Merative ™ Integrated Care

Release Notes April 2023

Note

Before using this information and the product it supports, read the information in Notices (on page x)

Edition

This edition applies to Merative ™ Integrated Care.

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Contents

Chapter 1. Merative ™ Integrated Care Release Notes

Welcome to the April 2023 release of Merative ™ Integrated Care.

Introduction

In this release, we added enhancements to some of the existing features in Merative ™ Integrated Care.

For you to more easily identify the changes that apply to your instance of Merative ™ Integrated Care, updates are tagged as follows:

- **Merative ™ Integrated Care** - these updates are for all Merative ™ Integrated Care customers.
- **Reporting** - these items apply to all Merative ™ Integrated Care customers using Merative ™ Integrated Care Reporting.
- **Service Providers** - these items apply to Merative ™ Integrated Care customers with the Providers feature enabled.
- **Organization Units** - these updates are for all Merative ™ Integrated Care customers with Organization Units enabled.
- **Community Service Referral** - these items apply to customers who have licensed the Merative ™ Integrated Care Community Service Referral add-on.
- **Community Service Payment** - these items apply to customers who have licensed the Merative ™ Integrated Care Service Payment add-on.
- **Connect Providers** - these items apply to customers who have licensed the Merative ™ Integrated Care Connect Providers add-on.
- **Connect Individuals** - these items apply to customers who have licensed the Merative ™ Integrated Care Connect Individuals add-on.
- **Connect 360** - these items apply to customers who are integrated with the IBM Health and Human Services Connect 360 application.

Watson Care Manager is now Merative ™ Integrated Care

We are pleased to announce our new product name Merative ™ Integrated Care. You will see the new product name and logo across the following applications from 23.04.

- Core Watson Care Manager
- Connect Individuals
- Connect Providers

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The product documentation has been rebranded and available as a downloadable PDF on Merative ™ Support Docs. We have also rebranded our Bring Your Own Tooling (BYOT) Reporting Data Catalog. No action is needed from you for the rebranding changes in this release.

We also want to let you know there will be a few changes in future releases.

- In the 23.05 release, you will have a new application URL for Merative ™ Integrated Care and for the Connect applications if you use these.
- In the 23.06 release, there will be a new product documentation site.

More information will be available in the coming weeks.

What's new for administrators

- **Subscribing to client registration notifications**

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  To allow external systems that are integrated with Merative ™ Integrated Care to receive notifications when a new client is registered in Merative ™ Integrated Care, we have added the ability for you to subscribe external systems to client registration notifications. Merative ™ Integrated Care sends a notification to the external system about the update (through webhooks) so that the external system can retrieve the latest version of the data through the client registration API.

What's new for integrations and APIs

- **Updating the client registration API to share new client registration data with external systems**

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  We have updated the client registration API so that it can share the new client registration data with an external system. When a new client is registered in Merative ™ Integrated Care, the external system can call in to receive details about this client.

Resolved issues

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- When you view the services list for a client on the client's Services page, an error may be displayed.

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Known issues

Known issues identified in the current release

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- When you confirm the location of a client address in the care team application or a provider address in the tenant administration application, the page displays the loading map icon but the map is not displayed, and you cannot specify an exact geolocation. When you close the dialog box and save the address record, the geolocation of the address is automatically determined and stored. To ensure that an accurate geolocation is determined for the address, enter the full address details.
- When you add a new service to a client's plan from the client 's Services page, service types created through API are not returned in the search results. To avoid this issue, you can add a service type created through API from the client's Plan page. Alternatively, you can add a service and the associated provider registered through API to the client's plan from the client's Community Resources page.

Ongoing known issues

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- When you use external messaging, the inbound API will only permit a text message. Attachments cannot be sent to Merative ™ Integrated Care. Outbound attachments from Merative ™ Integrated Care to an external system using the external messaging API are permitted.
- When you repeat an Assessment or Questionnaire with prefilling configured at the Assessment or Questionnaire level and the question level, and the prefilling criteria at the Assessment or Questionnaire level is set to True and at the question level is set to Use Assessment or Questionnaire configuration or Always prefill, and you click Cancel to dismiss the repeat action, a new "in progress" assessment or questionnaire record is incorrectly created. The incorrect "in progress" record is displayed the next time the Assessments list page is refreshed or when you manually refresh the Assessments list page. To correct the issue, delete the "in progress" assessment or questionnaire record and start the repeat action again.
- If you edit a date data attribute for a client data type, and select Current Date Comparison, then Custom Message, and enter an incorrect message ID, the custom message fields are no longer visible. To see the fields, select None, then re-select Current Date Comparison and Custom Message.
- When you configure a client data attribute to not use the default value, the value is still visible to care team members. As a workaround, care team members can delete the default value and enter another value.

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- When you configure an information message for a client data type cluster, the message is displayed twice. To avoid this, you can add a description to the data cluster instead of an information message. The description displays to care team members below the cluster title.
- If you delete a data attribute from a client data type and that attribute was used in a duplicate validation, the validation is not automatically deleted. If you encounter this issue, you can manually delete the validation.
- You can deactivate a client from your unassigned clients list. If you do and choose to close their client account, you encounter an error. You can proceed to deactivate the client without closing their account. However, if you do, the client appears as deactivated in Merative ™ Integrated Care, but they still incorrectly retain access to their Connect Individuals account. On deactivation, a client should not be able to access their Connect Individuals account.
- When you select the Share Care Plan link to generate the Share Care Plan PDF for a client, the date validations are not displayed and the PDF does not download for the following scenarios:
    - When you enter the To date before the From date.
    - When you do not enter the From date and enter only the To date or when you enter only the From date and do not enter the To date.
    - When you enter a display date range greater than six months.

  Additionally, when you deselect the Report Footer section for a default Share Care Plan template, no validation is triggered, and the Share Care Plan PDF does not download.
- In tenant administration, when you edit an answer type for an assessment or questionnaire, the previously configured answer types are not displayed in the answers cluster on the edit modal.
- In tenant administration, if you hide a Non-Configurable data type, and it has an associated Summary card, this card is automatically hidden on the default client summary view on the care team workspace. This card is not automatically hidden on any role-based configurations that a customer has created. You can manually hide these cards on the Role-based Configuration page in tenant administration.
- When you create a note in draft or ready to review status, the first comment is missing from the full set of comments.
- When completing an assessment or questionnaire in the care team application, answers with a large number of characters are not wrapping correctly in drop-down lists in some screen resolutions, and the answer is cut off. To avoid this issue, administrators can configure radio button answer types instead of drop-down list answer types when configuring answers with a large number of characters.
- When you select to view the Sections field for a Share Care Plan template and you then navigate back to the Template Name field to select another template, not all of this template's sections are

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automatically selected by default. To avoid this, you must review the Sections dropdown for the selected template, to ensure the required sections are selected before you download the Share Care Plan PDF.

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