Reseller Release Notes

Gemini Release

Version 1.0 December 12, 2019

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 Gemini release.

Reseller Features

Changed "New Calendar Year" Field to Drop-Down on Affordable Care Act (ACA) Configuration Page (155769)

When creating a new IRS Reporting Year on the ACA Configuration page, the "New Calendar Year" field is now a drop-down instead of a text field. This is to prevent users from entering an invalid or duplicate plan year. The plan year options available in the drop-down will be all possible reporting years.

External Features

HR Experience Refresh Updates

As part of the ongoing HR Experience Refresh, the following updates were made to the system:

- Added ability to view, approve, and process partial Evidence of Insurability (EOI) requests. When users click the pencil icon next to the coverage volume in the "After" field, they can enter a new amount and approve it. This will remove the option to reject the request.
- Added ability to expire an EOI request. To do this, check the "Expire" checkbox, enter the effective date for the change, and click the accept option on the request.
- Added ability to allow/disallow a change within a life event and edit the effective date or termination date for coverages.
- A notes tab was added to life event and document request records on the Tasks page. This allows administrators to add and view notes left by the employee or other administrators regarding the life event or document request. There is no limit to how many notes can be on a record and they cannot be edited or deleted once added. If no title was added for the note, the title will be the first 47 characters of the note's content.
- When a life event is open on the Tasks page, the record will indicate the employee hasn't completed checkout and no notes will appear on the record.
- The filter options on the Tasks page was updated, separating the Open/Pending Tasks option into individual filter options.
- The Tasks page and Employee Audits were updated to be mobile-friendly.
- The Tasks and Work Status Events pages now have a "sticky" footer, ensuring the action button and pagination are visible on the page at all times and in-line with each other.
- The Pending tab on the Tasks page now has a "Review Entire Queue" button at the bottom of the page, allowing users to review all pending tasks without selecting all the records. When two or more records are selected, the button will say "Review Selected".
- When a document request is triggered in a life event, only the life event record will appear on the employee's profile and in the Pending tab on the Tasks page. The document request will still appear in the Document tab on the Tasks page.
- When a record is open via the Tasks page, clicking the employee's name at the top of the record will take the user to the employee's profile.
- The "Changes" column was renamed "Custom Approvals" on life event records on the Tasks page.

Updated Search Tool on Find an Employee Page (182089)

The Find an Employee page was updated to ensure the search tool follows the custom search field for "employee status", regardless if other search fields are also being used. Previously the search tool would not filter by employee status if another field was also set.

Tasks Page Updated to Meet Accessibility Standards (176623)

The Tasks page was updated to ensure accessibility for sight and mobility-impaired users.This included making all buttons and fields readable by screen readers, allowing all required actions to be completed with a mouse click or the enter key, and ensuring all information content passes web content accessibility guidelines (WCAG) color ratio compliance.

Added Life Event ID to Document Requests with "Any Enrollment Context" (161497)

Document requests with an "Any Enrollment Context" enrollment type were updated to include the life event ID. This ensures the document request populates correctly and can be viewed and processed within the life event record on the Tasks page. Previously, document requests with this enrollment type would not include the life event ID and could not be viewed when processing a life event.

Added Ability to Send Evidence of Insurability (EOI) Emails on Tasks Page (179569)

Users can now send EOI decision emails to employees when their EOI requests are processed on the Tasks page. A new toggle, "Send Subscriber Email", is available on the EOI request record. Setting the toggle to yes will provide a list of email templates to choose from and send to the employee. The email will be sent automatically after processing the EOI request.

Updated Evidence of Insurability (EOI) Page to Exclude Terminated Employees (171553)

Terminated employees no longer appear in the EOI tab on the Tasks page. If an employee is terminated while they have a pending EOI request, the request is excluded from the page.

New Employee Communications SMS Texting Options

New Employee Communication SMS texting options were added for subscribers. When SMS texting is enabled for a client, subscribers can do the following:

- Subscribers can text START, SUBSCRIBE, YES, BENEFITS, or BENEFIT to sign up for alerts without signing into the Employee Experience. Doing so will trigger the system to locate the employee record matching their cell phone number and check their consent box. Subscribers will be included for future SMS campaigns.
- Opt-outs that take place via text (e.g. STOP, UNSUBSCRIBE, CANCEL, END, QUIT, or STOPALL) will de-consent the user from receiving text messages on their employee profile.
- If Multi-Factor Authentication (MFA) is enabled for the client organization, the opt-out request will not impact subscribers from receiving login authentication codes. Subscribers have the option to turn off MFA SMS texts directly from their account if they wish to do so.

All of the features above will be available in January 2020.

Updated History Page in Employee Communication Tool (177639)

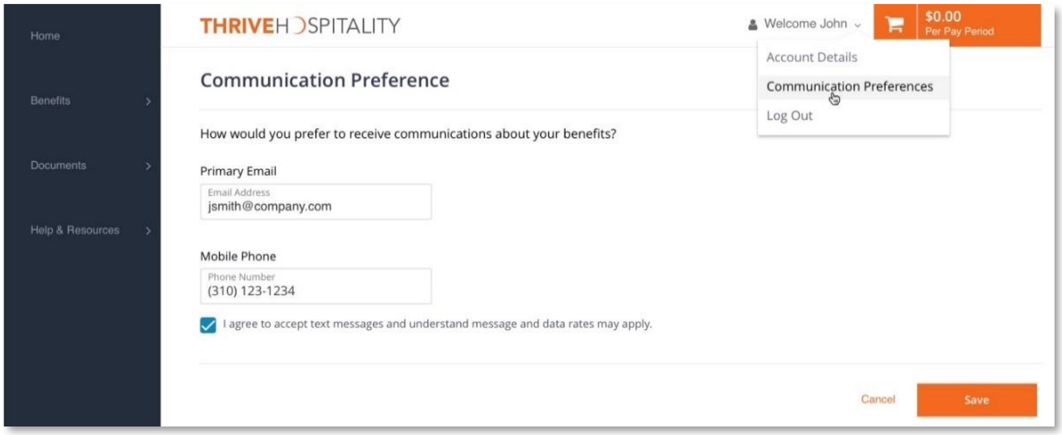
On the History Page in the Employee Communication Tool, the "Delivered" column is now labeled "Sent".

Updates to Payroll Deduction Report Options (181751)

On the Payroll Deduction Report, the "Time Range" and "Schedule a Report" options are removed when the "Show Changes Only" box is checked.

New Communication Preferences Page in 3.0 (175391, 175385)

A "Communication Preferences" page is now available in the Employee Experience for subscribers to update their contact information and sign-up for SMS text communications. Subscribers can access this page from the account menu options when they click their name at the top of the page in the Employee Experience.



Self-Service Renewal Renamed to Guided Renewal (185081, 185083, 185085, 185143, 185199, 185783)

Self-Service Renewal was renamed to Guided Renewal. Most references to Self-Service Renewal in the system were updated to reflect this name change and any remaining references will continue to be updated post-release.

Updated Validation Task in Guided Renewal (174619)

The Validation task in Guided Renewal was updated, ensuring users receive an error when the cost is missing from a newly added plan.

Updated Carrier Changes Task in Guided Renewal (180621)

The Carrier Changes task in Guided Renewal was updated to leave the "Requires Changes" box unchecked by default.

Updates to Guardian Integration for Existing Plans in Guided Renewal (171643)

In the Integrations task in Guided Renewal, if the user identifies there is an existing Guardian plan, the existing plan will be matched to and updated with the new values for the new plan year. ***Note: The Guardian Integration is still in beta at this time and not available to all clients.***

Guided Renewal Links Now Appear in the HR Experience for Each Renewal Plan Year (177643)

When an organization has multiple Guided Renewals, a link to each Guided Renewal and the associated plan year will be available on the left-hand menu so users can check the status of each renewal.

Updated Shopping Cart to Display Accurate Cost in 3.0 (176935)

The Shopping Cart in 3.0 was updated, ensuring the correct cost is displayed on the initial page load for HSA and FSA benefits with a minimum amount contribution configured. If there's a minimum contribution configured for the HSA or HSA benefit, the cart will display the appropriate cost and allow the subscribers to elect the minimum, increase coverage, or decline the benefit.

Updated Auto-Approve Life Events to Not Remain Open After Checkout (175373)

Auto-approve life events were remaining open to edit following checkout in 3.0 for a period typically lasting 24 hours. With this update, auto-approve life events will no longer remain open to edit following the successful checkout of the enrollment. The life event will remain open, however, if the enrollment session is left prior to check-out.

Updated Employee Experience for Clients Using Custom Formulas (183465, 177951)

The 3.0 Employee Experience was updated for clients using custom cost formulas that identify enrolled dependents. This update ensures the accurate cost is displayed on the initial page load as opposed to calculating the appropriate cost following the selection of "update cart".

New SAML Single Sign-On (SSO) Method Supported (177133)

The system now supports SAML Service Provider-initiated SSO. The new SSO method utilizes a unique client initiation URL that is embedded as a company link in the client's Human Capital Management (HCM) or Active Directory (AD) system. When a user clicks the link, they will be redirected to the HR Experience system. This new SSO method will not affect any clients already configured with SSO. For additional documentation, please visit the Developer Portal here.

Added "Statement Run Date" Field to Remittance Summary (13313)

A field for "Statement Run Date" was added to the Remittance Summary page, PDF, and excel. This allows users to know how recent a Remittance Summary is. The "Statement Run Date" would be the last billed date for the client.

Affordable Care Act (ACA) Form State Transmission (177105)

ACA 1094C and 1095C forms will now be transmitted on behalf of clients with employees located in New Jersey and District of Columbia. For more information, please contact your Account Manager.

Updated Affordable Care Act (ACA) Form Management Transit Tab (182199)

The Transit tab on the ACA Form Management page was updated to indicate the status of state transmissions so users know if the transmission was successful or not.

Updated Cigna Benefits to Match Evidence of Insurability (EOI) Decision (178925)

When a subscriber enrolls in a Cigna Voluntary Employee AD&D benefit and completes the Cigna EOI, the system now updates both the Voluntary Employee AD&D and Voluntary Employee Life benefits with the EOI decision received from Cigna. This ensures both benefits match for the subscriber.

Updated MetLife Benefits to Match Evidence of Insurability (EOI) Decision (178923)

When a subscriber enrolls in a MetLife Voluntary Employee AD&D benefit and completes the MetLife EOI, the system now updates both the Voluntary Employee AD&D and Voluntary Employee Life benefits with the EOI decision received from MetLife. This ensure both benefits match for the subscriber.

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 Gemini release.

Reseller Bug Fix

Fixed Affordable Care Act (ACA) 1095-C Report Email Link Not Working (174381)

Issue	When running and emailing an ACA 1095-C Mailing Status Report, the link to the report in the email would not work. Instead of taking the user to the report, it would display an error message.
Resolution	The code was updated, ensuring the link works correctly and brings the user to the completed report.

External Bug Fixes

Fixed Coverage Termination and Original Effective Dates Missing from Audit (176937)

Issue	The "Coverage Termination Date" and "Original Effective Date" fields were missing from the employee/dependent audit.
Resolution	The code was updated, ensuring these fields always appear in the audit if the user has the appropriate access level.

Fixed Incorrect Open Enrollment Information Displaying on HR Experience Dashboard (180571)

Issue	When viewing the Benefits Enrollment tile on the HR Experience dashboard, the Open Enrollment total did not exclude test employees.
Resolution	The Benefits Enrollment tile was updated to exclude test employees from the total count.

Fixed Copying Coverages Not Working for Test Subscribers in Guided Renewal (175207)

Issue	When a user copied coverages for test subscribers in Guided Renewal before the renewal was complete, they would receive a message indicating it was successful when the coverages weren't actually copied.
Resolution	Guided Renewal was updated to display a warning message asking the user to complete the renewal before copying coverages.

Fixed Guided Renewal Incorrectly Assigning Matching Benefit ID (179759)

Issue	When updating a benefit in Guided Renewal to match the same coverage level as another benefit type (i.e. update prescription drug benefit to match coverage level of medical benefit), the matching ID was incorrectly updated to the organization's benefit ID instead of the matching the actual benefit's ID. This would cause an error when electing the matching benefit in the subscriber's enrollment.
Resolution	Guided Renewal was updated to ensure mapped benefits are assigned the correct ID.

Fixed Guided Renewal Allowing Users to Complete Renewal without Selecting Age Method (179997)

Issue	When completing the Costs task in Guided Renewal, if the user indicated the cost for a plan is determined by age but they do not select the Age Method, they were still able to save and complete the renewal. Doing so would cause an error and the user would be unable to fix the error without deleting all costs associated with the renewal.
Resolution	The code was updated, ensuring users can't save and complete a renewal if the Age Method is not set in the Costs task.

Fixed Validation Task Error Occurring in Guided Renewal (179301)

Issue	When users completed the Validation task in Guided Renewal, then went back to a previous task to make edits, they would receive an error and be unable to complete the renewal.
Resolution	The code was updated to ensure users can complete Guided Renewal and make as many edits as they need without receiving an error.

Fixed Copay Fields Not Saving Information in Guided Renewal (177699)

Issue	When completing the Plans task in Guided Renewal, if users tried to edit the fields in the "Copay" section under "Show other plan content", the fields did not save the information.
Resolution	The code was updated to ensure the Copay fields save with the new information and also display any values already in the fields when copied from an existing plan year.

Fixed Plan Content Details Not Updating (180309)

Issue	When updating and saving Plan Content Details for a plan via the Define Benefit Plans page, the pop-up window would show a spinning icon and indicate it is loading. However nothing would load and the user would have to close their browser to exit the pop-up window.
Resolution	The code was updated, ensuring users can edit and save Plan Content Details and return to the previous page without having to close their browser.

Fixed Content Blocks Button Missing from Content Management Editor Tool (181447)

Issue	When using a Safari browser, the Content Blocks button was missing from the right-side of the page in the Content Management Editor tool.
Resolution	Updated the code, ensuring the Safari browser does not overlook the Content Blocks button.

Fixed Custom Dependent Relationship Name Incorrect Fixed Dependent Population Options Not Working (175647)

Issue	Within the Population Builder, when on the Edit Dependent Population page for a population built for dependents not verified in the system, clicking the "Show List of Eligible Dependents" option would indicate there were no eligible dependents for the population. However, when clicking the "Show List of Not Eligible Dependents" option, it would indicate all dependents were eligible for the population.
Resolution	Identified the issue was occurring when the population had more than 500 dependents. The functionality was updated so the user is automatically redirected to the Reports page when the population is greater than 500 for their results.

Fixed "Carrier PCP Lookup" and "Plan or Carrier URL" Fields Updating to Same URL (177745)

Issue	When updating the "Carrier PCP Lookup" URL field and/or the "Plan or Carrier" URL field for a plan via the Define Benefit Plans page, both would update simultaneously to use matching URLS instead of two unique URLs. The URL would be whichever field was updated last.
Resolution	The code was updated to allow for updating and saving the URLs separately, ensuring subscribers can access both links.

Fixed Custom Dependent Relationship Name Incorrect on Pages in 3.0 (140199)

Issue	When using a custom dependent relationship in the Employee Experience, the "name" of the relationship was accurate when creating, reviewing, or editing dependents in the "My Family" section but was showing the system value when selecting dependents to add or remove them from a plan.
Resolution	The user interface (UI) was updated to ensure the dependent relationship is accurately displayed on all relevant pages in the Employee Experience.

Fixed Subscriber Unable to Complete Enrollment When Adding Dependent to Existing Volume-Based Coverages in 3.0 (151949)

Issue	When a subscriber had existing coverages for volume-based benefits, and while a life event was processing they attemptted to add a dependent to the volume-based coverage, the Employee Experience rejected the subscriber's current coverage and the enrollment. The enrollment would then continually display a modal indicating the dependent was not eligible for the enrolled coverage and prevent the subscriber from completing their enrollment.
Resolution	The method which evaluates pended status for applied coverage for volume-based benefits which allow dependents was updated. This ensures subscribers are able to complete their elections in volume-based benefits, even when a life event is pending.

Fixed Coverage Level Tiers Out of Order in Enrollment (152187)

Issue	When using the "10 Level: Dependents 1-10" coverage group, the coverage level tiers were not adhering to their configured order in the Employee Experience.
Resolution	The user interface (UI) was updated to maintain the order of the configured coverage level tiers.

Fixed Volume Amount Showing On Beneficiary Pages in 3.0 When Hidden from Subscriber (169657)

Issue	When a benefit was configured to not show the volume in enrollment, the volume amount was still appearing on the beneficiary pages in 3.0.
Resolution	The logic was updated to hide the volume on the beneficiary pages.

Fixed Inaccurate "Per Pay Period" Amount in Shopping Cart (169703)

Issue	When a subscriber was eligible for a dual enrollment where both enrollment contexts included Primary and Secondary plan years, the "per pay period" amount for the employee would combine the cart totals of the two contexts in cart total of the latter enrollment context.
Resolution	The user interface (UI) was updated, ensuring the "per pay period" totals were not grouped together.

Fixed Enrollment Displaying Incorrect Past Benefits (170371)

Issue	When a subscriber was enrolling in benefits, the past benefits shown in the enrollment were from two or more years ago instead of the immediate previous plan year.
Resolution	The user interface (UI) logic was updated to pull and display the correct prior plan year enrollment details in the Employee Experience.

Fixed Hidden Benefits Preventing Subscribers from Checking Out in 3.0 (171401)

Issue	When a benefit was hidden from the subscriber and did not require active enrollment, the subscriber was prevented from checking out of the Employee Experience without confirming they were no longer eligible for the benefit.
Resolution	The checkout API for Employee Experience 3.0 was updated to ignore hidden benefits, allowing the subscriber to checkout without making an election or confirming their eligibility. This functionality was available in 2.0 and updated to also work in 3.0.

Fixed Rehired Subscribers Unable to Access Some Benefits in the Employee Experience (173353)

Issue	Rehired subscribers were unable to access or enroll/decline in certain benefits in the Employee Experience.
Resolution	Identified there was incorrect logic hiding benefits and preventing rehired subscribers from seeing certain benefits. The logic was updated, ensuring the subscriber is correctly taken to the plan selection page for any benefit they are eligible to enroll in.

Fixed Document Requests Not Reissuing When Subscribers Return to Enrollment (174623, NPV-1728)

Issue	When a subscriber had a non-pending document request in their enrollment checkout, and the subscriber re-entered the enrollment and checked out again, the non-pending document request was not reissued.
Resolution	The cleanup process for document requests left in the enrollment checkout was updated to account for non-pending document requests, ensuring the document request is reissued when a subscriber leaves and returns to their enrollment.

Fixed Multiple Plan Years Not Allowing Subscribers to Enroll in All Benefits (174735)

Issue	In isolated cases, when a subscriber had a dual enrollment context, the primary and non-primary plan year groupings were separating the non-primary plan year enrollment from the associated primary plan year, preventing the subscriber from being able to enroll in all offered benefits.
Resolution	The user interface (UI) was updated, ensuring the non-primary plan years are grouped with their associated primary plan year so subscribers can enroll in all their benefits.

Fixed Life Event Allowing Changes in Current Plan Year (176207)

Issue	Life events with an effective date in a future plan year were allowing changes to be made in the current plan year.
Resolution	The life event API was updated.

Fixed Termination Date Not Created When Coverage Declined During Life Event (178259)

Issue	When a subscriber declined an existing coverage during a life event in 3.0, the document request wasn't creating a coverage termination date for the declined coverage.
Resolution	The way document request approvals work in the system was updated, ensuring the coverage termination date is populated correctly.

Fixed Document Request Not Pending Removal of Dependent from Declined Coverage (176455)

Issue	When a document request rule was configured to pend the removal of a dependent and the subscriber declined an existing coverage instead of removing the dependent, the coverage was declined but the dependent coverages remained active.
Resolution	The behavior of the document request was updated to ensure if all dependents cannot be removed from the coverage due to pending document requests, then the coverage is not declined/terminated until all of the requests are approved.

Fixed Error when Subscribers No Longer Eligible for Match-Level Benefit (178853)

Issue	When clients had a population-driven eligibility and match-level configured for the same benefit, for example only offering the HSA benefit when the subscriber enrolled in a specific medical plan, and the subscriber changed their enrollment where they were no longer eligible for the match-level benefit, the enrollment would freeze.
Resolution	The user interface (UI) was updated, preventing the enrollment window from freezing when the match-level benefit is terminated.

Fixed Error on My Family Page When Removing Dependent (179839)

Issue	When users removed a dependent from the "My Family" page in the Employee Experience, they would receive an error notification even though the attempt was successful.
Resolution	The user interface (UI) was updated to accurately reflect the dependent's removal instead of displaying an error.

Fixed Volume-Based Plans Showing Incorrect Information in Employee Experience (182443)

Issue	When users navigated to a volume-based plan from the checkout tray (top-right corner of the page) in the Employee Experience, the volume displayed for election was incorrect.
Resolution	The code was updated to ensure users navigating to the volume-based plan see the correct information when selected from the checkout tray.

Fixed Scheduled Syncs Failing in BambooHR (178945)

Issue	Some scheduled syncs in BambooHR were failing without updating any subscriber records.
Resolution	Identified the issues was caused by the started_at date. The code was updated, ensuring scheduled jobs occur in BambooHR and sync employees.

Fixed Affordable Care Act (ACA) 1095-C Form Displaying Date of Birth in Wrong Column (177577)

Issue	When an employee lists several self-insured enrollees in Part III of the 1095-C Form, the date of birth appears in the social security number column for enrollees on the additional pages.
Resolution	The code was updated, ensuring date of birth appears in the correct column on the 1095-C Form.

Removed Access to Remittance Summary Page While Premium Billing Job is in Progress (94833, NPV-1615)

Issue	When the Premium Billing Job was in progress, users were still able to view the Remittance Summary pages. Doing so would cause duplicate records to be created.
Resolution	Access to the Remittance Summary page while the Premium Billing Job is in progress was removed. When the job is in progress, it will now say "in progress" and not provide a link to view the page.