

SERVICE BULLETIN for All Case Management and HDM Programs

Bulletin Number: SB-2026-01-14

Date Issued: January 14, 2026

From: VIVÉ Support Team – NYC Aging

Subject: Important MDP Improvements

OVERVIEW

- Several updates with Meal Delivery Plans (MDP) are noted here.
 - Previously MDP status was impacted by a service change. This is now fixed.
 - The Route Name now displays on the MDP page.
 - The process for creating route sheets has been improved.
 - The number of days service appointments appear on the App changed to 7 previous days and 2 future days.
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ISSUE DESCRIPTION # 1: MDP STATUS NO LONGER IMPACTED WHEN A SERVICE CHANGE REFERRAL IS REJECTED

- Issue Description:** Previously, when an existing MDP with status “Service Started” received a service change referral and the HDM provider rejected that referral, the MDP status changed to “Referral Rejected”. That required a new MDP to be created. This is now fixed.
 - Issue Resolution:** With this fix, HDM programs can resume utilizing the “Reject Referral” button if/when necessary.
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ISSUE DESCRIPTION #2: ROUTE NAME DISPLAYED ON MDP

- Issue Description:** Previously, it was difficult to quickly find a client’s route on their enrollment or MDP.
- Issue Resolution:** All active route assignments now display on the MDP. Only active routes are displayed. If a client is assigned to multiple routes, all will be displayed in this new field. If a client is not assigned to any route, the field will disappear.

Status

Service Started

Associated Routes for Client

ROUTE 112

On Hold End Date

ISSUE DESCRIPTION #3: ROUTE SHEET CREATION PROCESS IMPROVED

- Issue Description:** Previously, it sometimes took more than 10 hours to create the route sheets each day. This led to some route sheets not being processed in time for morning deliveries. Additionally, route sheets not yet processed would not display in the App. This has been fixed.
 - Issue Resolution:** With this fix, the processing time to create the route sheets is now less than 3 hours. This will ensure that all route sheets are generated in time for providers to prepare their morning deliveries.
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ISSUE DESCRIPTION #4: NUMBER OF DAYS OF SERVICE APPOINTMENTS ON APP

- **Issue Description:** There is a limit to the number of service appointments that can be displayed on a driver's App. Previously, there was a month or more of historical service appointments displayed on the driver's App. For some drivers, the limit was reached and then no service appointments were displayed at all. This has been fixed.
 - **Issue Resolution:** By limiting the number of days service appointments are displayed, the limit will not be reached for any driver. Now there are 7 days of historical information and 2 days of upcoming service appointments.
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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.