PRODUCT®

FINAL RELEASE FEATURES & DEFECTS VERSION 2017-12

LAST UPDATED: NOVEMBER 13, 2017

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We want to hear from you!

Give us your thoughts on how we can improve this document at docs@Company.com. Please include the document name (2017-12 FINAL Release Features and Defects Product®) in your email.

TARGET DEPLOYMENT DATES

Client testing: 11/20/17   **Production:** 12/03/17

EXECUTIVE SUMMARY

This release includes the following enhancements to the Search and Provider Profile experiences:

- Search:

  - Assign search category to members' keyword search results when they've searched All Categories.

  - Allow users to search for doctors that have BDC/BDC+ recognitions with Advanced Search.

- Profiles:

  - A new footnote displays on provider profiles including the Bariatric Ambulatory Surgery Center subtype of Bariatric Surgery.

  - To make care easier to find, when a user searches for a provider or facility that has the Blue Distinction Cancer Care distinction, it displays on the profile and may be used as a filter criterion.

When Product is undergoing maintenance, users will now see a custom, branded message about the application status.

Company also resolved defects in this release.

Notes:

- This release may include features that Company must configure for you and/or require integration work on your part before they can be implemented. Please see the How-to Steps section for details on how to implement these features.

- For those features that are immediately available, they are ready to be tested by you.
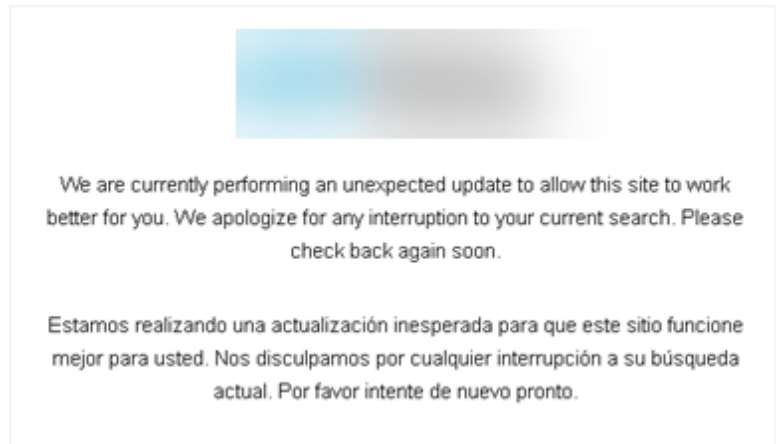
CLIENT

FEATURES

Immediately Available

Note: This feature is immediately available and can be tested by you.

CER-717 CLIENT | Display Technical Difficulties and Site Down messages

Benefit: If while the Product application is undergoing maintenance, a user tries to access it or is using it and tries to take any action, a message displays advising the user of the application status.

We are currently performing an unexpected update to allow this site to work better for you. We apologize for any interruption to your current search. Please check back again soon.

Estamos realizando una actualización inesperada para que este sitio funcione mejor para usted. Nos disculpamos por cualquier interrupción a su búsqueda actual. Por favor intente de nuevo pronto.

Requires Configuration and/or Client Integration

Note: These features are included in the release but may require Company to configure them for you and/or require integration work on your part to implement. Please contact your Account Manager if you would like to implement any of these features in the future. **You cannot test these features immediately.**

CLIENT-AFFILIATED PLANS

CO-6278 Change Category Selected Based on User's Selection
Note: This feature moved from the October release.

Benefit: To further support and educate users throughout the search process, if a user selects a search from ALL CATEGORIES that is associated to a sub-category (e.g., DOCTORS BY SPECIALTY), the category will change to reflect that user's selection.

For example, if the user enters REHAB in the search field and selects REHABILITATION CLINIC – IN PLACES BY TYPE:
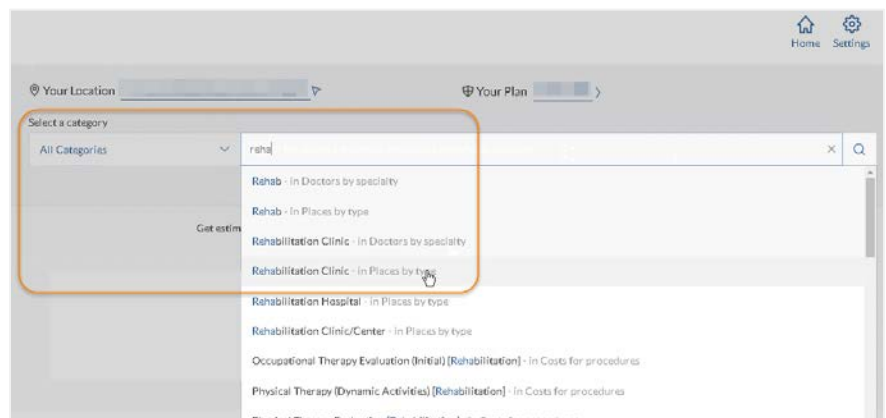
DEFECTS

CO-7160 HCAHPS Data Missing for Rush University Medical Center

Note: This defect was moved from the November release.

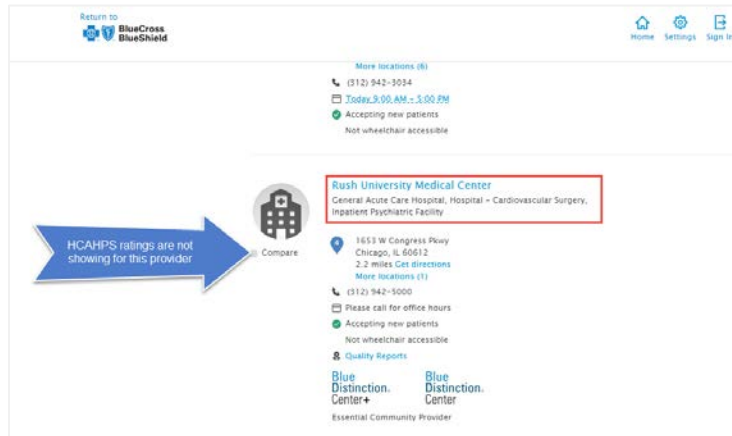**Client ID#: CLIENT-292**

Steps to reproduce:

1. Log in.
2. Location: CHICAGO, IL
3. Search for RUSH UNIVERSITY MEDICAL CENTER.
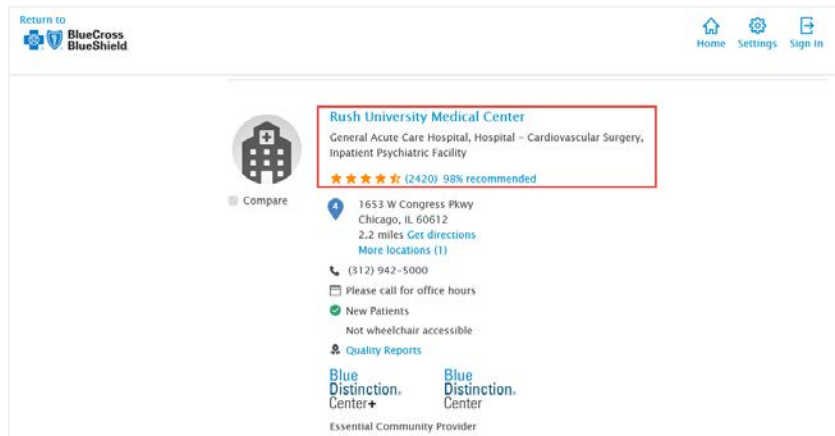4. Scroll down to the GENERAL ACUTE CARE HOSPITAL location
   Address:
   1653 W Congress Pkwy
   Chicago, IL 60612

Actual Results: No HCAHPS scores display.

Expected Results: The appropriate HCAHPS scores display.

CO-7162 Hospital Appears as Admitting to a Group

Client ID#: CLIENT-294

Steps to reproduce:

1. Log in.
2. Location: Chicago, IL
3. Plan: BLUECARD PPO/EPO
4. Select a Category: PLACES BY NAME.
5. Search for INTERNAL MEDICINE S C.
6. Select INTERNAL MEDICINE S C from the search results.
7. Select SEE WHO ADMITS PATIENTS HERE.

Actual Results: ADVOCATE CHRIST HOSP MED CNTR displays in the results list for who admits to INTERNAL MEDICINE S C.

Expected Results: Only professional providers with admitting privileges to INTERNAL MEDICINE S C display.

HOW TO INTEGRATE CONFIGURABLE FEATURES

1. Contact your Account Manager, requesting to integrate client-configurable feature(s). Your Account Manager will coordinate with Company Client Services for this effort.
2. If necessary, your Account Manager and a Business Analyst may meet with you to determine your specific requirements.
3. Your Account Manager will provide you with an estimated implementation timeline.
    a. Typical configuration changes take two weeks to be set up in the testing environment.
    b. Implementations requiring client data may take longer to implement.
4. You perform Client testing.
5. After your approval, Company will schedule the work for an implementation weekend.
6. Your Account Manager will contact you with the scheduled implementation date.

KNOWN ISSUES & NOTES

KNOWN ISSUES

None.

NOTES

There are no known major application-related issues regarding this release. The entire application has been fully regression tested.