



CPR+

2025 R2 SP1 Release Notes

Software Version: 2025 R2 SP1

Release Date: January 2026

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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.

SP1 Resolved Issues

The following issues are resolved in this software release.

Workflow

Key	Component	Solution Details
MCPR-5267, WSI-70631	Enterprise Site Filters	Resolved an issue where selecting multiple patient or order sites in Enterprise filters caused errors and only displayed the first site. The update ensures proper multi-site selection and limits selections to 25 for stability.
MCPR-5266, WSI-70702	Claims to Adjudicate	Resolved an issue where Payor and Date filters in the Claims to Adjudicate queue produced incorrect results and occasional crashes. The update improves filter accuracy, limits selections to 25, and prevents application errors when filters are applied repeatedly.

Reporting

Key	Component	Solution Details
MCPR-5232	Rental Item Days Out Report	Resolved an issue where the Rental Item Days Out Report displayed duplicate rental items not associated with patients. The report now accurately reflects rentals tied to patients.

Miscellaneous

Key	Component	Solution Details
MCPR-5282, WSI-71465	Online Help	Resolved an issue where pressing F1 for help in Enterprise lists incorrectly triggered patient alerts. The fix ensures the help screen opens without unnecessary alerts in Clinical and Billing Follow-Up queues.
MCPR-5291	Download Manager	The latest ASP files were updated and are now available via the Download Manager.
MCPR-5292	Download Manager	The latest HCPC files were updated and are now available via the Download Manager.
MCPR-5293	Download Manager	The latest CBA Pricing files were updated and are now available via the Download Manager.
MCPR-5294	Download Manager	The latest Rural Zip Code files were updated and are now available via the Download Manager.
MCPR-5295	Download Manager	The latest Medicare National Pricing files were updated and are now available via the Download Manager.

New Features

Medicare MFP Response Fields Enhanced (MCPR-5242)

The NCPDP claim response display has been enhanced to include clear, user-friendly translations for key fields associated with Medicare's Maximum Fair Price (MFP) program. These updates help ensure that reimbursement staff can easily interpret claim responses and accurately process transactions under the Medicare Drug Price Negotiation Program.

Translated Fields:

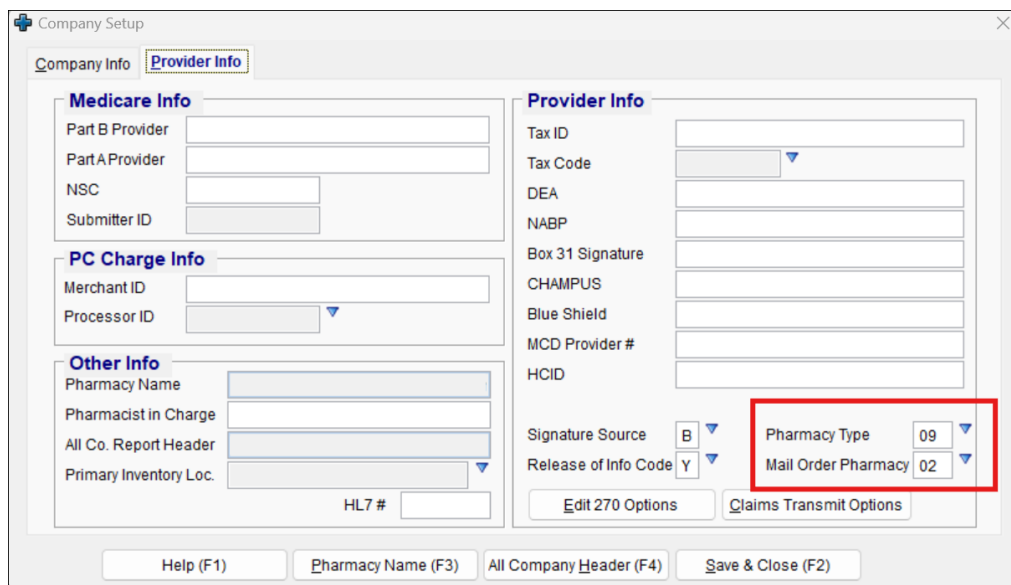
- **Basis of Reimbursement (522-FM):** Value '46' now displays as "MFP (Maximum Fair Price)".
- **Approved Message Code (548-6F):** Value '061' will now displays "Claim Eligible for Medicare Drug Price Negotiation Program for Maximum Fair Price (MFP)" at the top of the response.
- **Additional Message Information Qualifier (132-UH):** Value '38' now displays as "Estimated MFP SDRA".
- **Additional Message Information (526-FQ):** Will display the calculated Standard Default Refund Amount (SDRA) returned in the response.

Maryland ASAP Reporting Enhancement (MCPR-5164)

New functionality was added to support recent changes for Maryland Controlled Substance Reporting. This change includes both controlled and non-controlled medications in the ASAP 4.2B version of the file.

Illinois ASAP Format Compliance Update (MCPR-5163)

The Illinois Controlled Substance Reporting format was upgraded to ASAP version 5.0. This includes new fields for **Pharmacy Type** and **Mail Order Pharmacy** in the **Company Setup > Provider Info** tab, ensuring compliance with upcoming state requirements.



Company Setup

Company Info **Provider Info**

Medicare Info

Part B Provider

Part A Provider

NSC

Submitter ID

PC Charge Info

Merchant ID

Processor ID

Other Info

Pharmacy Name

Pharmacist in Charge

All Co. Report Header

Primary Inventory Loc.

HL7 #

Provider Info

Tax ID

Tax Code

DEA

NABP

Box 31 Signature

CHAMPUS

Blue Shield

MCD Provider #

HCID

Signature Source

Release of Info Code

Pharmacy Type

Mail Order Pharmacy

Edit 270 Options Claims Transmit Options

Help (F1) Pharmacy Name (F3) All Company Header (F4) Save & Close (F2)

Arkansas Medicaid PA Form Updated (MCPR-5247)

The Arkansas Medicaid Prior Authorization form was updated to reflect the latest version dated 8/11/2023. The new form includes layout changes and removal of several data fields to align with current state requirements.

New ICD-10 Codes Added for Multiple Sclerosis (MCPR-5223)

Added new ICD-10 codes effective 10/1/2025 for various forms of multiple sclerosis, including relapsing-remitting, primary progressive, and secondary progressive types.

Header Update for RelayHealth Transactions (MCPR-5246)

Updated pharmacy claim transmissions to include the WellSky identifier in the ANSI header string as required by RelayHealth.

Resolved Issues

The following issues are resolved in this software release.

Clinical

Key	Component	Solution Details
MCPR-5255	Patient Scheduling	Resolved an issue where unchecking date boxes in the patient schedule triggered an error stating "Property VISIBLE is not a method or event." This occurred across multiple patients and was due to a missing property assignment.
MCPR-5243	Supply Kit Template	Resolved an issue where users received empty alert pop ups when selecting supply kit templates, even if no items had alerts configured.
MCPR-5241	Assessments	Resolved an intermittent error when opening locked assessments from the Clinical Documents Manager. The issue was tied to missing patient info tabs in certain assessments.

Pharmacy

Key	Component	Solution Details
MCPR-5211	eRx Refill	Resolved an issue where refill requests failed due to incorrect credential references. The system now correctly pulls the correct Surescripts ID.

Billing

Key	Component	Solution Details
MCPR-5191, WSI-66450	Medicare Fee Schedule	Resolved an issue where the SPM/Shared Contract pricing for HCPC codes J0256 and J0257 was off by a decimal place due to the downloaded CMS file being incorrect. CMS has updated the file and the correct Medicare Fee Schedule values have been applied to ensure accurate pricing.
MCPR-5196	ASAP Update	The latest ASP files were updated and are now available via the Download Manager.
MCPR-5263	Authorization Tracking	Resolved an issue where the Team filter was not visible by default in the Authorization Tracking screen. The filter now displays correctly when accessing this screen.
MCPR-5229	Claims	Resolved an issue where pharmacy claims failed due to extra spaces or invalid characters in transmitted data. The system now strips non-standard characters based on NCPDP specifications, preventing transmission errors and improving claim processing reliability.

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

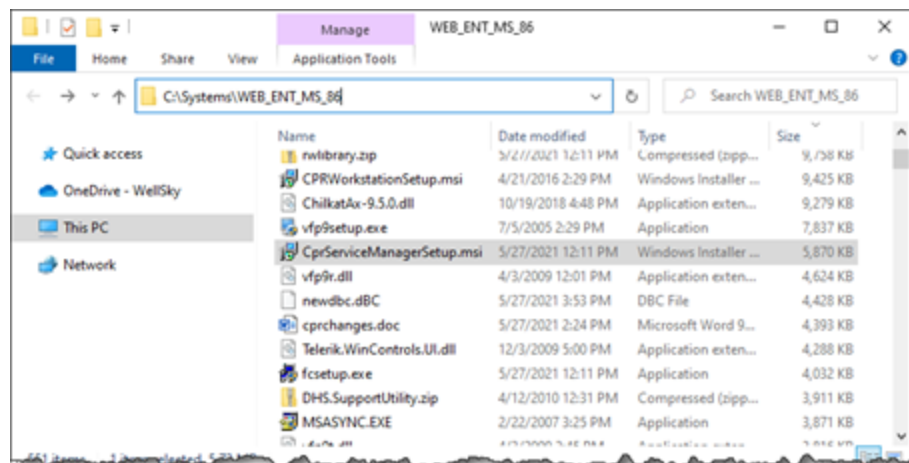
To improve the upgrade experience, we ask clients to create a support ticket to obtain the latest CPR+ release. After completing a ticket, a WellSky Account Manager or support representative will contact you about the software update request.

Updating the eRx Hub Plugin via the Service Manager Installer

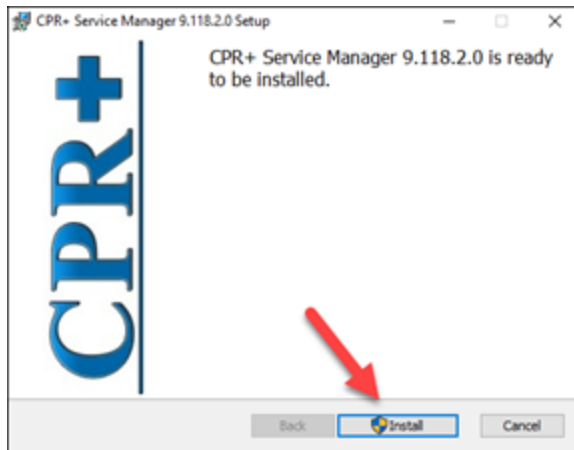
After updating CPR+, an organization must run the CprServiceManagerSetup.msi installer to receive and transmit prescriptions using the 2017071 format. (MCPR-2569)

To run CprServiceManagerSetup.msi installer:

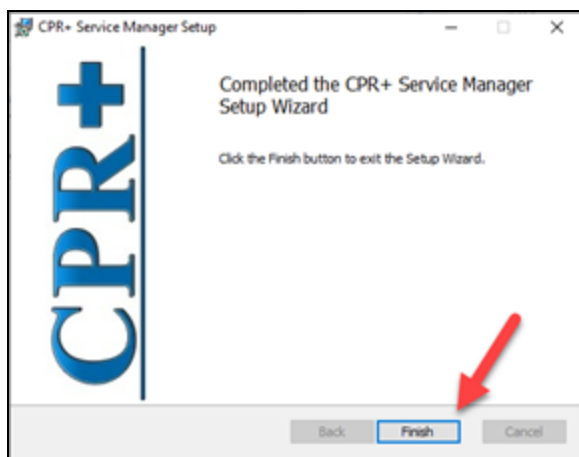
1. Locate and open the CPR+ application folder. This folder typically resides in the application server.
2. Locate and copy the cprservicemanagersetup.msi to the server where the current CPR+ service manager resides.



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

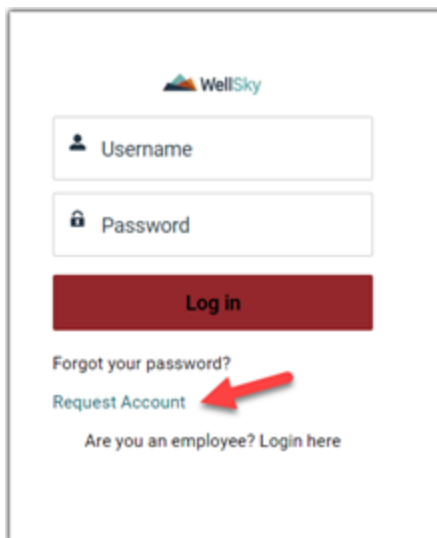
**IMPORTANT:**

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. The 'Log in' button is a red rectangle with white text. Below the 'Log in' button is the text 'Are you an employee? Login here'.

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' fields highlighted in yellow. A red arrow points to the 'Log in' button. The 'Forgot your password?' link is also visible.

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.

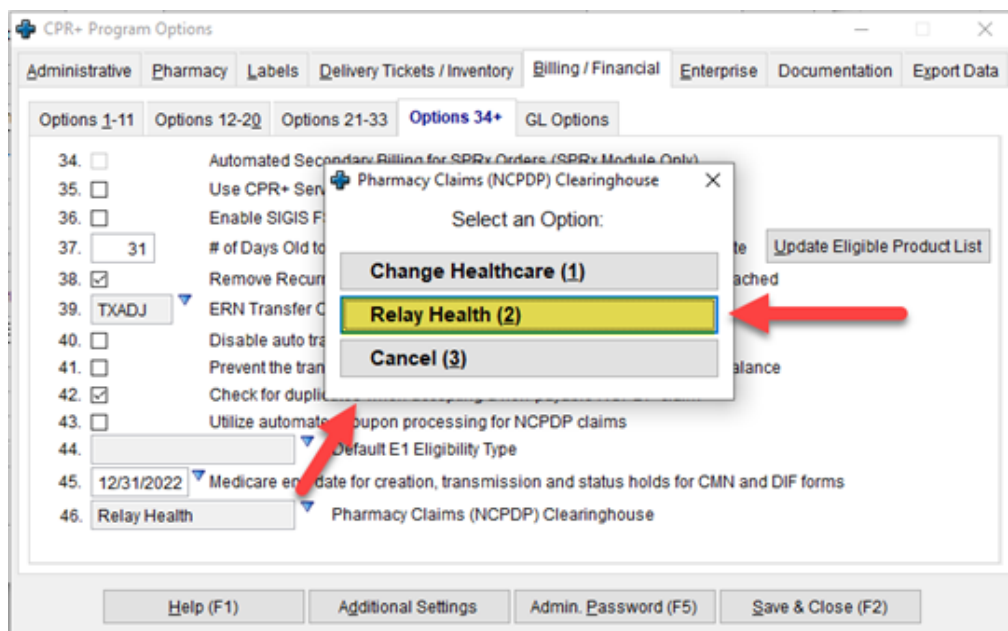
**NOTE:**

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.

RelayHealth Documents

- [RelayHealth Integration](#)
- [RelayHealth FAQs](#)