📅 Product Release Notes – August 11, 2025

Release Version: 20250811

Release Date: August 11, 2025

✨ What's New

- "Shopping Cart" functionality is now available to Care Guides using MIAW, replicating the features from our legacy chat solution. Care Guides can now -
  - easily send Provider recommendations to Members via async chat
  - easily send Insurance Cards to Members via async chat.

⚙️ Improvements

- Simplified Biometric Authentication
  - We've enhanced biometric login to work for any account on a device, simplifying authentication primarily for health plan users with plan changes or new accounts. If biometric login fails due to an inactive account, the refresh token will be cleared, and users will be prompted to sign in again before re-enabling biometrics. This update ensures a smoother, more consistent login experience while maintaining security for all users.

🐞 Fixes

- Implementing a fix to Status syncing issues between Five9 and Omni-Channel, ensuring Care Guides' availability is accurately reflected when using MIAW.

🔜 Coming Soon

- Brand Locked Login [Internal]
  - We are implementing brand-specific login restrictions to ensure users can only access the application matching the brand configured for their account. If a user attempts to log in to the wrong brand, they will now receive a clear message directing them to the correct application with a link to the appropriate app store or webpage. This update prevents unintended cross-brand access which may lead to subpar UX, while still preserving full posing access for support teams.

🧠 Need Help or Have Feedback?

Reach out to our support team via in app chat.