



Product Release Notes – May 12, 2025

Release Version: 20250512

Release Date: May 12, 2025

Improvements

- **Copy Enhancement for Milestone Completion Notification:** When members complete a milestone, the notification will encourage them to check the Ways to Earn page for reward fulfillment details, ensuring this critical information is accessible to the member quickly and easily.
 - **Improved EOB Viewing in Member App:** Members will now be able to view a single PDF that consolidates multiple Explanation of Benefits (EOB) documents when multiple claims are processed for the same date of service and location. This enhancement fixes the issue for when only one EOB is loading, though there may be multiple processed. *Note: This applies to clients with existing EOB integrations.*
 - **Eligibility Based Routing in NICE Chat:** We've introduced client group-based routing in NICE Chat using `client_id` from the Eligibility File. Users linked to the State of Minnesota and Premium Clients now receive tailored chat scripts. Future updates will extend support to additional groups like National Accounts and Individual plans
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Fixes

- **Users who transitioned from subscriber to dependent were unable to view their claims.** The system now correctly updates subscriber_patient_id values to reflect coverage changes, ensuring continued access to claim history.
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Coming Soon

- **Easier Access to Benefit Information:** Care Guides will be able to quickly access a member's Explanations of Benefits, allowing them to provide more informed support during support and care guidance conversations. *Note: This applies to clients with existing EOB integrations.*
- **Year Over Year Comparison of HRA Results:** Members will be able to compare their current year's HRA report with the previous year if they have completed both

assessments. The new year-over-year comparison empowers members to track their health progress across 17 key topics, helping them recognize improvements, identify emerging risks early, and stay motivated to take action on their wellbeing journey.

- **HRA based case automation:** As part of our ongoing efforts to enhance care coordination, we will be automating the case creation process for members who indicate needs related to safety, social determinants of health (SDOH), or help connecting with a Primary Care Provider (PCP) in the Health Assessment. Previously, this process relied on manual case creation using daily reports shared with care guides. This automation streamlines case creation for safety, SDOH, and PCP support needs, eliminating manual effort and enabling clinical care guides to focus more on member outreach and care—saving time and improving response efficiency.
- **Enhanced ability for a member to select or update PCP:** Provides members, a frictionless way to select/update their PCP from various points of the existing flows. The member will be able to select only from providers with specialties associated with Primary Care. They will also get a notification when they are trying to add a PCP when they have already selected one. We are also updating the terminology to consistently be “Primary Care Provider” instead of “Go-To Provider”.
- **Enhanced SLA Management for Superior Member Support:** We are introducing a 7-day milestone tracking system to boost SLA compliance across our customer support and clinical service teams. This release features 7-day SLA for all the general support cases, real-time SLA monitoring with proactive alerts and escalations to the care guides and managers. These improvements will streamline case resolution, enhance agent accountability, and provide managers with crucial insights to ensure timely and effective member support. This translates to faster, more reliable assistance for members and improved operational efficiency.
- **Supporting member registration via SMS:** Member support and Care Guides can send unregistered members a link to register via SMS, in addition to email, allowing members who cannot access their email or do not have an email with us yet to easily register. *Only applicable for direct registration brands that allow outbound SMS: Castlight, Engage, My Vera.*
- **Verify Email Address Through Account Settings:** Members who have not yet verified their email address will be able to verify through account settings, by sending themselves a new verification email. *Only applicable for direct registration brands.*
- **Easier access to program information:** Design enhancement to the program details page to always display the program description first, providing members easy access to pertinent information about their programs.

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