



CPR+

2024 R2 SP1 Release Notes

Software Version: 2024

Release Date: 2024

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Contact WellSky Support

Please be sure to identify your full name and the name of your organization in voice mails and emails.

- **Client Experience Support Hub - 24/7:** <https://wellsky.my.site.com/CPRPlus/s/>
- **Client Experience Support Hot Line - 24/7:** (877) 277 - 4876
- **CPR+ Customer Support Email:** cpr-support@wellsky.com

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System Requirements

CPR+ Server

- Microsoft SQL Server Version: 2014, 2016, or 2019
- Operating System Version: Windows Server 2016 - 2019

Web Portal Server

- Operating System Version: Windows Server 2016 - 2019

Workstation Recommendations

- Operating System Version: Windows 10 Pro
- RAM: 1GB or higher
- Processor: 1.6 GHz or faster
- Hard Drive: 10 GB available
- Network: 100Mbps minimum (1Gbps recommended)
- Display Resolution: 1024x768
- Microsoft .NET: 4.8 or greater
- Visual C++ Runtime: 2019 or higher

**NOTE:**

A detailed infrastructure admin guide is available upon request.

New Features (SP1)

The following enhancement is provided in the CPR+ 2024 R2 SP1 software release.

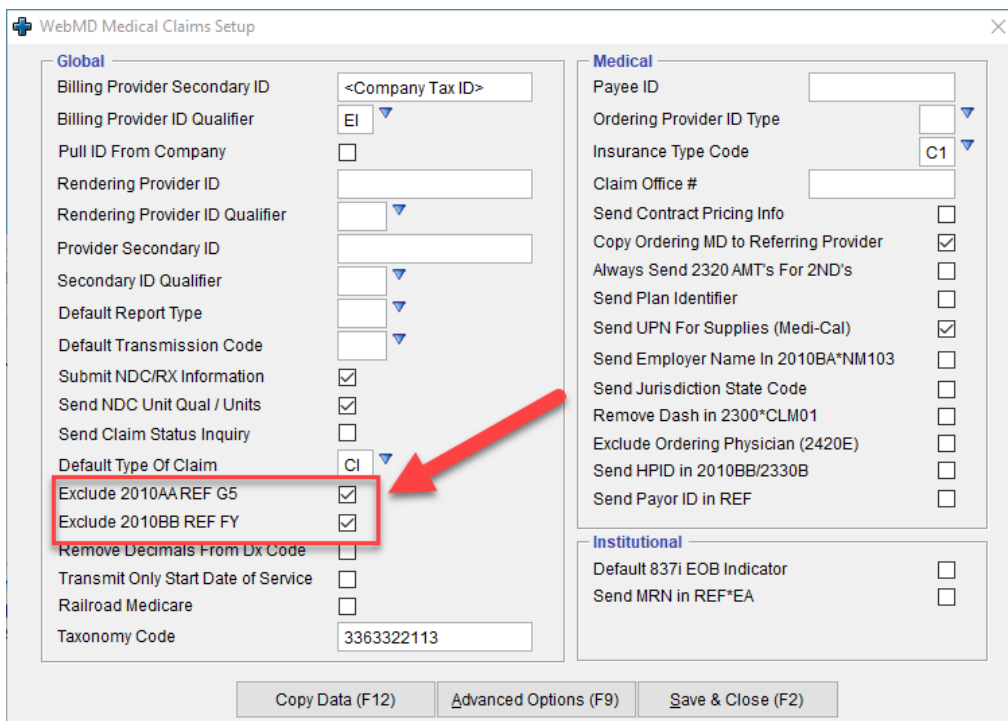
Change Healthcare Medical Claims

Medical claims can now be submitted through the Change Healthcare Exchange. To enable this functionality, complete the steps below to configure CPR+ to transmit through Change Healthcare. (MCPR-4757)

IMPORTANT: Deselect Medical Claim Setup Options

Before submitting medical claims through the Change Healthcare Exchange, the following options must be unchecked on the WebMD Medical Claims Setup window for EACH insurance company.

- Exclude 2010AA REF G5
- Exclude 2010BB REF FY



WebMD Medical Claims Setup

Global

Billing Provider Secondary ID: <Company Tax ID>

Billing Provider ID Qualifier: EI

Pull ID From Company: ☐

Rendering Provider ID:

Rendering Provider ID Qualifier:

Provider Secondary ID:

Secondary ID Qualifier:

Default Report Type:

Default Transmission Code:

Submit NDC/RX Information: ☒

Send NDC Unit Qual / Units: ☒

Send Claim Status Inquiry: ☐

Default Type Of Claim: CI

Exclude 2010AA REF G5: ☒

Exclude 2010BB REF FY: ☒

Remove Decimals From Dx Code: ☐

Transmit Only Start Date of Service: ☐

Railroad Medicare: ☐

Taxonomy Code: 3363322113

Medical

Payee ID:

Ordering Provider ID Type:

Insurance Type Code: C1

Claim Office #:

Send Contract Pricing Info: ☐

Copy Ordering MD to Referring Provider: ☒

Always Send 2320 AMT's For 2ND's: ☐

Send Plan Identifier: ☐

Send UPN For Supplies (Medi-Cal): ☒

Send Employer Name In 2010BA*NM103: ☐

Send Jurisdiction State Code: ☐

Remove Dash in 2300*CLM01: ☐

Exclude Ordering Physician (2420E): ☐

Send HPID in 2010BB/2330B: ☐

Send Payor ID in REF: ☐

Institutional

Default 837i EOB Indicator: ☐

Send MRN in REF*EA: ☐

Copy Data (F12) | Advanced Options (F9) | Save & Close (F2)

Setting Up Medical Claims

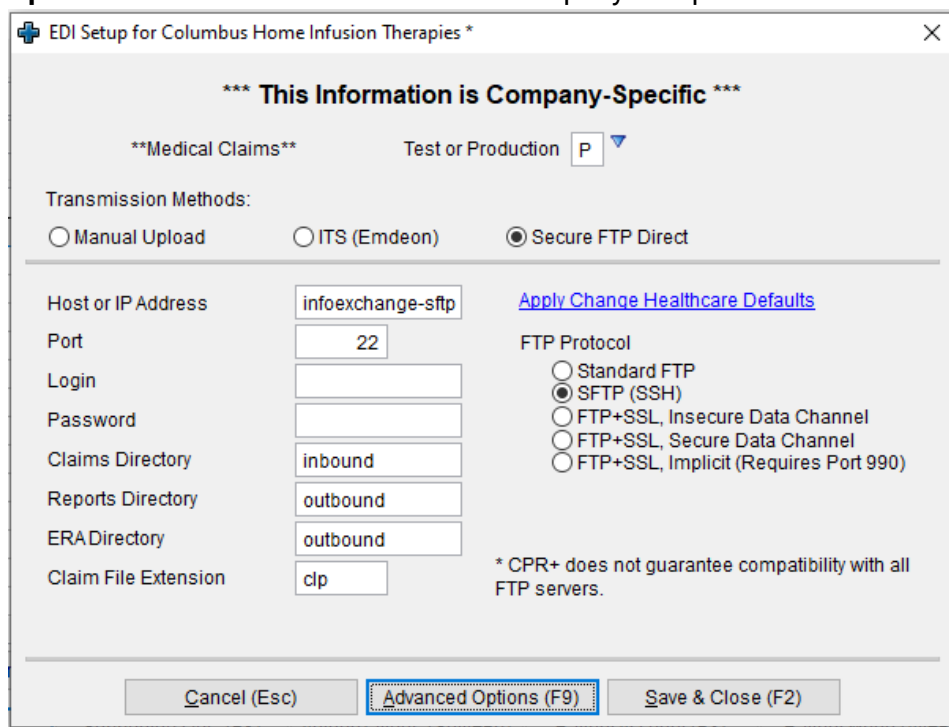
To set up Medical Claims for Change Healthcare:



NOTE:

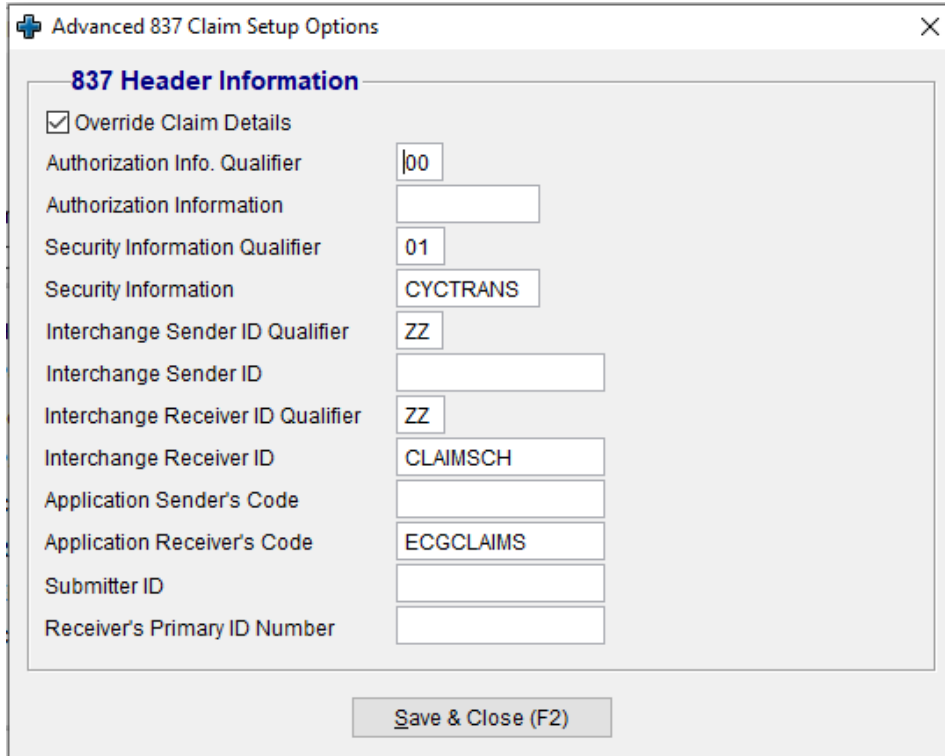
Setup must be completed for each company and claim type (Medicare, Medical, and Institutional) combination.

1. In CPR+, select **Setup (F6)** from the Medical / Institutional window or select **Claims Transmit Options** in the Provider Info tab of the Company Setup window. The EDI Setup window appears.



2. From the **Transmission Method** options, select **Secure FTP Direct**.
3. Select **Apply Change Healthcare Defaults**. A system message opens to confirm your selections.
4. Select **Yes** in the system message. Another system message opens to display the additional required settings that must be populated before transmission. The settings listed are specific to your site.
5. Select **OK** in the system message.
6. In the EDI Setup window, populate the **Login** and **Password** fields.

7. Select **Advanced Options (F9)**. The Advanced 837 Claim Setup Options window opens.



Advanced 837 Claim Setup Options

837 Header Information

☒ Override Claim Details

Authorization Info. Qualifier: 00

Authorization Information:

Security Information Qualifier: 01

Security Information: CYCTRANS

Interchange Sender ID Qualifier: ZZ

Interchange Sender ID:

Interchange Receiver ID Qualifier: ZZ

Interchange Receiver ID: CLAIMSCH

Application Sender's Code:

Application Receiver's Code: ECGCLAIMS

Submitter ID:

Receiver's Primary ID Number:

Save & Close (F2)

8. Populate the **Interchange Sender ID**, **Application Sender's Code**, and **Submitter ID** fields.
9. Select **Save & Close** in each window.
10. Repeat these steps for each company.

Resolved Issues SP1

Delivery

Key	Component	Solution Details
MCPR-4777, WSI-50060	Delivery Tickets	Resolved an issue with the 2024 R2 release where quantity changes made to delivery ticket line-items may not save.

New Features

The following enhancements are provided in the CPR+ 2024 R2 software release.

RelayHealth Integration

**NOTE:**

This functionality was introduced with 2024 R1 SP3. No additional functionality was added for this integration.

CPR+ offers a connection to RelayHealth. This clearinghouse is used for the following functions.

- Pharmacy Claims (NCPDP)
- Pharmacy Test Claims (NCPDP)
- Pharmacy Claim Reversals (NCPDP)
- E-1 Eligibility Checks for Commercial Only, Part D Only, and Expanded Eligibility (Medicare Part A/B). Commercial AND Part D is not supported.

**IMPORTANT:**

This functionality only works with a CPR+ version that supports the RelayHealth integration, and you have signed up for the service.

Please refer to *RelayHealth Integration and Setup* section on page 16 for more information.

Added ASAP 5.0 Format

Functionality was added for the ASAP 5.0 format for Nebraska effective July 1, 2024. (MCPR-4690, MCPR-4665)

Unspecified Gender Option

Related to the ASAP 5.0 format, the unspecified option is now available from the Gender dropdown selection on the patient demographics window. (MCPR-4667)

Partial Fill Indicator Modification

Modified the Partial Fill Indicator options on the Controlled Substance Log window to accommodate ASAP version 5.0 and previous versions. Now, when clicking the Partial Fill Indicator pop-up field, the ID option 00 reads as "No Partial Fill" while the remaining ID options (01 through 10) are listed as Partial Fill #01, Partial Fill #02, and so on. (MCPR-4666, WSI-33638)

Controlled Substance Reporting for WI

Made changes to support the latest Wisconsin requirements for controlled substance reporting. (MCPR-4524, WSI-4436)

New Codes for Patient Location Pop-up

Related to the Controlled Substance Log window, the following patient locations were added to the Patient Location pop-up field. (MCPR-4672)

- 12 - Homeless/Unhoused
- 13 - Transient Care

Resolved Issues

The following issues are resolved in the CPR+ 2024 R2 software release.



NOTE:

The yellow highlights represent an entry from a 2024 R1 service pack release.

Clinical

Key	Component	Solution Details
MCPR-4537, WSI-44232	Void Progress Notes	Resolved a Citrix bug where Ctrl+F12 no longer allowed a user to void a progress note. Now, users accessing CPR+ through Citrix can use F12 to void a progress note if they have the appropriate security permissions.
MCPR-4572, WSI-45802	Required Fields	Resolved an issue when the <i>Marital Status</i> field was marked as a required field but was not marked red on the patient demographics to indicate it was required.
MCPR-4622, WSI-46481	New ZIP Code	Resolved an issue when attempting to enter the Arizona ZIP code 85288.
MCPR-4558, WSI-45350	Document Manager	Resolved an issue where a user could not change the status of a tracked document in the Document Manager.
MCPR-4678, WSI-47796	Free Form Order	Resolved an issue where the dates of service were cut off when printing the Free Form order.

Pharmacy

Key	Component	Solution Details
MCPR-4543, WSI-44987	eRx	Resolved an issue where users were unable to enter information on forms while the eRx display screen was open.
MCPR-4538, WSI-44873	IV Labels	Resolved an error when printing IV labels that contained supply items.

Billing

Key	Component	Solution Details
MCPR-4534, WSI-44742	Claims	Resolved an error when manually changing the status of a claim.
MCPR-4527, WSI-44327	Batch Processing	Resolved an issue when batch processing a large number of NCPDP claims would lock up CPR+.
MCPR-4634, WSI-46766	Invoices	Resolved an issue with tickets tied to an invoice not appearing under the patient's account.

Resolved Issues

MCPR-4343	Claims to Adjudicate	Resolved an error message that would occur when attempting to use the Company drop down in the Claims to Adjudicate queue when configured for multi-company by order and the company contained an apostrophe.
MCPR-4679, WSI-47787	Charges	Resolved an issue where unchecking the <i>Span Dates</i> option on an inventory item would still create Medicare claim lines with the spanned dates from the delivery ticket instead of using the same <i>From</i> and <i>To</i> date.

Inventory

Key	Component	Solution Details
MCPR-4540, WSI-44901	Count Sheet	Resolved an error message when attempting to print an inventory count sheet.

Delivery

Key	Component	Solution Details
MCPR-4526, WSI-44357	Delivery Tickets	Resolved an issue when selecting multiple line items, right-clicking those items, and selecting an option in the drop-down list.

Reporting

Key	Component	Solution Details
MCPR-4573, WSI-45719	Quantity Change Report	Resolved an issue where the Inventory Quantity Change report would show asterisk instead of numerical values for the <i>Beg Qty</i> , <i>Change Qty</i> , and <i>End Qty</i> columns.
MCPR-4669	ASAP	To support the new 5.0 ASAP requirements for controlled substance reporting, the following codes were added to the <i>Rx Form of Origin Code</i> drop-down list: 07 - Administered from Prescriber Location, 08 - Dispensed from Prescriber Location, and 09 - Standing Order/Protocol.

Miscellaneous

Key	Component	Solution Details
MCPR-4557, WSI-45357	Printing to PDF	Resolved an issue when printing any document to PDF and the associated PDF pop-up window would not be displayed.

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, please access the WellSky Client Resource Center. You can learn more about this resource by visiting <https://wellsky.com/support-hub/>.

To update the application and database:

1. Download the update. For CPR+ clients, updates are available at <https://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 WellSky 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) for more information regarding this service.

Appendix C: ePrescription Manager Changes

**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.

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.

**WARNING!**

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

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: WellSky eRx Hub and Surescripts

Obtain the Latest CPR+ Update

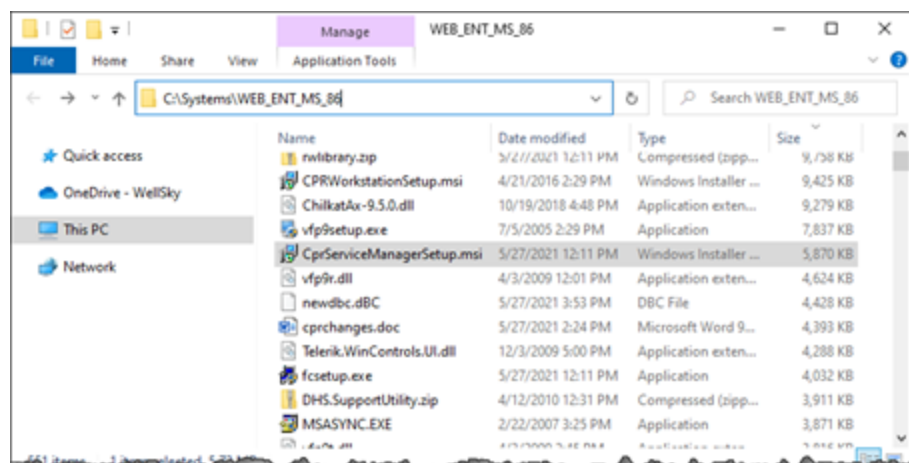
To improve the upgrade experience, we ask clients to create a support ticket to obtain the latest CPR+ release. After completing a ticket, a WellSky Account Manager or support representative will contact you about the software update request.

Updating the eRx Hub Plugin via the Service Manager Installer

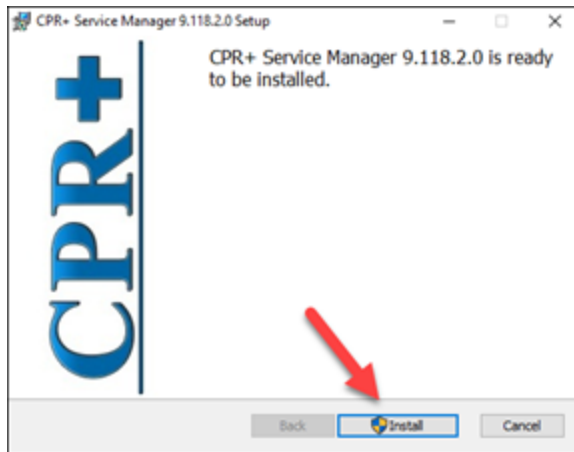
After updating to CPR+, an organization must run the CprServiceManagerSetup.msi installer to receive and transmit prescriptions using the 2017071 format. (MCPR-2569)

To run CprServiceManagerSetup.msi installer:

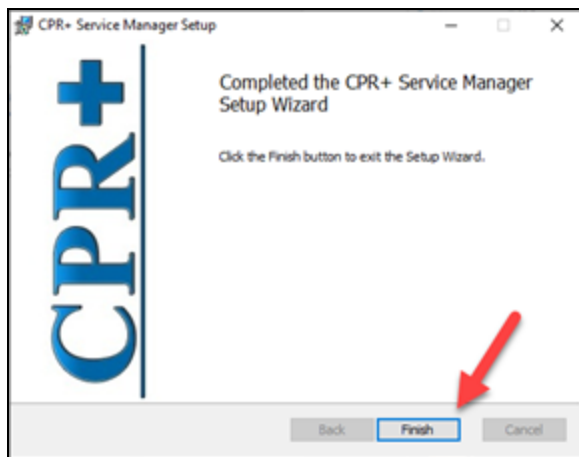
1. Locate and open the CPR+ application folder. This folder typically resides in the application server.
2. Locate and copy the cprservicemanagersetup.msi to the server where the current CPR+ service manager resides.



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.

RelayHealth Integration and Setup

Overview

With the latest release, CPR+ offers a connection to RelayHealth. This clearinghouse is used for the following functions.

- Pharmacy Claims (NCPDP)
- Pharmacy Test Claims (NCPDP)
- Pharmacy Claim Reversals (NCPDP)
- E-1 Eligibility Checks for Commercial Only, Part D Only, and Expanded Eligibility (Medicare Part A/B). Commercial AND Part D is not supported.

**IMPORTANT:**

This functionality only works with a CPR+ version that supports the RelayHealth integration, and you have signed up for the service.

Pre-Requisites

The following must be completed for RelayHealth to work.

1. Whitelist the URL and DNS.
2. Signed up for RelayHealth in the WellSky Client Resource Center.
3. Updated to the latest CPR+ that supports this function.
4. Set billing program option #46 to RelayHealth.

URL Whitelist

For RelayHealth to work properly, the following URLs and DNS must be whitelisted.

URL	Used for...
eclaimsrx.relayhealth.com on Port 18005 DNS resolves to IPs 206.227.220.30 and 206.227.216.30	RelayHealth access

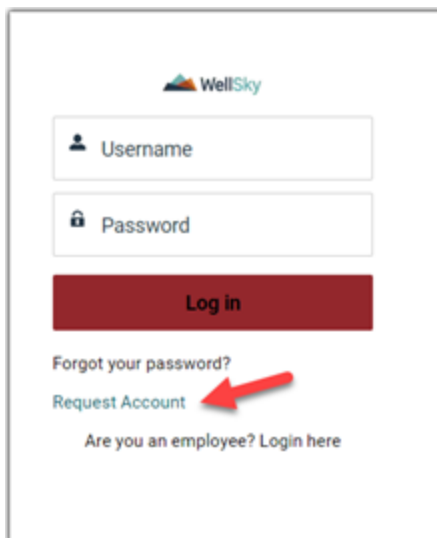
**IMPORTANT:**

All communication with the listed IPs/DNS and specified ports is transmitted via TCP with TLS 1.2. Version 1.2 is the officially supported Transport Layer Security protocol for RelayHealth.

Signing Up for RelayHealth

For your organization to send Pharmacy claims through RelayHealth, you must have an active account. This process is completed in the WellSky Client Resource Center (CRC).

1. Open a web browser and access <https://wellsky.my.site.com/supporthub/>.
2. If you do not have an account, click **Request Account** and complete the information on the corresponding page.



The image shows the WellSky login page. It features the WellSky logo at the top. Below the logo are two input fields: 'Username' and 'Password'. A red arrow points to the 'Request Account' link, which is located below the 'Forgot your password?' link. Below the 'Request Account' link is the text 'Are you an employee? Login here'. A red 'Log in' button is positioned above the 'Forgot your password?' link.

3. If you have an account, enter your username and password, and then click **Log In**.



The image shows the WellSky login page with the 'Username' and 'Password' input fields highlighted in yellow. A red arrow points to the 'Log in' button. The 'Forgot your password?' link is also visible below the 'Log in' button.

4. To access the CPR+ section, click **Home > CPR+**.
5. In the menu, click **Request RelayHealth Integration**. The Request RelayHealth Integration form appears.
6. Complete the required fields, and then click **Submit**.

**NOTE:**

The Order Form might take time to receive but your input will be captured.

**IMPORTANT:**

Only proceed with the RelayHealth configuration steps **AFTER YOU RECEIVE** confirmation on having access to RelayHealth.

Configure CPR+ to work with RelayHealth

After installing the latest version of CPR+ that supports RelayHealth, a program option must be set to begin transmitting your pharmacy (NCPDP) claims.

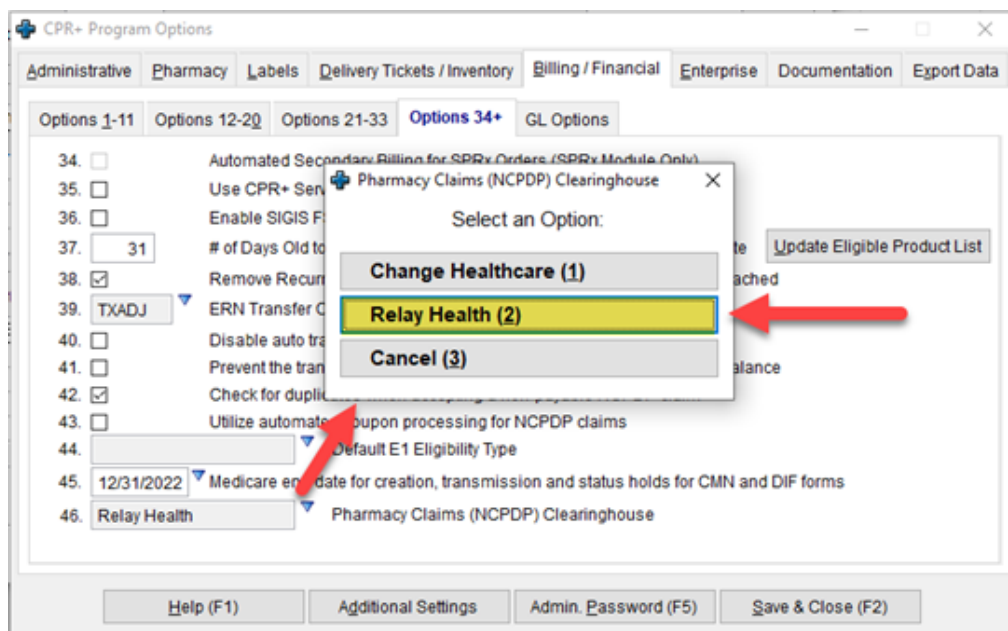
**NOTE:**

CPR+ will be pre-loaded with the production URLs for RelayHealth. Your organization must verify the URL and DNS are whitelisted (see page 17).

To activate transmission to RelayHealth:

1. From the CPR+ Main Menu, select **Utilities**. The Utilities Menu appears.
2. Select **Program Options**. The CPR+ Program Options window appears.
3. Select the **Billing/Financial** tab, and then select the **Options 34+** sub-tab.
4. In option 46, click the arrow (▾). The Pharmacy Claims (NCPDP) Clearinghouse menu appears.
5. Select **Relay Health**.
6. On the CPR+ Program Options window, click **Save & Close**.

RelayHealth Integration and Setup



At this point, all pharmacy claim (NCPDP) transmissions will go through RelayHealth. All related CPR+ functions related to pharmacy claims stay the same.



NOTE:

If you have additional questions, please contact the dedicated RelayHealth Integration Support Line at (866) 409-1809.