External Release Notes

# Galileo Release

*Version 1.0 March 14, 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 Galileo release.

## External Features

### Introducing Multi-Factor Authentication to the Login Process (148537)

Multi-Factor Authentication (MFA) is being introduced to all offered Benefits Administration products except the Mobile App, adding an extra layer of security to the user login process. With the newly added MFA, users will have the option to authenticate their identity via text message, Yubikey, Authenticator App, and/or backup codes upon login, depending on how their administrator chooses to configure MFA.

When MFA is configured by the administrator as required, the first time users log into the system they will be prompted to select their MFA preferences (text message, Yubikey, Authenticator App, and/or backup codes) for future logins. Once set, users will be shown the option to change to a different method if desired. If the administrator does not configure MFA as required, users will simply have the option to set up MFA in their account settings.

*Note: Users that use Single Sign-On (SSO) are not eligible to use MFA. MFA is currently in Beta for the Galileo release and will be generally available in Fall 2019.*

### Updated Carrier Billing Status Indicator (148635)

On the Carrier Billing page, users can now click the red status indicator to access the warning tickets for the associated billing period report.

| Period | Enrolled Employees | Premiums | Fees | Fees 2 | Adjustments | Total Cost | Last Billed (UTC) | Posted On | Status | Remittance Summary |
|--------|-------------------|----------|------|--------|-------------|-----------|-------------------|-----------|--------|-------------------|
| 01/01/2018 | 27 | $12,530.00 | $0.00 | $0.00 | $0.00 | $12,530.00 | 12/04/2018 01:24 PM | | ⊖ | View |

### Evidence of Insurability (EOI) Pop-up Windows Updated (141607, 141613, 147119, 147821)

The EOI Request window that appears during enrollment was updated. The EOI request window now has a button labeled "Complete EOI" next to each benefit requiring an EOI. For multiple benefits associated with the same carrier, the EOI request only displays the carrier logo once with all the applicable benefits underneath it. Additionally, "X" and "I'll do this later" buttons were added, making it easier for users to exit the EOI Request window.

## Added Carrier Changes Task to Self-Service Renewal (142269, 142327, 142267, 142271, 142325, 143425, 149493, 151451, 151455)

Self-Service Renewal now allows users to make carrier changes for their new plan year. If users indicate they need to make a carrier change in the "What's Changing" section, this will generate a new task on the Self-Service Renewal Dashboard that will guide them through submitting their carrier changes.

If users do not make any Carrier Changes, they will still be prompted and have the opportunity to make Carrier Changes updates following the completion of the renewal.

## Updated "From" Email Address in Employee Communication Tool (120723)

The "From" email address for campaigns in the Employee Communication tool was updated to a customizable field. Users can now add a customized, white labelled return email address instead of using the default no- email address provided. Once entered, the email address is stored in the system and will be copied over if the email campaign is replicated.

## Updated Affordable Care Act (ACA) Engine (146659)

The ACA engine will now only produce medical offers for plan years that overlap the IRS Reporting years that have been configured within ACA Configuration.

## Updates to the New HR Experience (150943, 150945)

New features are available within the HR Experience as part of the HR Experience refresh. The second phase of the refresh provides updated experience in the following areas:

1. New consolidated Tasks page that will include the following features:
   - A consolidated view of all open/pending Life Events, Document Requests, and Evidence of Insurability requests
   - Ability to add custom fields to the view
   - Search that will allow users to find an employee by name, SSN, or subscriber ID
   - Filter that allows users to select multiple statuses to view as well as filter by more than one task type at a time
   - New processing wizard that will allow an administrator to select multiple task types to process at one time
2. New Work Status Processing page that provides a more modern, user-friendly view as well as the ability to add custom columns for viewing.
3. Enhancements to the navigation that include:
   - Links to New Hire Processing and Renewal pages
   - Page indicators to remind users where they are
   - Sticky, always-open navigation when a screen is of a certain size
4. Updates to the employee profile that includes the ability to view enrolled dependents, volume details, and beneficiary details as applicable when editing coverage.

Users will have the ability to enable these new features in addition to those released in Calypso via the Beta toggle on the bottom of the page in the HR Experience.

## 3.0 Updates
## Updated Drop-Down Menu for Increment-Based Plans (150749)

For increment-based plans in 3.0, the drop-down menu for selecting the increment was updated to exclude the "Guaranteed Issue" label when Evidence of Insurability is not configured for the plan.

### Jellyvision: Added Contribution-Based Benefit Recommendations (135837)

When users elect a contribution-based benefit using ALEX, in 3.0 the elected contribution amount will display the recommended contribution amount for the user to review as it was displayed in ALEX. ***Note: Jellyvision is available to beta clients only at this time.***

### Jellyvision: Updated Where ALEX Banner Displays in 3.0 (143885)

The ALEX banner was updated to display on both the plan selection and plan details pages in 3.0. This ensures the banner is visible to users regardless of the number of available plans for a benefit. ***Note: Jellyvision is available to beta clients only at this time.***

### Jellyvision: Added ALEX Banner Reminder to 3.0 for Declined Benefits (146675)

When users decline a benefit while in ALEX, 3.0 now displays a banner on the plan selection page reminding the user they elected to decline the benefit. ***Note: Jellyvision is available to beta clients only at this time.***

### Jellyvision: Added Banner to ALEX-Selected Benefits in 3.0 (142547)

When users elect benefits using ALEX, the benefit is displayed in 3.0 pages with a blue border identifying the benefit was selected in ALEX. ***Note: Jellyvision is available to beta clients only at this time.***

### Jellyvision: Added New Window Notification for 3.0 Internet Explorer Users (142803)

When clicking the "Get Started" button for ALEX in Internet Explorer, the user will be notified via a pop-up message to open a new window to successfully elect benefits using ALEX. This allows users to use ALEX without having to navigate away from 3.0 enrollment. ***Note: Jellyvision is available to beta clients only at this time.***

### Jellyvision: Added ALEX Indicator to Selected Benefits on Confirmation and Review Pages in 3.0 (144173)

When 3.0 users elect benefits using ALEX, the Review and Confirmation pages now include an ALEX indicator next to the elected benefits. This allows users to easily identify benefits elected with ALEX when completing their enrollment. ***Note: Jellyvision is available to beta clients only at this time.***

## 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 Galileo release.

## External Bug Fixes

### Fixed Custom Self-Service Language Translations Causing Qualifying Event Exports to Fail (145947)

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|---|---|
| **Issue** | When clients used a custom self-service language translation, it was causing qualifying event exports to fail in cases where the export was only families with dependent qualifying events. |
| **Resolution** | Identified the custom language translation was causing the export to fail since the translated data did not match the default language in the job request method. The code was updated to use lookup codes in exports, ensuring custom translations would not cause exports to fail. |

### Fixed Incorrect Counts on Affordable Care Act (ACA) 1094-C Form (148361)

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|---|---|
| **Issue** | Lines 18 and 20 of the 1094-C Form were including forms marked for exclusion, causing the form counts to be incorrect. This could cause the IRS to reject the transmitted form or request corrections. |
| **Resolution** | Lines 18 and 20 of the 1094-C Form were fixed to not include any 1095-C Forms that had been marked as excluded from IRS transmission in the total form count. |

### Fixed Extra Whitespace in Page Content (149257)

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|---|---|
| **Issue** | The page content manager was adding extra whitespace to pages and would not maintain the correct whitespace when edited. |
| **Resolution** | Identified the page content manager was using the incorrect CSS attribute for whitespace. The code was updated to ignore extra whitespace and correctly reflect when whitespace is edited in the page content manager. |

### Fixed Duplicate Text Appearing on Dashboard in Custom Content Blocks (144425)

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|---|---|
| **Issue** | Custom page content blocks were duplicating text on the 3.0 dashboard. The text would appear in the correct block and also in the block to the right. |
| **Resolution** | Identified a previous bug fix caused the duplicate text to appear on the dashboard. The dashboard slot 1 content block was updated to ensure the text is displayed normally. |

### Fixed Document Request Not Triggering for Declined Plans (148203)

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| **Issue** | When employees had an "Employee Gains Other Coverage" life event, the document request for the employee was not being triggered when the employee declined a plan. |
| **Resolution** | Identified the losing/gaining coverage options were not working correctly unless the document request was configured to pend the coverage. Additionally, the document request was tied to the archived shopping cart instead of the current employee's record. The code for the shopping cart and document request were updated so the correct document request is triggered for employees. |

### Fixed Error Occurring when Downloading Confirmation Statement in 3.0 (146897)

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| **Issue** | When downloading a confirmation statement in 3.0 and Custom Self Service Language Translations were enabled, users would receive an error message and be unable to download the confirmation statement. |
| **Resolution** | Identified custom translations are not supported by 3.0 and updated the system to utilize default translations, allowing confirmation statements to be downloaded. |

### Fixed Locked Volume Benefits Not Displaying Cost (144223)

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| **Issue** | When employees not currently enrolled in a locked volume benefit completed their enrollment, the locked volume benefits would display a $0.0 cost instead of the actual cost. |
| **Resolution** | Updated the code, ensuring locked volume benefits display costs on individual plans when it's the employee's first time enrolling in the benefit. |

## Fixed Population Builder Function "Enrolled in Any Context" Preventing Eligibility (142961)

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| **Issue** | In 3.0, the population builder function "Enrolled in Any Context" was not working correctly. Employees included in the population rule were unable to elect a plan in a different plan year, despite being eligible. |
| **Resolution** | The code was changed for the population builder function "Enrolled in Any Context". The population now checks coverage in the employee's cart prior to checking their existing benefit/plan eligibility, allowing them to elect a plan in a different year. |

## Fixed Beneficiary Synchronization Feature Allowing Allocations Over 100% (142541)

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| **Issue** | When the beneficiary synchronization feature was enabled and two beneficiaries shared the same name, the synchronization feature was combining the beneficiaries, leading to an allocation over 100%. |
| **Resolution** | Updated the beneficiary synchronization code, preventing the primary and secondary beneficiary from being combined and ensuring they are synchronized independently so allocations are correct. |

## Fixed PDF Documents Not Opening (140797)

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| **Issue** | When accessing the system via the Ultimate login portal in Internet Explorer 11, users were unable to open any PDF files in the system. A blank page would appear instead of the PDF. |
| **Resolution** | The download module for all PDF documents in the system was updated, adding more options for how downloads are sent via API. |

## Fixed Employees Being Able to Reuse Previous Passwords for Enrollment Login (138289)

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| **Issue** | When employees logged into their enrollment for the first time or after a password reset or change was initiated, the change password prompt would allow the employee to enter and save their previous password as their "new" password. |
| **Resolution** | Updated to code to provide an error when employees try to save their previous password as their new password, preventing the system from accepting the previous password. |

## Fixed Incorrect End Date Displaying for Benefits during Enrollment (137823)

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|---|---|
| **Issue** | When an employee was completing their open enrollment, and their organization had multiple active plan years, the employee's enrollment would display an incorrect end date for their current coverage on a benefit. Instead of showing the end date for the plan year associated with the benefit, it was showing the end date for a different plan year. |
| **Resolution** | Identified the API was retrieving the incorrect coverage information for the benefit. The API was updated, ensuring the correct end date is displayed. |

## Fixed Incorrect Pending Cost Displaying on PDF Confirmation Statements (137273)

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| **Issue** | In 3.0, when enrolling in Voluntary Spouse and Child Life plans in open enrollment and electing a volume amount higher than the Guaranteed Issue amount, the pending cost for the difference would show two different costs. The cost shown in open enrollment and on the Manage Employee page were different from the cost shown on the PDF Confirmation Statement. |
| **Resolution** | Identified the incorrect amount was shown on the PDF Confirmation Statement. The code for the PDF Confirmation Statement was updated, ensuring the amount shown matches the amount on the Manage Employee page. |

## Fixed Cancer Plan Automatically Approving during New Hire Enrollment (127193)

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|---|---|
| **Issue** | When completing new hire enrollment, when new hires elected a cancer plan and the plan's Guaranteed Issue/Evidence of Insurability was set to "Pend New Election", the plan would automatically approve if the new hire went back into their enrollment and re-elected the same cancer plan. |
| **Resolution** | Updated the enrollment code, preventing the coverage from automatically approving by re-electing the plan after leaving and re-entering new hire enrollment. |