculate the Imputed Income

Once the Imputed Income is calculated using the standard calculation, the pre-tax or post-tax deductions are populated on the employee's record. This eliminates the need to create a formula for calculating Imputed Income on the "Define Costs" page.

Note: If Imputed Income is not selected for a plan, the pre-tax and post-tax deductions will not populate on the employee's record.

Implemented Final Affordable Care Act (ACA) Forms for the 2018 Reporting Year (125153)

The IRS has released the final 1094-C and 1095-C forms for reporting year 2018. The system will now reflect these updated form types when a PDF of either the 1094-C or 1095-C is generated through the ACA module.

Updated 1095-C Affordable Care Act (ACA) Form to Comply with IRS Regulations (101789)

To align with IRS regulations, Part II of the 1095-C form has been updated to not display code 2F, 2G or 2H for any month in which the 1094-C is not marked as "Yes" to indicate that Minimum Essential Coverage was offered to at least 95% of full-time employees.

Updated Self-Insured Enrollee Affordable Care Act (ACA) Worksheet Uploads to Include Middle Name (136403)

The worksheet uploads for self-insured enrollees were updated, allowing administrators to add the middle name for self-insured enrollees and for the middle names to be stored in the system. This allows for the 1095-C Form to be produced properly with the full middle name instead of the middle initial.

Added Longer Administrator Period Option for Initial Measurement (125685)

The Initial Measurement configuration was updated, allowing Affordable Care Act (ACA) users the option to select a longer administrator period. This new option allows users to have an administrator period of two months and a partial if the measurement duration is 11 months or less, giving ACA users more time to offer benefits to their subscribers. This option is available for clients configured with a 12-month duration, however it should only be used for clients with a measurement duration of 11 months or less.

What's Fixed?

To improve our clients' experience, our team continuously identifies and fixes bugs to keep the system running smoothly. The following bug fixes are part of the Calypso release.

Ultimate Bug Fixes

Fixed "PlanSource Team" Appearing in Renewal Confirmation Statement Email for White Labeled Clients (93205)

Issue	For clients with white labeling enabled, the email template for the Renewal Confirmation Statement indicated it was sent from "PlanSource Team" instead of the client's configured broker name.
Resolution	A new field was added to the White Labeling configuration, replacing the "PlanSource Team" value in the email to the name configured by the client.

Changed Code for Storing Send Deduction Errors (130951)

Issue	When PlanSource attempts to send deductions but receives a "Server Error" from UltiPro, the failed transactions are displayed in the "Pended" section of the API Transactions page, despite the transactions not being retried or re-initiated automatically.
Resolution	The failed and pending transaction logic was updated to ensure transactions that fail due to "Server Errors" display as "Failed" transactions instead of "Pending."

Fixed Demographic Error: Attempted to Update a Stale Object (130053 & 130123)

Issue	When multiple event notifications for the same employee were received from Ultimate at once, the system would generate an "attempted to update a stale object" and cause duplicated employees to appear in the system.
Resolution	The code for the "capture event" function was updated. The code change prevents the system from making multiple updates to the same employee at once by processing one event notification and marking the rest as duplicated events.

MMA Bug Fixes

Fixed Error Caused by Decision Support when Electing Health Savings Account (HSA) Benefits (131025, NPV-1575)

Issue	When Decision Support was enabled for HSA plans, subscribers received an error message and were prevented from completing their enrollment.
Resolution	Identified the issue was caused during the Apollo release. Decision Support code was updated, ensuring Decision Support provides recommendations for all supported benefits types, including HSA, and allowing subscribers to complete enrollment without error.

Fixed Incorrect Preview on "Auto/Default Processing" Page (129599, NPV-1577)

Issue	When previewing a Life Event enrollment type on the "Auto/Default Processing" page, the preview would not work properly and was incorrectly updating the benefits.
Resolution	Identified and updated code responsible for the issue.

Fixed "New Employee Worksheet" Not Importing All Dates (135419, NPV-1590)

Issue	When importing a "New Employee Worksheet" from the Data Center, not all of the dates would be imported and applied to employee records. Even if the import job was completed successfully, the following dates would be missing or were incorrect for some employees: date of birth, hire date, and eligibility period start date.
Resolution	Identified some of the dates were imported and reformatted when the date format was MM-DD-YYYY. Code fix was developed and implemented to address the issue that was causing the Month and Day to swap on import.

Fixed Dependent Data Field Captions Not Translating into Spanish (130705, NPV-1574)

Issue	When clients choose Spanish for their Data Field caption labels, the Dependent Data Fields did not have a corresponding Spanish translation.
Resolution	Identified and added the missing translations. Spanish translations are now displaying in the Dependent Data Fields.

Fixed SS API not Rounding Subscriber Premium Amounts (134177, NPV-1584)

Issue	The SS API call for subscriber premium amounts was not rounding values to two digits, resulting in user interface (UI) issues. For example, the API call would return a subscriber premium amount of 4.6153846 instead of rounding to 4.61.
Resolution	The code was updated for the API, ensuring consistency with other PlanSource APIs. For more information, see ***related release note 133741/NPV-1584***.

Updated Code for API Call PUT/coverage (128801, NPV-1563)

Issue	In a plan year with a Defined Benefit Contribution (DBC) and a retro-dated Qualified Life Event (QLE), the code would replace the retro-dated QLE with the current date, causing the API call PUT/coverages to think there is not an eligible plan for the benefit.
Resolution	Identified a line in the code was stomping on the subscriber's current life event effective date. The code for the PUT/coverage API call was changed to show the eligible plan level as true even if there is a DBC.

Fixed Incomplete Enrollment Issue for Employees with Passive Open Enrollment (119223, NPV-1600)

Issue	When employees had a passive open enrollment, meaning their coverages were copied from the previous plan year or imported, the user interface (UI) would not allow employees to complete their enrollment because there was nothing in their shopping cart to review and checkout.
Resolution	The UI was updated, replacing the "Review and Checkout" button to "Review and Confirm" when employees have passive enrollment, allowing them to checkout.

Fixed Work Status Event (WSE) Trigger (94957, NPV-1559)

Issue	When the Affordable Care Act (ACA) Calculation ran, the WSE for notifying administrators if a subscriber was losing full-time status and would have coverage when they became part-time was not being triggered.
Resolution	Identified the coverage was not always loading for full-time and part-time status comparison. This prevented the WSE from being triggered because the ACA Calculation did not see the part-time status coverage, even though it existed.

Co-Source Brokers Bug Fixes

Fixed "Destroy Employee Data" Page Only Destroying First 20 Employee Records (97565)

Issue	From the "Destroy Employee Data" page, when users checked the "select all" option for destroying data, the system would only delete the first 20 records instead of all the records available (if there were more than 20). Additionally, if the user tried to view the records not deleted, they would receive an error.
Resolution	Identified the pagination was implemented incorrectly on the "Destroy Employee Data" pages. Fixed pagination behavior, allowing system to destroy all records when the "select all" option is checked.

Fixed Unum Plugin Failing from Organizations with Large Number of Populations (138273)

Issue	When an organization had a large number of populations, the Unum plugin would fail due to the truncated data.
Resolution	The code was changed, increasing the field size of the config_params.params column.

General Bug Fixes

Fixed Missing MetLife Statement of Health (SOH) Link on Employee's Benefit Summary (135299)

Issue	When an employee navigated to their Benefit Summary for the current plan year, the link to complete their MetLife SOH wasn't displaying.
Resolution	The code was fixed, and the link now appears on the Benefit Summary for employees to complete their SOH.

Fixed Spelling Error in "Completed Benefits" Pop-Up Box for Unum Xpresslink Plugin (134493)

Issue	When completing a benefit election, there was a spelling error on the "Completed Benefits" pop-up box for the Unum Xpresslink Plugin. The pop-up box would say "Okey" instead of "OK".
Resolution	Corrected the spelling to "OK" for the "Completed Benefits" pop-up box, ensuring spelling is consistent through the system.

Colonial Benefit Not Displaying Current Enrollment When Existing Benefit is Changed (134191)

Issue	When employees terminated their existing Colonial Life coverages and enrolled in a new coverage, the "Audit" and "Manage Employee" pages reflected the terminated coverage as the last update instead of the current coverage.
Resolution	Updated the current coverage termination logic, ensuring the correct coverage is reflected in the system when an employee changes their Colonial Life coverage.

Fixed Colonial Life Dependent Coverages Imports Not Recognized by Benefits Administration (Ben Admin) (134795)

Issue	When Colonial Life sent dependent coverages via the Colonial Life plugin, the import was not recognized by Ben Admin due to the logic of how dependent coverages were matched to Ben Admin system.
Resolution	The logic was updated, changing the way Colonial Life dependent standalone policies are imported into Ben Admin via the Colonial Life plugin.

Fixed Document Request Processing Report (114313)

Issue	Documents requested from the "Manage Employee" page would not show on the Document Request Processing Report. When running a Document Request Processing Report, it would only pull information from automated document requests when it should be pulling information from all document requests, including those requested from the "Manage Employee" page.
Resolution	Identified the code for Document Requests only included requests triggered by the system. The code was updated so Document Request Reports include both system-triggered and manually-triggered document requests.

Fixed Weekly Equivalency Issues (134727 & 133969)

Issue	When an Affordable Care Act (ACA) user made a classification entry with a future effective date for gaining weekly equivalency, this would create a negative weekly equivalency payroll entry until the future effective date occurred. Additionally, multiple contiguous classification rows with weekly equivalency were creating overlapping weekly equivalency payroll entries.
Resolution	The weekly equivalency calculation was fixed, ensuring the weekly equivalency classification entry matches the weekly equivalency payroll entry.

Internal Bug Fixes

Fixed Colonial Whole Life Dependent Coverages Not Appearing in Benefits Administration (Ben Admin) (126965)

Issue	When Colonial Life sent dependent Whole Life coverages via the Colonial Life plugin, the import was not recognized by Ben Admin due to the logic of how dependent coverages were matched to Ben Admin. This prevented dependent coverages from appearing in Ben Admin and affected payroll deductions.
Resolution	The logic was updated, changing the way Colonial Whole Life policy data is parsed and imported into Ben Admin, both during the import and immediately after enrollment in Colonial Life plans.

Fixed "Configure Colonial Exports" Button (119689)

Issue	When configuring the Colonial Life Plugin, the "Configure Colonial Exports" button directed users to an invalid page.
Resolution	The button and user interface (UI) were fixed, clicking the button now directs the user to the Colonial Export Scheduler page instead of an invalid page

Updated MetLife Statement of Health (SOH) Polling Job to Store Credentials (134621)

Issue	When adding a new external credential for a MetLife SOH Polling job request, the job request would fail because the external credential for the third-party entity ID was hardcoded to a value MetLife production didn't recognize.
Resolution	Modified the MetLife SOH Polling job request to store third party entity ID values in the external credential table instead of being hardcoded, allowing the correct value to be sent to and accepted by MetLife.

Updated MetLife Statement of Health (SOH) Polling Job to Log All HTTP Requests (134611)

Issue	When a MetLife SOH Polling job request failed, the API was not logging the http request.
Resolution	Updated MetLife SOH Polling job to log the http request of all attempted and successful calls.

Fixed MetLife Statement of Health (SOH) Pop-up Box Not Displaying All Pending Benefits (128551)

Issue	When subscribers enrolled in MetLife benefits requiring an SOH, the SOH pop-up box that displays after checkout would not include all the benefits pending SOH. This prevented subscribers from completing all their plans.
Resolution	Identified the code that collects and send the subscriber's coverages was not updated, causing the MetLife plugin to skip some benefits. The MetLife Plugin code was updated to not filter coverages by benefit type, allowing all coverages waiting for an SOH to be sent to the carrier and to display in the SOH pop-up box.

Fixed Cigna Evidence of Insurability (EOI) Plugin Error When Enrolled in Voluntary Spouse Life (131189)

Issue	When a subscriber enrolled in a Voluntary Spouse Life benefit with a volume requiring EOI, they would receive an error message after checkout. This error prevented subscribers from completing their EOI.
Resolution	Identified the issue was caused by the Cigna EOI Plugin sending a blank start date and event code for the benefit. The plugin was updated to send the correct start date and event code.

Fixed Formatting of Spouse Middle Name in Cigna Evidence of Insurability (EOI) Plugin SOAP Call (133383)

Issue	When a subscriber enrolled in a Cigna Voluntary Spouse Life benefit, the formatting for the middle name attribute was wrong in the SOAP call, causing the SOAP request to fail and preventing the subscriber from completing their EOI.
Resolution	Changed the XML formatting for the spouse middle name attribute, ensuring the Cigna EOI Plugin works properly by allowing the subscriber to complete their EOI after checkout.

Updated Logic for COBRAPoint SFTP (133793)

Issue	A third of the files sent from the COBRAPoint SFTP server to the COBRAPoint API were failing due to a "connection closed by remote host" error. This was causing clutter in the utility monitor that required manual intervention to load the failed files.
Resolution	Added logic for failed jobs to rest when a connection is not successful, then try again.

Fixed Validation Metrics for Organization Exports when Carrier Set (130929)

Issue	When a carrier was set on an organization export, the export would pull all the carrier's plans instead of the selected plans in the "Assign Plans" tab. This was causing export validation metrics to be off.
Resolution	Fixed the validator when a carrier ID is present on an export. The exports now have the correct validation metrics for the carrier's plans.

Fixed "Generate Termination Forms" Jobs Not Returning PDFs (127145)

Issue	When running a job for "Generate Termination Forms", the job would not return the PDF from the IBN server. Instead, the user would receive a 403-error response indicating the ticket could not be found and the job request would continually run every five minutes.
Resolution	The code was changed, and the IBN server was cleaned up, ensuring PDFs created via "Generate Termination Forms" are attached to the ticket as expected and the job request does not continually run if the ticket cannot be found.

Fixed Utility Carrier Reports Not Pulling All Active Schedules (115687)

Issue	Within System Administration, the carrier report was not correctly displaying all the active schedules from clients on shard 1, even though the schedule was on.
Resolution	The report logic was updated to show the correct active schedules.

Fixed Terminating Coverages when Evidence of Insurability (EOI) Denied (107981)

Issue	When clients had a plan with a Guaranteed Issue (GI) / Evidence of Insurability (EOI) field, the entire line of coverage would terminate if the administrator denied the EOI request.
Resolution	Identified issue and updated the code by adding a condition to terminate coverages with zero volume benefits only for volume-based benefits when the EOI is denied.

Fixed Reports Center User Interface (UI) Issues (99717)

Issue	The Reports Center was displaying multiple UI issues. The "Saved Reports" section wouldn't display more than 10 reports. Clicking the pagination to view additional reports or sorting the reports by name would display an empty page.
Resolution	Pagination and sorting functions were fixed for the Reports Center, addressing UI issues.

Fixed Client-Level Administrators Receiving Blank Page when Resetting Administrator Password (118433)

Issue	When resetting an administrator password via the "My Account" page, client-level administrators would be directed to a blank page.
Resolution	Identified there was an issue with the change password route and added a new route constraint for the "Change Password" page, preventing the blank page from appearing.

Fixed Billing Emails Not Including Manual Adjustments (116205)

Issue	When billing emails were sent to clients, the billing emails were missing manual adjustments made after the final run, but prior to the bill posting. Therefore, clients were receiving inaccurate remittance summaries.
Resolution	Updated the code to include manual adjustments made prior to the bill posting, ensuring billing emails are accurate.

Fixed Copied Schedule of Master Organization Export Defaulting to "On" (115085)

Issue	When copying a currently scheduled Master Organization Export, the copied schedule would default to "on", causing carrier file issues.
Resolution	The code was updated, ensuring the copied schedule does not default to "on".