



Version 7.4.8.16

Release Notes

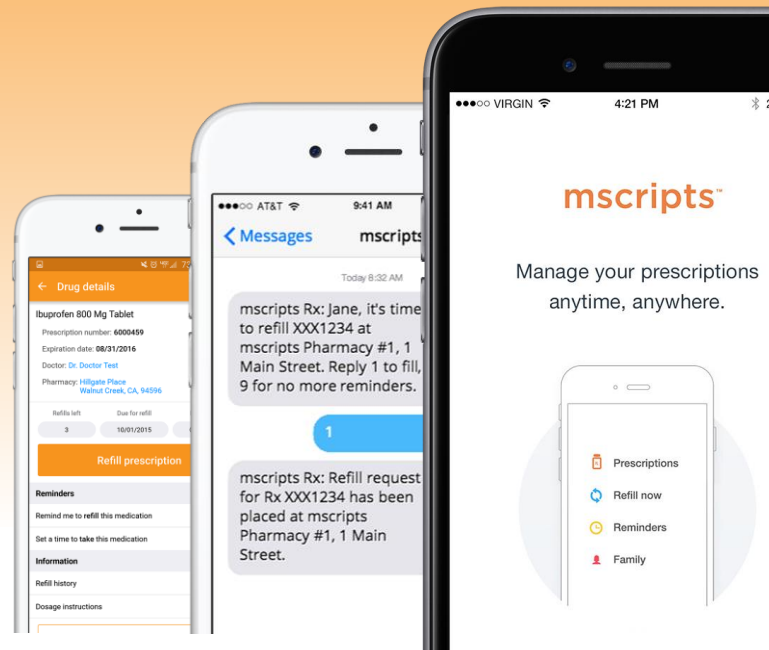


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Enhancements and Issues Addressed in Version 7.4.8.16

1.1 Enhancements

All Clients (PDX and McKesson)

1.1.1 Messaging

1.1.1.1 Ability to list certain stores first in search results

Clients can designate whether to list certain stores first in the store search results, regardless of how far away those stores are from the location the patient has entered in their store search. For example, if a client wishes to always list their mail order locations first, they can now do so.

If you wish to take advantage of this feature, please create a Jira ticket with this request.

1.1.2 Mobile App and Web Pharmacy

1.1.2.1 Ability to transfer multiple prescriptions at a time

Previously, patients could only transfer one prescription at a time as part of an individual transfer request. Now, patients can transfer up to 10 prescriptions within a single transfer request when typing in prescription data.

1.1.2.2 Ability for a patient to delete their account

Patients can now delete their mscripts account via the mobile app. To do so, a patient would navigate to the 'Account' page within the app and click the 'Delete Account Permanently' link at the bottom of the page.

When a patient deletes their account in this manner, they will be un-registered from the mscripts platform and will receive no further communications from your pharmacy(s) via mscripts. If they want to be re-enrolled in texting, the pharmacy can re-enroll them in EPS or McKesson EnterpriseRx.

This enhancement was developed to comply with Apple's app store requirement that apps that support account creation must also offer account deletion within the app.

McKesson PCS Only

1.1.3 Messaging

1.1.3.1 Ability to store GPI/GCN and delivery method from PCS notifications

mscripts will now store the GPI/GCN and delivery method attributes that McKesson transmits to mscripts in PCS Rx updates. In turn, these attributes may then be leveraged by clients to

control/block refill and pickup reminder messages (e.g. do not send out pickup reminders for any prescription whose GPI/GCN starts with '17', as that represents an immunization).

If you wish to take advantage of this feature and set up refill/pickup reminder controls based on these attributes, please create a Jira ticket.

1.1.4 Mobile App and Web Pharmacy

1.1.4.1 Ability to show a prescription's workflow status

Patients may now see the specific workflow status (in-process, partial fill, contact your pharmacy, adjudication exception, payment exception) for each prescription as it is being refilled at the pharmacy via EnterpriseRx and PCS. The following event statuses and corresponding patient-facing verbiage will be tracked and displayed on the 'Prescriptions list' in the mobile app and web pharmacy:

Workflow status	Verbiage displayed
Partial Fill	Partial Fill
Contact Manager	Pharmacy needs to contact your provider or insurance company
Adjudication Exception	There is an issue with your insurance approving the prescription
In Process	Rx is being filled
Payment Exception	There is an issue with your credit card

If you wish to change the patient-facing verbiage that is displayed, please create a Jira ticket.

1.1.4.2 Refill Order page improvements

Several user experience and process improvements have been made related to the delivery methods displayed on the 'Refill Order' page in the mobile app and web pharmacy:

- When toggling between different delivery methods, the system will display additional information about the selected delivery method to the patient (e.g. delivery details, limitations, possible cost).
- Clients can denote the order in which delivery options should be listed for a given store.
- clients can now denote one of the following methods to control whether/which delivery option to select by default based on the store selected by the patient to refill the prescription:
 - o Do not pre-select any delivery option (e.g. always force the patient to explicitly select a delivery option).
 - o Pre-select the default delivery option that has been defined for that store (e.g. the first one listed).
 - o Pre-select a given delivery option regardless of the store (e.g. always pre-select "mail order" regardless of what the default option for a store may be). **Note: if a**

given store does not support that delivery option, that store will not be displayed on the page.

1.2 Issues Fixed

1.2.1 All Clients (PDX and McKesson)

1.2.1.1 Refill Reminder Template

The verbiage of the standard refill reminder template has been updated to make the call-to-action verbiage clearer to a patient, so that the patient better understands what to text back to either request a refill or no longer receive any further refill reminders for that particular prescription and fill cycle. Specifically, the call-to-action verbiage within the refill reminder message will now be:

.... To refill, reply 1

Reply 9 to stop reminders for this fill

1.2.1.2 Session expiration for SMS-triggered patient web pages

Previously, when a patients' session on one of the SMS-triggered web pages expired, the system would not inform the patient that the session/page has expired until/unless the patient took some explicit action on that page (e.g. clicked a link/button).

Now, as soon as the session expires, the system will inform the patient + invalidate/close that session/page.

1.2.1.3 Mobile app Sign In page

The label/field text for the username field on the 'Sign In' page in the mobile app used to display "Enter email or username," which is incorrect as the login can only be an email address. This verbiage has been updated to "Enter email."

1.2.1.4 Medical Expense Report

Previously, the medical expense report feature allowed patients to search more than 2 years in the past, even though PDX and McKesson support a maximum of 2 years of prescription fill history. As a result, patients would be confused as to why the search results did not reflect their search criteria.

We have now implemented a 2-year limit within the date search fields to enforce this limit within the mobile app and web pharmacy.

1.2.2 McKesson Only

1.2.2.1 *Refill reminders for prescriptions with a short days supply sent at the incorrect time of day*

Previously, if a prescription had a very short days' supply (e.g. 1-4 days), when the system would send the next refill reminder to send for that prescription, it would not use the patient's preferred time of day to send the reminder. This has been corrected to send the reminder at the patient's preferred time of day.

1.2.2.2 *"Other prescriptions are ready to refill. Do you want to add them to your order?" prompt is not displayed on the Refill Order page in the mobile app and Web Pharmacy*

If a client has defined custom delivery methods within mscripts, when the 'Refill Order' page is loaded, the "Other prescriptions are ready..." prompt is not displayed to the patient. As a result, the patient may not be aware that they can/should add other eligible prescriptions to their refill order.

This issue has been corrected, so that even if custom delivery methods are present for a client, this prompt will still be displayed to the patient.