

SERVICE BULLETIN for All Providers

Bulletin Number: SB-2025-11-26

Date Issued: November 26, 2025

From: VIVÉ Support Team – NYC Aging

Subject: Updated Enrollments

OVERVIEW

- Part of the readiness effort, providers were asked to update their client status. We discovered that many clients had closing information, but activities (case notes, units, etc.) were submitted for that client. The data integrity rules of VIVÉ require that no new information can be entered on a client's enrollment.
 - There was a data migration error that allowed some enrollments that were supposed to be inactive came into VIVÉ as active.
 - A process was run that addressed this issue. Now it is universal that any client that had a closing date and closing reason within STARS their enrollment into your program will be inactive. Clients with only a closing date were migrated into VIVÉ as active.
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ISSUE DESCRIPTION

- **Function Affected:** Enrollment
 - **Issue:** Migrated enrollments as inactive
 - **Symptoms:** On or more of the client's enrollments are marked inactive.
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IMPACT

- The user needs to re-enroll the client into their program. When doing so, they should back-date the enrollment to November 1st to allow unit entries throughout November.
 - Clients with a service unit since July 1, 2023, will have their data migrated regardless of enrollment status.
 - The process of re-enrolling a client into your program is quick.
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RESOLUTION

- From within the Enrollment tab, select the New button. Change the default enrollment date to November 1, 2025 or earlier. Confirm all information is correct. Click the Save button.
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CONTACT INFORMATION

- If you have questions, experience additional issues, or have suggestions, please submit a ticket via the Ticketing Module (Top Menu of VIVÉ / Program Tools / Ticketing Module).
- Visit the Knowledge Base: <https://vivesupport.cityofnewyork.us> for further guidance.