



# CPR+

## Release Notes

**Software Version: 2022 R2**

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## Important Upgrade Information!

### New Medi-Span URL Whitelist

To use the web-based Medi-Span interface, whitelist the following URLs.

<https://auth.wellsky.io>

<https://caretend.wellsky.io>.

### Contact WellSky Support to Update eRx Hub Settings

The eRx Hub is a tool managed by WellSky that controls the prescription messaging between the CPR+ ePrescription Manager and Surescripts. Before contacting WellSky Support to open a case to upgrade to the new eRx standard, please refer to *Appendix C: ePrescription Manager Changes*.

To coordinate the changes needed in the eRx Hub and the Surescripts system, contact WellSky Support at [cpr-support@wellsky.com](mailto:cpr-support@wellsky.com).

### MS SQL Server 2005 and 2008 No Longer Supported

CPR+ no longer supports Microsoft SQL Server 2005 and 2008. Attempting to run this update in a SQL Server 2005 and 2008 environment will cancel the installation.

### Performance Improvements Made to Delivery Ticket Printing

Recent modifications to improve the performance of printing a delivery ticket may impact custom delivery tickets. Please test the printing of a delivery ticket before updating your production instance of CPR+. (MCPR-2619)

### Citrix Deployment Configuration Change

CPR+ now requires an additional configuration file to launch the application to load files from the remote network share. Place the *cpr.exe.config* or *launchcpr.exe.config* files in the same directory as your local launch configuration on each Citrix server.

## New Features (2022 R2)

### TPN Ingredient Amount Changes (MCPR-3619, MCPR-3632)

Modifications were made to improve patient safety by minimizing the chance of an incorrect ingredient amount from being entered on TPN orders. The following changes have been made:

- On the TPN Order Entry Grid, when the Amount column is accessed, the entire field is selected as opposed to the user placing cursor into a specific position within the field. The Amount field within the grid is only accessible during the initial fill of the prescription. Any edits needed on refills is done by clicking the **Edit Item (F3)** button on the specific ingredient. No other columns on the TPN Order Entry Grid can be edited from within the grid.
- The Edit TPN Ingredient Information form accessed by clicking **Edit Item (F3)** has been modified. A new read-only field, *Current Amount*, is displayed under the name of the TPN ingredient. The field contains the current Amount value for the specific ingredient selected. Under the Current Amount field is a new field labeled *New Amount*. This field is used to enter the new amount for the ingredient selected. Users enter the Amount value exactly as needed, including decimal places. The New Amount field only accepts numeric values, along with a single decimal point; a 0 value is also accepted, if needed. When saving the Edit TPN Ingredient Information form, if the New Amount has been changed, the user is prompted with a message notifying them of the change along with a Yes/No option to continue.

### Pharmacy Name Default for Controlled Substance Files (MCPR-1925)

If the global Pharmacy Name (F3 on the Company Setup screen) is not populated, the pharmacy name in the Controlled Substance file defaults to the Company Name. (Case# 00739784)

### CPR+ Advanced Fax Viewer Upgrade – v14 (MCPR-3406)

In CPR+, the Advanced Fax Viewer has been updated from v9 to v14. The Fax Viewer installer needs to be updated and all viewing features (for example, viewing, spilling, annotation, etc.) on each Citrix, Terminal Server, and Workstation need to be updated. Users can use a new CPRWorkstationSetup.exe that includes the viewer upgrade and other control, or users can run or deploy a standalone MSI (CprFaxViewer.Setup.msi) to update their machines. (Case# 02690269, 03036912, 02681717)

### Vehicle Added to Prescription Template (MCPR-3591)

The Vehicle field for an IV prescription is now available on Prescription Templates.

## High Cumulative Dose Added (MCPR-3596)

Added High Cumulative Dose to the E4 Conflict popup under DUR info on Pharmacy Claims. (Case# 03006271)

## Adding Records to Place of Residence (MCPR-3615)

The Place of Residence on NCPDP transactions now allows for user-defined values to be entered. (Case# 02678721)

## Selecting Medications for Medication Profile Update (MCPR-3624)

Users are no longer required to select a specific NDC when adding medication to the Medication Profile. (Case# 03060700)

## User Groups Template Improvement (MCPR-3628)

Performance improvement when editing an existing User Groups template. (Case# 03060849)

## Printing Last ASP and AWP Change Reports (MCPR-3647)

Added two buttons to the Med-Span Options Menu. The first is an option to Print the Last ASP Changers Report. The second is an option to Print the Last AWP Changes Report. An issue was also resolved where updating ASPs could result in an error. (Case# 030789393)

## Controlled Substance Report Updates

The controlled substance report for the following states was updated.

- The state of Louisiana uses 4.2B ASAP files as of 8/01/2022. (MCPR-3613, Case# 03055003)
- The state of Massachusetts now uses 4.2a ASAP files. Prior to 7/01/2022, Massachusetts used 4.2 ASAP files. (MCPR-3614, Case# 03053355)

## Resolved Issues

### Clinical

- M CPR-1776 Resolved an issue where ancillary provider supply order requests from Web Portal were not displayed in the Enterprise List Manager for processing. (Case# 00830662)
- M CPR-3044 Resolved an issue where an incorrect printer could be selected for a user due to the way in which the printer names are matched. (Case# 01957942, 02925157, 03010536)
- M CPR-3547 Resolved an error where diagnosis pointers exceeded the field width when updating fields in DenialLines, HcfaChg, or Lineltems.
- M CPR-3520 Resolved an issue where users may encounter an error when changing payers on NCPDP claims when both payers require authorization. (Case# 02976100)
- M CPR-3526 Resolved an issue where prescriptions with more than seven ingredients were all printed on a single page of the Universal Claim Form. The additional lines were printing in the Pricing section, instead of continuing onto a second page. (Case# 02995064)
- M CPR-3599 Resolved an issue where selecting Cancel on the Edit TPN Ingredient Information form was not working correctly and now cancels changes made.
- M CPR-3601 Resolved an issue where the Directions field value on a prescription could be truncated to 36 characters. (Case# 02937263)
- M CPR-3603 Resolved a potential issue where the MCR Doc checkbox was displayed when the payer is Medicare.
- M CPR-3604 Made changes to help resolve deadlocks during the delivery ticket confirmation process.
- M CPR-3605 Resolved an issue where an error was encountered where saving Physician Orders caused CPR+ to close unexpectedly and the Physician Order was not saved.
- M CPR-3627 Expanded the Authorization description field to 35 characters to match the inventory description field length (Case# 03065805)
- M CPR-3633 When selecting new allergies or medications from Medi-Span, users can now select the record by pressing **Enter**.
- M CPR-3649 Resolved an issue in the Orders tab where discontinuing an existing order caused the orders rank to be inaccurate. (Case# 03072370)
- M CPR-3661 Resolved an issue where using the Select Drug option on PO/INJ prescriptions could cause an error due to the size of the drug name.



M CPR-3671 Resolved an issue where a new Care Plan being Signed or Locked was not sent to CommonWell.

## Billing

M CPR-3450 Resolved an issue in Point of Sale where the Total value was incorrectly rounded up. (Case# 02830876 and 03029647)

M CPR-3602 Resolved an issue when printing Billing Notes where invoice numbers that contained more than 7 characters were not displayed. (Case# 03033157)

M CPR-3616 Resolved an issue where the Unable to Transfer message was not displayed and allowing a non-NCPDP claim to be transferred to an NCPDP claim. (Case# 03015484)

M CPR-3617 Made changes to help prevent claim batch files from being created without HL segments. Introduced additional error handling that will remove claims from the batch if a problem is encountered. (Case# 03022232)

M CPR-3635 Resolved an issue where users encountered an error when printing balances from the Patient Balance screen. (Case# 03075167)

M CPR-3651 Resolved an issue in the ERN workflow where the CS column was not editable and did not display the correct value. (Case# 03089452)

## Inventory

M CPR-3554 Made changes to help prevent an incorrect percentage calculation when an HCPC special price matrix is being updated. (Case# 02996669)

M CPR-3630 Resolved an issue where some NDCs were not found in Medi-Span due to the formatting of the NDC. (Case# 03031287)

M CPR-3639 Resolved an issue where an error was encountered when printing monographs and the Inventory system would close unexpectedly. (Case# 02903264)

## Enterprise

M CPR-3621 Resolved an issue where a Progress Note was not always created when users entered a drug interaction response and then save by pressing **F2**. (Case# 02904702)

## Miscellaneous

M CPR-3566 Resolved an issue where users could not create Word documents from the Utilities menu. (Case# 02924286)

M CPR-3623 Resolved an issue where scanned documents with identical names in different sites are assigned, all documents with that name are assigned to a single user.  
(Case# 02991281)

## CPR+ Smartphone & Web Portal

M CPR-2779 Resolved an issue in View Access Log where an error was encountered when searching without a valid date range.

M CPR-3532 Resolved an issue where an error was encountered when applying the RTB filter for the patient's last name and creating an invoice for entry in the grid, then accessing a line item. (Case# 02991151, 03002177)

M CPR-3552 Resolved an issue where an error was encountered when creating progress notes that contained apostrophes. (Case# 02972253)

M CPR-3638 Removed default values from the Patient Search fields. (Case# 02610437)

M CPR-3640 Resolved an issue in Web Portal where the Access Type was not formatted properly. (Case# 00857346)

## Appendix A: Updating Best Practices

When updating any mission-critical software, it is essential to have a process to verify the update goes smoothly for your organization. This document includes an overview defined by our Home Care Solutions Professional Services team that should follow when updating CPR+.



**NOTE** – This document applies to CPR+ systems that are run locally by a customer. This document does not apply to those running a WellSky hosted version of the application.



**WARNING** – It is essential to update a test or training system before updating your production system.

### Before Updating



**WARNING** – Remember to inform users when upgrading CPR+. Generally, upgrading mission-critical software would occur after weekday business hours or on the weekend.

Before performing any upgrade, read through the release notes to become familiar with:

New features

Application enhancements

Additional software and hardware requirements

Complete the following list BEFORE upgrading CPR+.

1. At the designated time, verify all users are out of the production and test systems.
2. Shut down or stop any Windows services associated with the application.
3. Back up your application folder/directory and the application's database.



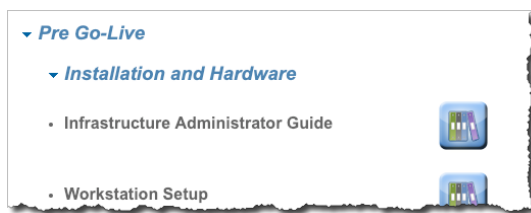
**NOTE** – The client's responsibility is to perform daily backups of the on-premises system and databases to avoid any loss of work and data.

## Updating the Application



**WARNING** – Perform the update in a test system before updating the production system.

Before proceeding, you will want to verify that your test and production systems meet or exceed the latest hardware requirements. To download the Infrastructure Admin Guide that includes the system requirements, visit our CPR+ Training Resource Center, <https://training.cprplus.com>, login, go to **Line of Business (IV, HME, or SPRX) > Implementation Resources > Pre Go-Live**, and then open the **Installation and Hardware** section.



**Figure 1: Installation & Hardware section in the CPR+ TRC**

To update the application and database:

1. Download the update. For CPR+ clients, updates are available at <http://update.cprplus.com>.
2. Run the executable to initiate the update process. Read through and follow the on-screen instructions.
3. During the update process, check for, and resolve any errors. Also, time the upgrade to approximate how long the production system will be down during the update.
4. If publishing the application using Citrix, update the EXE file to the new version.

## After Updating

To validate the system after an update:

1. Verify that all Windows services associated with the application are running, and then launch the application.
2. Access any new features and functions identified in the release notes.
3. Review the application's data (patients, inventory, orders, and so on).
4. Review the existing workflows and queues.
5. After updating a test system, return to the Before Updating section and repeat the steps in this document to update the production system.
6. After updating a production system and determining the system is running as expected, notify users to log in to the application.

## Appendix B: WellSky Update Services Overview

The WellSky Update Service allows self-hosted organizations to stay current with the latest CPR+ releases by having a WellSky Technical Consultant perform all upgrade steps. Upgrade the test and production systems according to WellSky's best practices. Imagine no longer experiencing the stress associated with upgrading a mission-critical software application. Now, you and your staff can immediately focus on learning and taking advantage of the latest software enhancements and features.

### Update Process

The WellSky Update Process follows the best practices identified in the update process guide. A WellSky technical consultant will execute the following steps to update two environments: test and production.

1. Test database backed up.
2. When requested, a copy of the production database is moved to the test database.
3. Test environment software is updated.
4. Support for customer validation of the test software and database update.
5. Schedule the production environment update, which may include an off-hour Go-Live, if needed.
6. Production database backed up.
7. Production environment software is updated.
8. Support for customer validation of the production software and database update.

### Resources

A WellSky project coordinator will manage the scheduling of the project. An experienced WellSky technical implementation consultant will be responsible for all update-related activities.

### Assumptions

The customer will provide WellSky resources with the following.

Access to the Wellky environment to complete the update tasks.

Provide all materials, information, and credentials required to perform the upgrade activities.

### More Information

Contact WellSky's Sales Team ([sales@WellSky.com](mailto:sales@WellSky.com)) for more information regarding this service.

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## Appendix C: ePrescription Manager Changes

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### **Important!**



This section only applies to WellSky CPR+ clients who have not updated to the latest NCPDP SCRIPT standard. If you already migrated to the new service, this section does not apply to you.

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Starting with 2020 R1, CPR+ started supporting the NCPDP SCRIPT Standard v2017071 for electronic prescriptions, which interfaces with an updated WellSky eRx Hub. These updates are related to the planned sunset of the prior NCPDP SCRIPT Standard v10.6 by Surescripts.

After updating CPR+ and switching to the updated WellSky eRx Hub, the ePrescription Manager will include the following changes.

Existing message types include new functionality:

- New prescriptions
- Prescription refill requests
- Prescription refill responses

Four new message types are supported:

- Prescription change requests
- Prescription change response
- Prescription cancel request
- Prescription cancel response

Before taking advantage of the ePrescription Manager changes, CPR+ clients will need to coordinate the upgrade process with WellSky Professional Services.



**Important!** CPR+ requires Microsoft Framework .Net 4.6.1 to be installed due to dependencies related to the ePrescription functionality.

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## Steps to Activate New eRx Features

Upgrading to the latest CPR+ does not automatically grant a client access to the newest set of ePrescription features. The following steps, along with a coordinated effort between the client and WellSky, must take place.

1. Update to the latest CPR+.
2. Install an updated ePrescription plugin for the CPR+ Service Manager.
3. Coordinate with WellSky Support to activate the following connections.

- a. WellSky eRx Hub
- b. Surescripts



**Important!**

To help with your CPR+, the WellSky Professional Services team is ready to assist. To learn more about our services and how we can help, [click here](#).

## Obtain the Latest CPR+ Update

To improve the upgrade experience, we ask clients to create a support ticket to obtain the latest CPR+ release. After completing a ticket, a WellSky Account Manager or support representative will contact you about the software update request.

Several options are available for clients to create a support case.

**WellSky Support Hub** – Visit [Support Hub](#) login, select the **Cases** tab, and then click **Create New Case**. If you do not have an account, please [click here](#) to create one.

**Support Email** – To create an email, [click here](#). Complete the information in the email. To locate your current CPR+ version, go to **File > Info**.

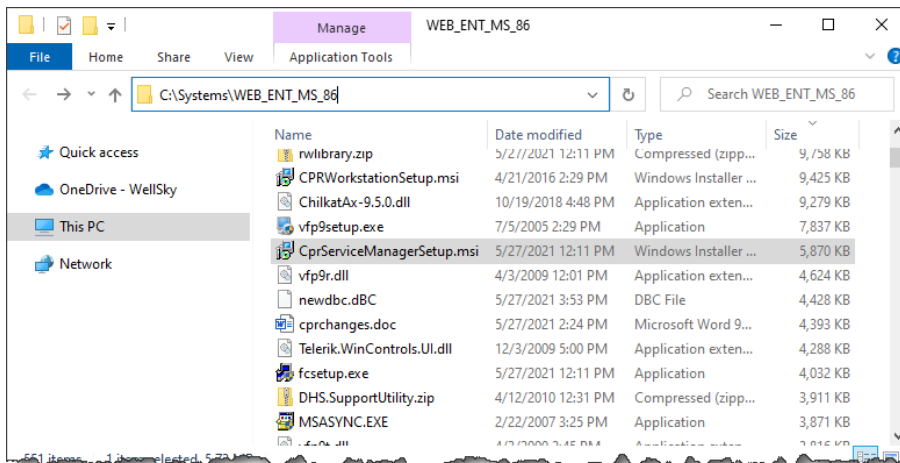
**CPR+ Chat** – In CPR+, click the blue plus icon, select **Chat Session**, enter your chat request, and then click **Request Chat**.

## Updating the eRx Hub Plugin via the Service Manager Installer

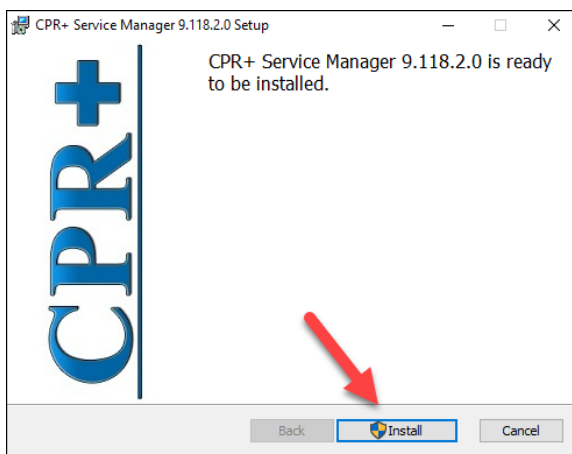
After updating to CPR+, an organization must run the CprServiceManagerSetup.msi installer to receive and transmit prescriptions using the 2017071 format. (MCPR-2569)

To run CprServiceManagerSetup.msi installer:

1. Locate and open the CPR+ application folder. This folder typically resides in the application server.
2. Locate and copy the cprservicemanagersetup.msi to the server where the current cpr+ service manager resides.



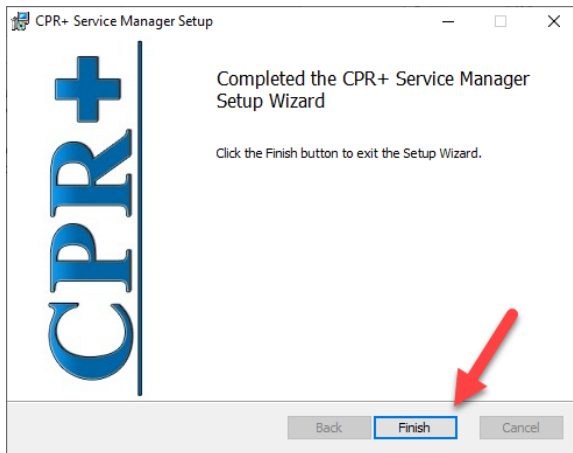
3. Double-click the **MSI** installer. The CPR+ Service Manager 9.xxx.x.x Setup window appears.



4. Click **Install**. The installer displays a progress bar. The Completed the CPR+ Service Manager Setup Wizard window appears.



5. Click Finish.



## Contact WellSky Support to Update eRx Hub Settings

The eRx Hub is a tool managed by WellSky that controls the prescription messaging between the CPR+ ePrescription Manager and Surescripts. Contact WellSky Support to schedule a time to coordinate the updates in the eRx Hub and the Surescripts system.