January

2023 Release Notes

VBAGateway
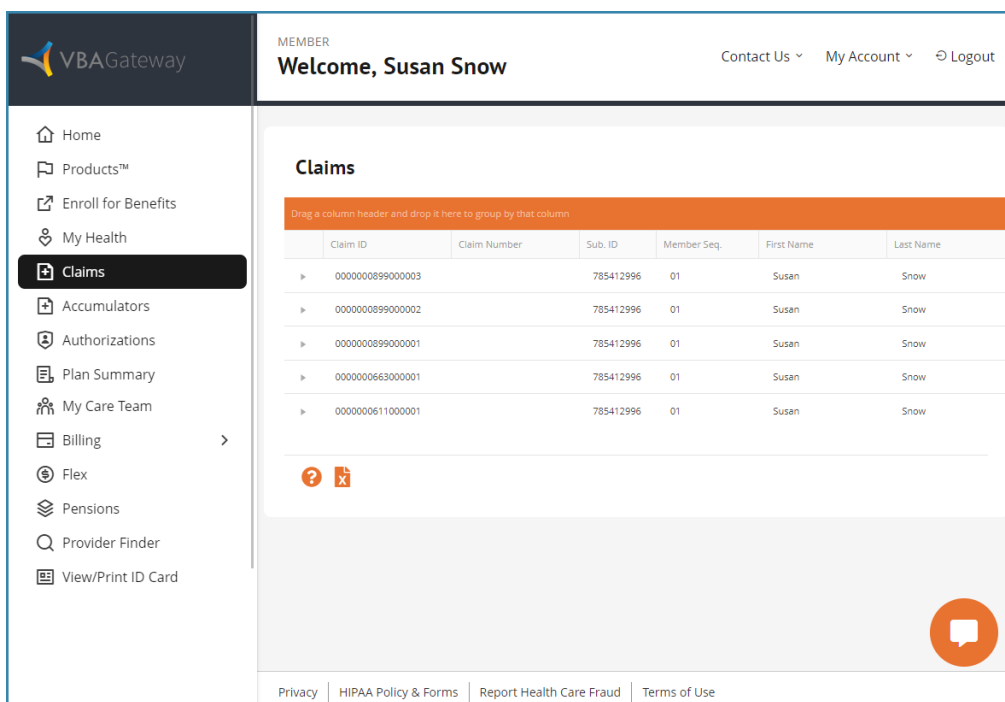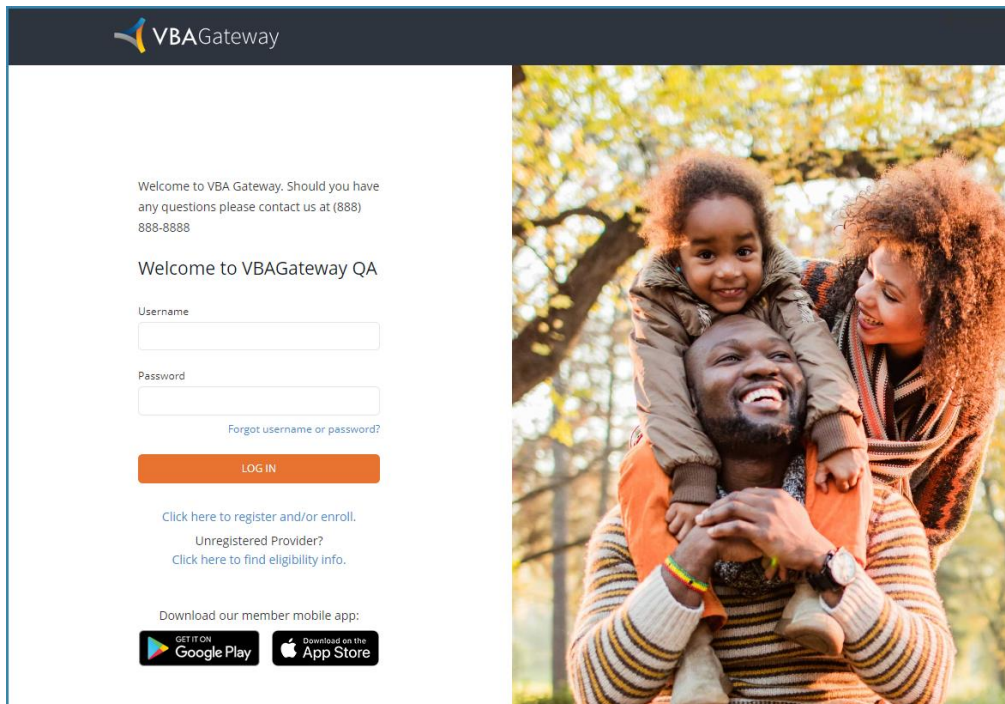
General Changes

⭐ Gateway Visual Update - Phase 1

The first phase of the Gateway Visual and User Experience update goes live with the January release! The look of Gateway has been updated and improved from top to bottom with brand-new fonts and icons, reimagined PODs, and enhanced menu. This phase of the visual update lays the groundwork for the larger User Experience updates in the coming releases. Together these updates bring Gateway a modern aesthetic and more intuitive usability. This update includes visual changes to all portals and screens.

⭐ New Gateway Support for VBAVoice Notifications

VBAVoice Notifications has launched! VBAVoice Notifications is a new multi-channel communications offering from VBA that allows event-based SMS and Email alerts and messages to a wide variety of recipients. With VBAVoice Notifications, Members can be alerted to a new EOB, plan Admins can be notified of an enrollment request, Providers can be notified that a pre-authorization has been approved, and anything else a Client could imagine. These notifications can be configured to respond to any action or data within Gateway. The possibilities are endless.

Gateway has been updated within the January release to support VBAVoice notifications with improved opt-in/opt-out – for details, see the individual features below. For more information on utilizing VBAVoice notifications, please contact your Account Executive.

Changes to Notification PODs

[F20711 & F20712] The 'Notification Events to Subscribe To' POD has been renamed to 'Events Available for Notifications'. The 'Manage Notifications' POD has been renamed to 'Configure Notifications'. A help bubble has been added to both PODs and will contain useful information for each.

The 'Add New Notification' button on the 'Configure Notifications' POD has been renamed to 'Add and Configure a New Event'. Within the 'Configure Notifications' POD, 'True' and 'False' labels have been changed to green checkmarks for 'True' and red X's for 'False'.
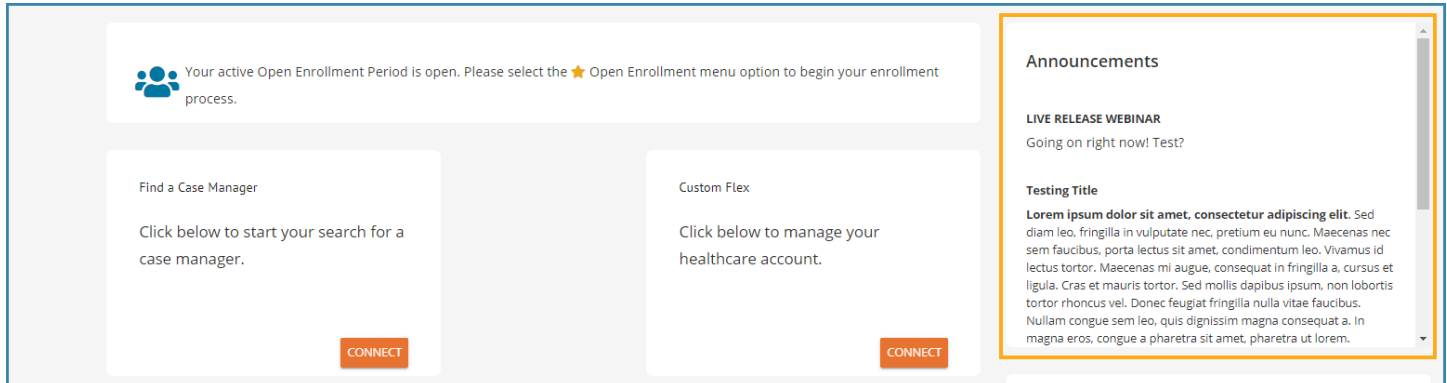

Census Lookup Includes Dependents

[F20064] The 'Census Lookup' screen now includes Dependents in the search results. Selecting a Dependent from the search results will load the associated Subscriber's census.

Announcements POD Moved

[F20203] The 'Announcements' POD within the 'Message Center' screen has been moved to the top of the page above 'Messages'.

Admin Portal

Changes to Add Notification Subscription Window

[F20713] When selecting 'Add New Notification' (now labeled 'Add and Configure a New Event', the 'Add Notification Subscription' window will open. This window has been renamed to 'Configure Notification'. The 'Event Name', 'Types of Notifications', and 'Types of Subscriptions' fields have all been renamed for clarity. When 'Apply to a Specific User' is selected, Admins will now be able to select multiple Users directly from this screen without the need for further search screens.

Member Portal

Configs for Hiding Screens and PODs

[F15731] We have added two new tables to support client configs: 'ClientScreenConfigOverride' and 'ClientConfigOverride'. These new options will allow Clients to more accurately configure what screens and PODs are displayed based upon chosen fields. Currently, this new configuration only supports 'Plan Type', but these tables will make it much easier to add other criteria in future features.

⭐ Re-enroll Members Through the Enrollment Wizard

[F18251] A new configuration option has been added to allow inactive Members to re-enroll using the 'Enrollment Wizard'. Utilizing the 'Enrollment Wizard' in this manner will create a 'Re-Enrollment' type enrollment request. These requests must be manually processed within VBASoftware. To find out more about utilizing this functionality, please contact your Account Executive.

User Profile Screen Updates

[F19693] A new config option has been added that allows Clients to hide the 'Configure Access to Your Account Details' and 'Whose Information Can I See?' sections of the 'User Profile' screen. Additionally, 'Gateway Contact Email' has been relabeled as 'Email Address', and 'Phone Number' has been relabeled to 'Cell Phone Number'.

Payment Method and Member Address Configurable Message

[F19725 & F19726] Clients will now be able to configure the informational message that is displayed on the 'Payment Method' and 'Member Address' request modals.

HIPAA Notice Added for Notifications

[F20077] HIPAA notices have been added for email and text notifications. These notifications will be displayed for all Users – who may either accept or deny the notice. These notices will also be displayed on the 'User Notifications' screen (navigate to 'My Account' and select 'Manage Notifications'). From here, Users may change their preferences.

Hiding 'Delete' from Member Address POD

[F20278] A new config has been added that allows Clients to hide the 'Delete Selected' button from the 'Member Address' POD. This removes the ability for Member Portal Users to remove addresses.

Email Validation During Registration

[F20292] During registration, a validation check will be performed on the 'Email Address' field to make sure that the format is valid. If the email address is invalid, the User will receive a message alerting them to enter a valid email.

Accumulators PODs No Data Message

[F20457] For clarity and to avoid formatting issues, the Accumulators PODs have been updated to display a 'No Data Found' message when no data is available for the 'Long Term Care Claims' and 'Eligibility Tracker' PODs.

Premium Rate History POD Loading Icon

[F20483] A loading icon has been added to the 'Premium Rate History' POD to alert Users when data is still being loaded.

Latest Claims POD Rework

[F20592] The 'Latest Claims' POD on the Member Portal 'Home' screen has been visually updated to be in line with other Gateway visual updates. The three latest claims will now be displayed on cards with the relevant information.

Member Network Logic

[F20893] The logic for determining which networks are displayed for a Member has been slightly different between VBAGateway and VBASoftware. This logic is now the same – avoiding any potential discrepancies between the two.

ID Card Export

[F20905] We have added a configuration that gives Clients the option to send 'Unique IDs' in place of the 'Alternate ID' on ID Cards generated from Gateway. If no 'Unique ID' exists when using this configuration, the 'Alternate ID' will be used as normal.

Open Enrollment Portal

Hide Plan ID During Enrollment

[F19741] We have added a new config option that allows Clients to hide the 'Plan ID/Level' of their plans during Member enrollment. By default, Plan IDs will continue to be displayed. For more information on utilizing this functionality, please contact help desk.

Provider Portal

Provider Lookup by Claim ID/Number

[F17481] We have added two 'Claim ID/Claim Number' fields to the 'Provider Lookup' screen within the Provider registration process. When adding a Provider in this way, these two 'Claim ID's' or 'Claim Numbers' will be required. Both claims must match the Provider TIN, zip code associated with the Provider, and must have been processed within the previous 180 days. Both claims will be required to have unique Subscribers. Text detailing these requirements has also been added to the 'Provider Lookup' screen.

Provider Lookup

Please enter a Tax ID, Zip Code, and two separate Claim Numbers or IDs from two separate subscribers.
These claims should be submitted and paid, and should be from within the past 180 days.
If you do not have any submitted, paid claims within the past 180 days, please contact your administrator to finish your registration. Thank you.

Tax ID *	Zip Code *	Claim ID/Claim Number 1 *
Please enter your Tax ID	Please enter your Zip Code	Please enter first Claim Number/ID

Claim ID/Claim Number 2 *

Please enter second Claim Number/ID   SEARCH   CANCEL

NPI	Federal ID	Provider Name	Address	City	State	Zip
▼	▼	▼	▼	▼	▼	▼