Merative ™ Integrated Care

Release Notes June 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.

Contents

Chapter 1. Merative ™ Integrated Care Release Notes

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

Introduction

In this release, we added new features as well as 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.

What's new for reporting

Bring your own tool

Reporting

To allow you to report on provider users, we have updated the USERS_V2_VIEW with a new attribute called PROVIDERID.

What's new for security administrators

- **Linking users to their provider organizations**

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  To allow security administrators to register a user who is linked to a provider organization and can access the care team workspace, we have introduced provider users. A provider user can be linked to one provider organization from the provider registry and can only access the care team workspace. Security administrators can create, view, and edit a provider user’s details, as well as suspend and close a provider user.

What's new for administrators

- **Viewing users linked to their provider organizations**

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  To allow administrators to view which users are linked to provider organizations, we have added a new tab to the provider page, accessed from the provider registry. The new tab called Care Team Users lists all the care team provider users who are linked to the provider organization they are associated with. Administrators can also view a user’s home page to see which provider organization they are linked to.

What's new for care teams

- **Displaying provider user details throughout the care team application**

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  For a care team provider user, their profile page displays which provider organization they are associated with. The provider organization is also displayed beside the provider user's name wherever the username is displayed, throughout the care team application.

- **Introducing the care teams events list**

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  To allow care team users to manage their clients' events, we have introduced the events page, which you can access from a client's summary page navigation bar.

This page lists all upcoming and past events recorded for a client by the client's care team. Each event has an associated type and date. Optionally, each event can also include time, duration, and description. From the events page care team users can add, edit, or delete an event.

What's new for integrations and APIs

- **Updating the client registration API**

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  We have updated the existing client registration GET API, which shares the newly registered client details with an external system, to include additional attributes such as address, phone, email, birth and death, marital status, gender, identification, and name.

Resolved issues

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- When you search for providers and services for a client using the Community Resources search page, an error is displayed when you click on the map pin for a provider's location.

Known issues

Known issues identified in the current release

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- In the security administration application, when you attempt to reopen a closed provider user account, where the associated provider organization was closed, the system does not prevent you from reopening that closed provider user account. The provider user can access the care team application even though the associated provider organization record is closed.
- In the administration application, when you add or edit a care team role and enter the same care team role label as a deleted care team role, an error is displayed.

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.
- 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 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.

Notices

Privacy policy

The Merative privacy policy is available at https://www.merative.com/privacy.

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