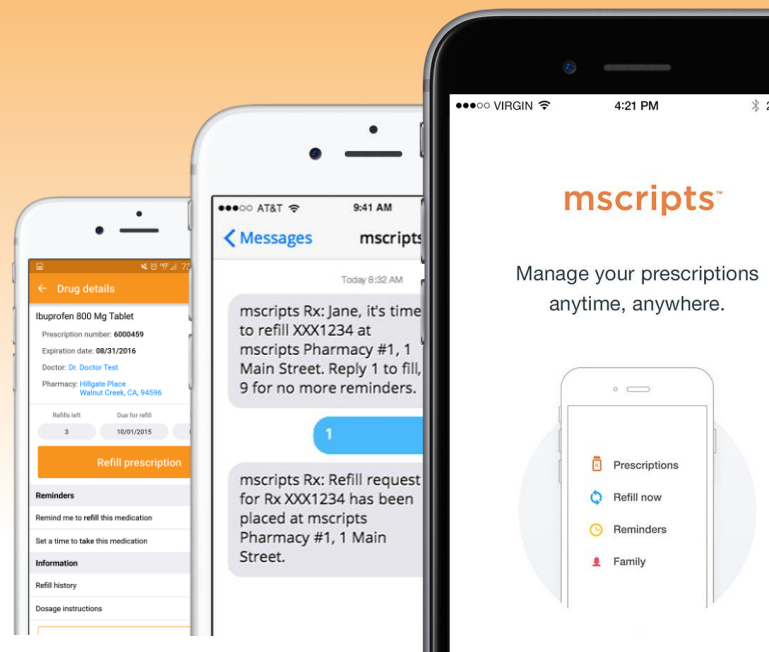# mscripts™

Version 7.4.21
Release Notes

Table of Contents

Enhancements and Issues Addressed in Version 7.4.21

1.1 Enhancements

All Clients (PDX and McKesson)

1.1.1 Messaging

1.1.1.1 *Dynamic Refill Reminder/Order Ready/Shipment notifications message content*

mscripts now supports the ability for clients to define and add additional content to refill reminders, order ready notifications, bin aging reminders, and shipment notifications based on attributes specific to the prescription + fill transaction that triggered the notification. Those attributes include NCPDP, GPI, and NDC, but can be extended to any other attribute that are part of a fill transaction received from the PMS such as fill number, refill remaining, provider, copay, delivery method, etc.

The verbiage can also vary for an SMS message vs. a push alert vs. an email, in case a client wishes to limit or extend the content based on those different channels.

For example, if a client wants to add information that is relevant to only a few specific stores (e.g. "This pharmacy now offers locker pickup") they can do so by defining the store location(s) (NCPDP ID), the verbiage to use for any prescription to be picked up at that location, which message type(s) to add the verbiage to (e.g. order ready, bin aging reminder, final reminder), and where in the message to insert that verbiage:

NCPDP	Verbiage	Message
1234567	"This pharmacy now offers locker pickup. Ask your pharmacist for details."	Pharmacy Rx: ORDER READY JANE, Rx ADVIL 800 MG is filled and ready for pick-up at Pharmacy #101, Oakland, 51-333-4567 Amount due is $3.75 This pharmacy now offers locker pickup. Ask your pharmacist for details.
7654321	"Please note that the pharmacy is temporarily located at the north end of the store."	Pharmacy Rx: ORDER READY JANE, Rx ADVIL 800 MG is filled and ready for pick-up at Pharmacy #101, Oakland, 51-333-4567 Amount due is $3.75 Please note that the pharmacy is temporarily located at the north end of the store.
<all other locations>	N/A	Pharmacy Rx: ORDER READY JANE, Rx ADVIL 800 MG is filled and ready for pick-up at Pharmacy #101, Oakland, 51-333-4567 Amount due is $3.75

To enable this capability, please contact our support team or your account manager.

1.1.2 Mobile App and Web Pharmacy

1.1.2.1 Store search improvements

When a patient searches for a store, the search field will now pre-populate the suggested results with all matching cities + states that match what the patient is typing in the search field. This was done to improve the usability of the feature, especially in cases where a given city exists across states. See below for two examples of this:
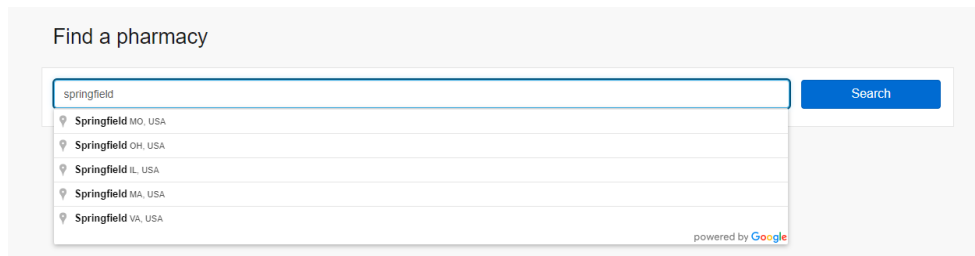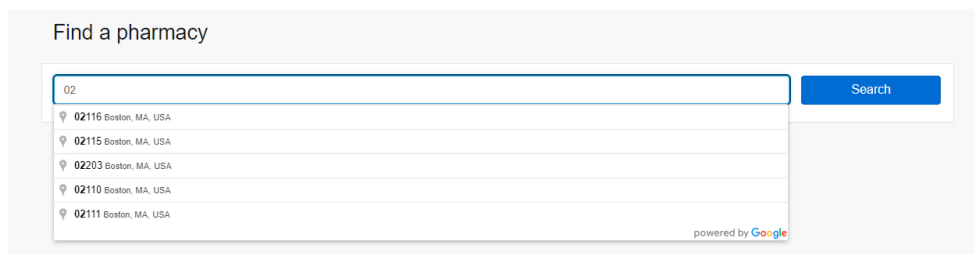
Figure 1 – City Name

Figure 2 – Zip Code

1.1.2.2 TCPA Consent

For clients that wish to collect TCPA consent agreements from their patients, the TCPA consent agreement will now be displayed (in addition to the HIPAA agreement) to a patient when a patient logs into their account for the first time after registering.

1.1.2.3 Adjudication exception, payment exception status now shown in app/web (McKesson PCS clients)

When a prescription that is in the process of being refilled triggers either an adjudication exception or payment exception workflow event within McKesson EnterpriseRx, the mobile app and Web Pharmacy will display the following verbiage for that prescription on the patient's prescription list page if the prescription is still in that workflow status:

Workflow Event	Verbiage displayed to the patient
Adjudication Exception	There is an issue with your insurance approving the prescription
Payment Exception	There is an issue with your credit card

The verbiage displayed is configurable; if you wish to modify this verbiage, please contact our support team. Examples of the feature/verbiage are below.

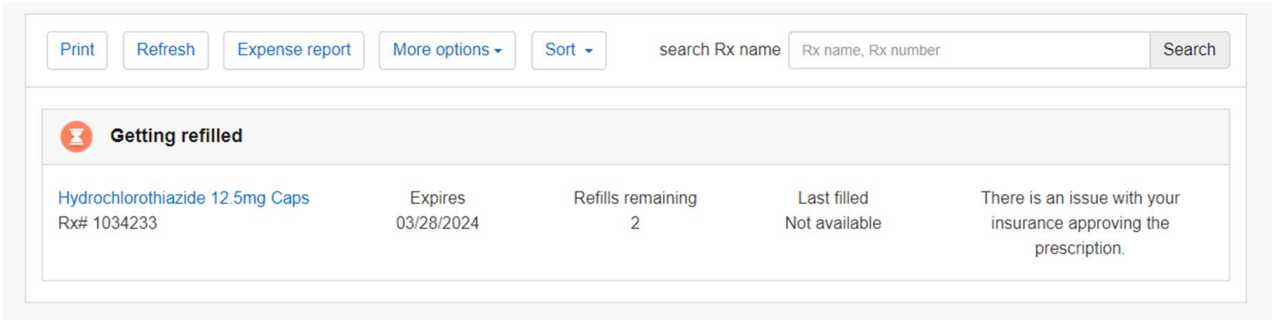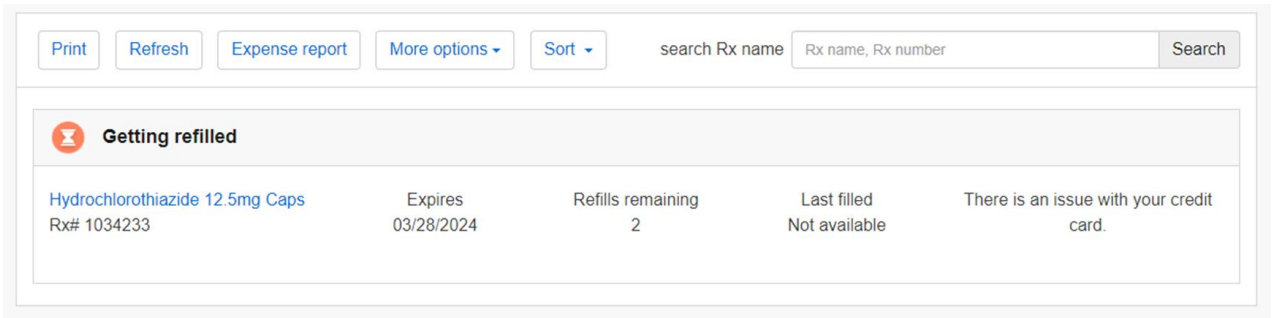*Figure 3 – Adjudication Exception*

Figure 4 – Payment Exception

1.1.2.4   Ability to block refill requests based on NDC, GPI, and Schedule (McKesson clients)

If an NDC, GPI, or Schedule associated with a given prescription is blocked from refill reminders, the system can now also prevent that prescription from being refilled when a patient attempts to refill a prescription via the mobile app and Web Pharmacy. To enable this capability, please contact our support team or your account manager.

1.2 Issues Fixed

1.2.1   All Clients (PDX and McKesson)

1.2.1.1   Blank spaces in text messaging replies

Previously, if a patient received a refill reminder text and the patient's reply to that reminder contained a space before the reply (e.g. " 1"), the system would not process the reply. Now the issue is resolved, and our system will understand the reply.

1.2.1.2   Date of birth saved as December 31, 1979 when transferring a prescription

Previously, when patients initiated a transfer request when not logged in, the date of birth field would display December 31, 1979 as a field-tip but also then be saved as that for the patient's DOB when the transfer was submitted if the patient did not actively enter a date of birth value

in that field. This issue has been fixed; the field will be blank, and the patient must now actively enter a date of birth value in that field.

1.2.1.3 Manager account upgrading to a full prescription account

Previously, if a patient with a manager account attempts to upgrade to a full account, by adding a prescription number and store, the patient was able to enter a prescription number that is less than 7 digits in length and the system would accept that as a valid prescription number. This issue has been fixed; prescription numbers must now be at least 7 digits in length.

1.2.2 McKesson Only

1.2.2.1 Facility number for a prescription is updated to NULL in certain circumstances, which can result in future updates to the prescription not occurring (PCS only)

Previously, when receiving certain dispensing workflow updates via PCS, the system would set the facility ID/number to a prescription to NULL. If a patient then logs into their app/web account, the system would then set that prescription's status to deleted. Future PCS updates would then skip that prescription record. This issue has been corrected, to ensure the facility ID/number is updated properly.

1.2.2.2 Copay values in PCS messages that contained just one decimal point not formatted properly in patient communications

Previously, if the patientPayAmount field (which represents the copay for that prescription fill) in a PCS message did not have the full dollar masking in place (i.e. 5.0 instead of 5.00), our system would include that copay in an order ready message to the patient in the same format (e.g. "your copay is $5.0"). This issue has now been fixed, so that the correct currency masking is used in the order ready message regardless of how the copay value is sent from PCS.