CPR+

2025 R1 Release Notes

Software Version: 2025 R1

Release Date: July 2025

Contact Us

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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: 2016, 2019, or 2022
- 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 or Later
- RAM: 4GB 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

Added Two Columns to the Enterprise Lists (MCPR-5116)

A Patient Site column has been added to the majority of Enterprise Lists. Additionally, an Order column is now included on applicable lists where it is relevant.
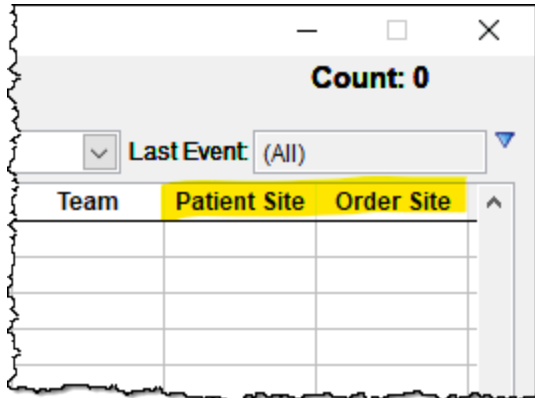
Multi-Select Enterprise Team Filters (MCPR-5103)

The Team filter in Enterprise lists now supports multi-team selection. When applying the filter, a new "Select a Team" window opens, allowing users to tag multiple teams and proceed by clicking **Continue (F2)**.

Patient and Order Site Enterprise Filters (MCPR-5133)

A new icon has been added to the Enterprise queue, offering quick access to advanced filters such as Patient Site(s) and Order Site(s). The Patient Site filter is available on most lists, while the Order Site filter appears only where relevant. Refer to the screen shot for MCPR-5094.

Add Payer filter to Claims to Adjudicate New and Refills Queue (MCPR-5093)

The Payor filter was added to the Additional Filters window, which is accessed from a icon on the Claims to Adjudicate - New Rx's and Refill queues. Refer to the screen shot for MCPR-5094.

Add Date Filters to the Claims to Adjudicate Refills Queue (MCPR-5094)

The Fill Date filters were added to the Additional Filters window, which is accessed from an icon on the Claims to Adjudicate - Refills queue.
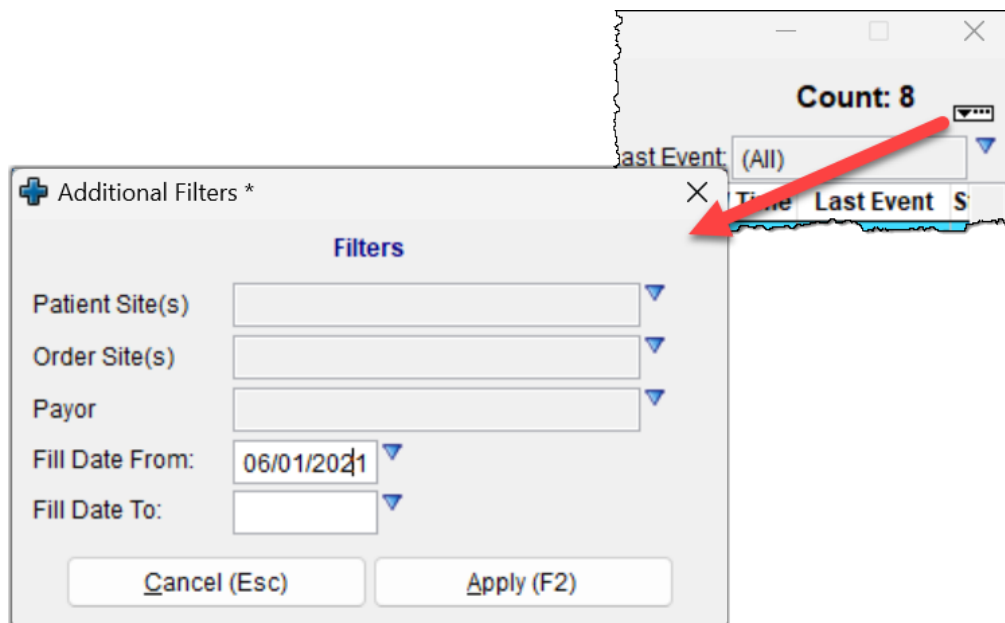
Enhancement for Medicare Prescription Payment Plan (M3P) (MCPR-5063, WSI-60160)

When accepting an NCPDP claim for a patient enrolled in the Medicare Prescription Payment Play (M3P), the Create Pt. Co-Pay option will no longer be auto selected.

SHP Delivery System Update (MCPR-5123, WSI-62950)

The CADD Solis VIP Pump is now available from the SHP Delivery System pop-up window.

Patient MRN Added to Batch Posting Drop-down (MCPR-3505)

Added an MRN column to the Patient selection window to help ensure the correct patient is selected when creating an Unapplied Cash entry.

Alaska Pharmacist State License Number added to PDMP file (MCPR-5144, WSI-63499)

Due to a June 30, 2025, Alaska requirement, the Pharmacist State License Number is now included in the PDMP file ASAP version 4.1.

Field Additions for DC PDMP (MCPR-5078, WSI-60820)

The Washington DC PDMP has been updated to include the PAT17, DSP12, and DSP17 fields to comply with new regulations that go into effect on May 5, 2025.

Resolved Issues

The following issues are resolved in this software release.

Clinical

Key	Component	Solution Details
MCPR-5067, WSI-60199	Incorrect Zip Code Format	Resolved an issue where zip codes were not displaying hyphens on several screens.

Pharmacy

Key	Component	Solution Details
MCPR-5074, WSI-60485	Printing Labels	Resolved a label printing issue where the label date defaulted to blank, causing an error and logging out the user.
MCPR-4365, WSI-39853	SPRx PO Order	Resolved an issue where prescriptions were not updating to reflect changes made to the PO order with generic drug names.
MCPR-3717	ePrescriptions	Resolved an issue where an unclear error message appeared when viewing an eRx message due to invalid credentials. Now, a more user-friendly error message is displayed.
MCPR-5113, WSI-62083	DAW	Corrected the DAW Code 8 description, which originally read "Substitution Not Allowed - Generic Drug Not Available In Marketplace." Now, the DAW Code 8 description on the selection window reads "Substitution Allowed - Generic Drug Not Available in Marketplace."
MCPR-5060, WSI-60037	Viewing eScripts	Resolved an error when viewing an ePrescription's XML file.

Billing

Key	Component	Solution Details
MCPR-5043, WSI-57130	Transmitting Claims to Availity	Resolved an issue related to transmitting claims to Availity. A solution is part of the updated CPRWorkstationSetup.exe.
MCPR-5095	Tertiary Payer Not Available	Resolved an issue where billing an active tertiary payer was unavailable if the termination date was set in the future.
MCPR-5119, WSI-62570	Editing Invoices	Resolved an issue related to a brief delay when editing invoices and then saving the line items.
MCPR-5120, WSI-62572	Batch Posting	Improved batch posting performance by introducing new database parameters.

Delivery

Key	Component	Solution Details
MCPR-5076	Supply Kit Templates	Resolved an issue where Supply Kit Template items associated with an inventory alert were added to a delivery ticket, but the alert was not displayed to the user.
MCPR-5087	MapQuest	Resolved an issue with MapQuest where From and To addresses were not auto-completed. Now, a new URL enables address auto-completion after clicking the icon.

Workflow

Key	Component	Solution Details
MCPR-5118	IV Workflow	Resolved an error in the IV Workflow (Patients to Contact – Refills queue) when selecting a company name containing a single quote character.
MCPR-5089, WSI-61391	IV Workflow	Resolved an error when right-clicking in the Patients to Contact - Refills queue.

Reporting

Key	Component	Solution Details
MCPR-5068, WSI-60161	Executive Summary Report	Resolved an issue with SQL and company name truncation when running the Executive Summary Report by extending the allowed number of characters for a company name.

Miscellaneous

Key	Component	Solution Details
MCPR-5126, 5127, 5128, 5130, 5131	Quarterly Downloads	The July 2025 updates for ASP, HCPC, CBA Changes, Medicare National Pricing, and Rural Zip Codes were posted.
MCPR-5099	Word Merge	Resolved an error when merging the Physician NPI or Order Item into a Word document.

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 be 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 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.
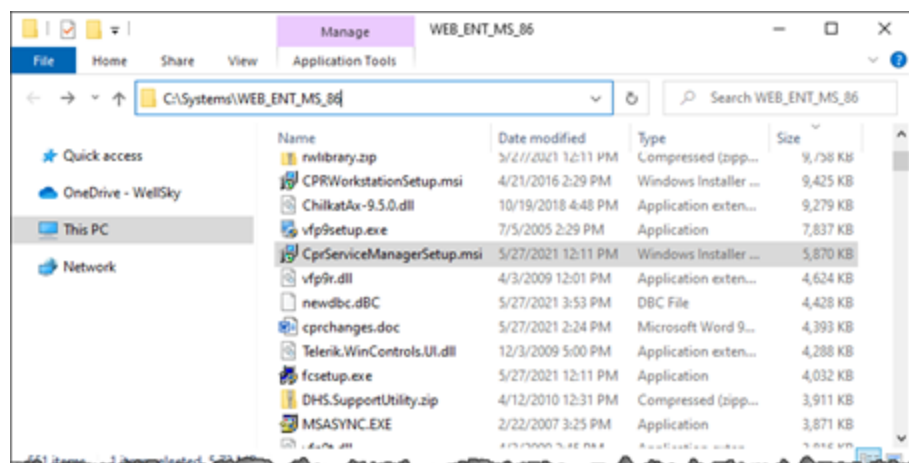
3. Double-click the **MSI** installer. The CPR+ Service Manager 9.xxx.x.x Setup window appears.
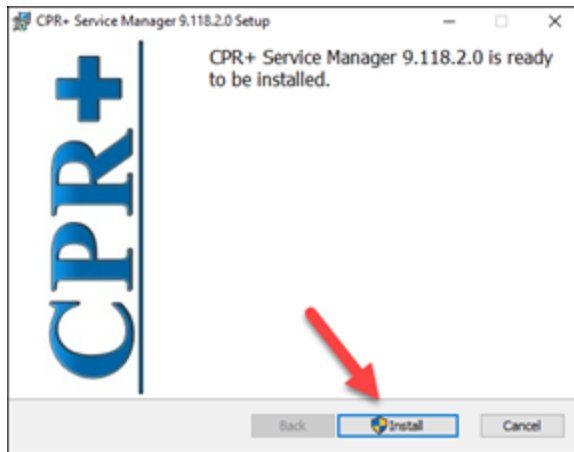
4. Click **Install**. The installer displays a progress bar. The Completed the CPR+ Service Manager Setup Wizard window appears.

5. Click **Finish**.
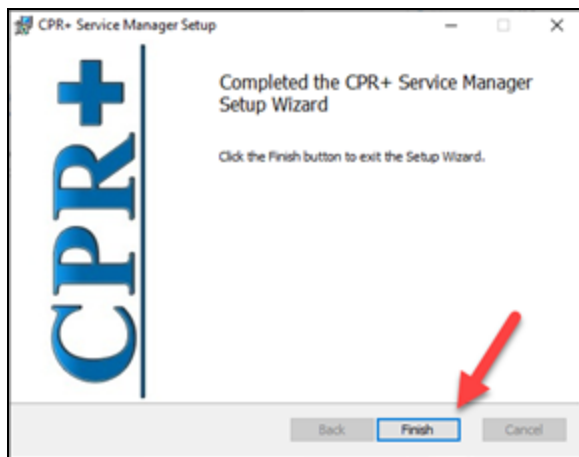
Contact WellSky Support to Update eRx Hub Settings

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.

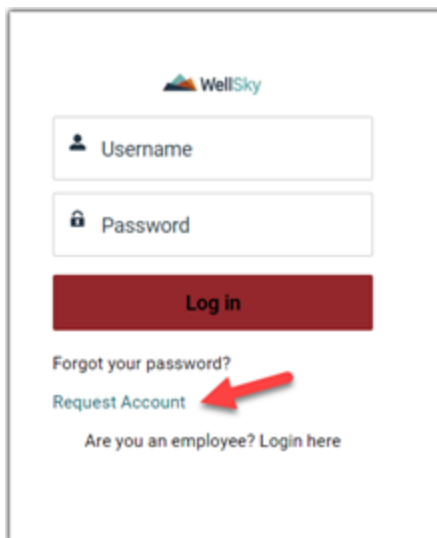| URL	Used for…
eclaimsrx.relayhealth.com on Port 18005 DNS resolves to IPs 206.227.220.30 and 206.227.216.30	RelayHealth access

> **! 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.

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

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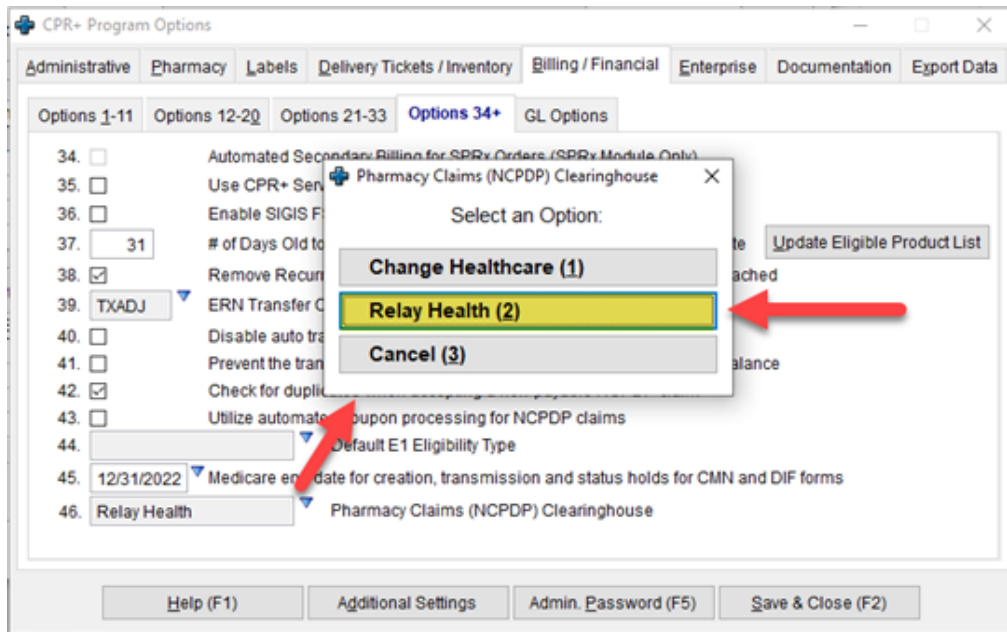
> ✏️ **NOTE:**
> CPR+ will be pre-loaded with the production URLs for RelayHealth. Your organization must verify the URL and DNS are whitelisted (see page 17).

To activate transmission to RelayHeatlh:

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**.

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.

RelayHealth Documents

- RelayHealth Integration
- RelayHealth FAQs