Release Notes for Link Provider Dashboards version 2015.11.v01.00

Release Date: 11/12/15

Purpose of the release

The version 2015.11.v01.00 release of Link Provider Dashboards implements new application tiles and new Link Marketplace functionality. This release also includes UI updates and addresses several minor defects. This document outlines the new and modified features included in this release.

The major themes of this release include:

- Four new application tiles on the Link and Admin dashboards
- Seven new application profiles available in the Link Marketplace
- Request Access available for an additional 11 applications in the Link Marketplace

About Link Provider Dashboards

Link is the digital health information connector that powers the personalized and integrated digital experiences that reduce costs and improve the quality of care for all participants.

The Link Provider Dashboards are hosted on the Digital Health Network (DHN) platform, and support Optum’s strategy of a centralized portal that will serve multiple constituencies.

The following dashboards are available for provider use:

- Link (default dashboard containing applications provisioned to most users)
- TennCloud (State of Tennessee clinical applications)
- UnitedHealthcare Clinical (Community & State clinical applications)
- BayouCloud (State of Louisiana clinical applications)
- DelCloud (State of Delaware clinical applications)
- MScloud (State of Mississippi clinical applications)
- myData Connection (Connected Community applications)

Dashboard capabilities include:

- Dashboards may be branded for a specific client or entity.
- Applications are grouped and ordered on a dashboard as specified by the client, for example, applications are grouped by state or organization.
- Dashboards and applications are provisioned to users according to their roles; different users will have access to different dashboards and applications.
- Users can edit tile placement to suit their own work styles and preferences.

Supported browsers

Link Provider Dashboards work best using the following browsers:

- Microsoft Internet Explorer versions 8, 9, 10, and 11. Note: Use the Tools menu Compatibility View settings to turn off Compatibility View for linkhealth.com and ensure that Display internet sites in Compatibility View is not selected.
- Mozilla Firefox versions 35 and above
- Google Chrome versions 37 and above
- Apple Safari version 7
Related documentation

Release notes for prior releases

Release notes for prior releases of Link Provider Dashboard (Available internally only)

New applications on Link Provider Dashboards

The following applications were added to Link Provider Dashboards.

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CE City PQRS Wizard</td>
<td>- This wizard helps providers create quality reports using a secure and simple step-by-step process.</td>
</tr>
<tr>
<td></td>
<td>- Appears on: Link and Link Marketplace. Users can request access from the Link Marketplace.</td>
</tr>
<tr>
<td></td>
<td>- Production URL: <a href="http://info.cecity.com/solutions_pqriwizard.html">http://info.cecity.com/solutions_pqriwizard.html</a></td>
</tr>
<tr>
<td></td>
<td>- SSO: Yes</td>
</tr>
<tr>
<td>Optum PAF</td>
<td>- The Optum™ Health Quality Patient Assessment Form (HQPAF) is a solution that helps providers improve the accuracy of risk adjustment documentation and coding and helps them maximize the health plan indicator scores in the Centers for Medicare &amp; Medicaid Services’ (CMS) Five-Star Quality Rating System.</td>
</tr>
<tr>
<td></td>
<td>- Appears on: Link</td>
</tr>
<tr>
<td></td>
<td>- Production URL: <a href="https://optumpaf.optum.com">https://optumpaf.optum.com</a></td>
</tr>
<tr>
<td></td>
<td>- SSO: No</td>
</tr>
</tbody>
</table>

New applications in the Link Marketplace

The following applications have been added to the Link Marketplace:

- **Dental Xchange** – Users can request access from the Link Marketplace.
- **UHC Dental** – Users can request access from the Link Marketplace.
- **Care Improvement Plus** – Users can request access from the Link Marketplace.
- **MyAllSaversProvider** – Users can request access from the Link Marketplace.
- **AARP Provider Online Tool** – Users can request access from the Link Marketplace.
- **Dental Benefits Providers**
- **UnitedHealth One** – Users can request access from the Link Marketplace.

Modified applications

The following applications were modified on Link Provider Dashboards.

**SSO implemented**

SSO capability has been implemented for the following applications:

- Optum Behavioral Health
- Partner Agencies Verification
- Community Services Video

**Request Access implemented**

The **Request Access** capability is now available for the following applications on the Link Marketplace:
Enhancements to Link Marketplace Request Access functionality

Updated Request Access confirmation message

We have updated the message in the Request Access confirmation message to inform the user that we will send the invitation to the email address associated with the user’s Optum ID.

Automated email notification to Support

We have implemented automated notifications for the Link Marketplace. Starting November 13, when a user requests access to an application, the Link Marketplace sends an email like the following to the Commercial Support team:
When a user’s request for an application fails, Link Marketplace displays a failure message. In addition, the Request Access button remains active.
Usability enhancements

User interface changes for mobile and tablet

The following pages automatically adapt to display on mobile and tablet devices.

- Welcome to Link - Sign In
- About Link
- Contact Us
- FAQs

Defects corrected in release

These defects were unresolved at the time of prior release, but have been closed since then.

<table>
<thead>
<tr>
<th>Defect #</th>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>DE28861</td>
<td>Inconsistent multi-browser performance affecting myData Connection UX.</td>
<td>The Optum ID log in page was rendered for IE8.</td>
</tr>
</tbody>
</table>
### Defect # | Problem | Solution
---|---|---
DE30592 | Discrepancies in the LinkSupport@Optum.com email address and its behavior in the Contact US page as compared to the Frequently Asked Questions page | Email address and subject line of the email were corrected.
DE30727 | IE11 video playback being aborted on the About Link page. | Requested IRM to set provider.linkhealth.com as a trusted domain.
DE30828 | IE8 video fallback Flash player. | Javascript was fixed.
DE31047 | Cannot sign in to return to Link after logging out of the system in Firefox. | Page headers were fixed.
DE31125 | Move Marketplace tutorial tip 4 to new Learn More button location. | Tutorial tip is corrected to display under Learn More button.
DE31184 | Typo on UMR Link Marketplace page. | The typo was corrected.
DE31655 | The Link dashboard Terms&Condition Accept button was not clickable in the stage environment. | The Core team made code changes to resolve the issue.

### Known issues

These defects were unresolved at the time of deployment of this release.

### Defect # | Name | Description
---|---|---
DE29633 | The Care Improvement Plus landing page in the stage environment is not loading on mobile devices and MacBook. | After clicking on the Care Improvement Plus tile in the stage environment, the mobile devices and the MacBook experienced “server not found” or “webpage not available” errors.
DE29919 | The Link web page is not loading in Firefox browser in test, stage, and production environments. | Users cannot log into the application in the test, stage, or productions environments using Firefox. After the user submits their Optum ID and password to log in, the Security Questions page does not load and the user cannot access the application.
DE31426 | On the Samsung Galaxy tablet, tile names are sporadically not displayed in the Link Marketplace. | On the Samsung Galaxy tablet, tile names are sporadically not displayed in the Link Marketplace. The problem can be recreated through Perfecto as well as in the actual tablet.
DE29349 | Accessibility changes on Link are not visible on mobile devices. | The accessibility changes made to include green illumination around tiles, left navigation titles, menu button, etc. on the Link dashboard do not occur in any mobile devices in the production environment.
DE29359 | The Care Improvement Plus landing page gives “Web page is not available” error on | When opening the Care Improvement Plus
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<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DE29919</td>
<td>mobile devices in the stage environment.</td>
<td>tile in the stage environment with mobile devices an error page appears saying that the &quot;Webpage is not available.&quot;</td>
</tr>
<tr>
<td>DE21605</td>
<td>The Link web page is not loading in the Firefox browser in test, stage, and prod environments.</td>
<td>Since the 9/24/15 release, after the user enters the Optum ID and password the web page gets stuck on the Security Questions page.</td>
</tr>
<tr>
<td>DE24637</td>
<td>Capital letters in URLs are causing URLs to redirect incorrectly.</td>
<td>Capital letters are causing URLs to redirect incorrectly affecting the Mississippi and NYU dashboards.</td>
</tr>
<tr>
<td>DE24854</td>
<td>Mobile users with a Custom View on the Link dashboard need to scroll horizontally to view all tiles.</td>
<td>Users who have a custom view setup will have to scroll horizontally in order to view all of the applications on the Link dashboard when using mobile devices.</td>
</tr>
<tr>
<td>DE42545</td>
<td>On all iPads, when a user closes an open application tab, the dashboard refreshes.</td>
<td>When testing on an iPad Air, 4th generation, and mini, we observed the following:</td>
</tr>
</tbody>
</table>
| | | - Login to Link Dashboard  
| | | - Click any application on the dashboard to launch the application in a new tab  
| | | - Close out that tab  
| | | - The original Link dashboard tab will refresh and reload the dashboard |
| DE31545 | In the test environment, there are inconsistencies in the About Link, FAQ, and Contact Us pages | In the test environment, there are inconsistencies in the About Link, FAQ, and Contact Us pages |
| DE31600 | Inconsistent performance of the Link dashboard page display on Apple mobile devices - myData Connection. | Dashboard display inconsistencies in Mobile (Apple, Logged in to Safari) |