

Watson™ Care Manager

Release Notes

Note

Before using this information and the product it supports, read the information in [Notices \(on page ix\)](#)

Edition

This edition applies to Watson™ Care Manager.

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Chapter 1. Watson Care Manager Release Notes

Welcome to the February 2023 release of Watson Care Manager.

Introduction

In this release, we added enhancements to some of the existing features in Watson Care Manager, and further views to the bring-your-own-tool (BYOT) reporting solution.

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

- **Watson Care Manager** - these updates are for all Watson Care Manager customers.
- **Reporting** - these items apply to all Watson Care Manager customers using Watson Care Manager Reporting.
- **Service Providers** - these items apply to Watson Care Manager customers with the Providers feature enabled.
- **Organization Units** - these updates are for all Watson Care Manager customers with Organization Units enabled.
- **Community Service Referral** - these items apply to customers who have licensed the Watson Care Manager Community Service Referral add-on.
- **Community Service Payment** - these items apply to customers who have licensed the Watson Care Manager Community Service Payment add-on.
- **Connect Providers** - these items apply to customers who have licensed the Watson Care Manager Connect Providers add-on.
- **Connect Individuals** - these items apply to customers who have licensed the Watson Care Manager Connect Individual 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

In this release, Watson Care Manager reporting has continued to expand the views available in the BYOT reporting solution. We have included a new view in the Client data category, which allows you to group clients who actively receive care management from your organization. The new view allows you to group clients by month and year, so you can see your organization's active clients who are receiving care for that

period. For the full list of views that are available, see the Watson Care Manager reporting data catalog [here](#). (WHPOCWCMS-80627)

What's new for care teams

- **Creating referrals for clients who care team users do not have access to**

Watson Care Manager

To allow restricted access care team users to create referrals for clients they do not have access to, we have removed restrictions from the care team application that prevent users from creating referrals for clients they do not have access to. (WHPOCWCMS-79471)

Resolved issues

Watson Care Manager

- When you select to edit a Share Care Plan template in the tenant administration workspace that does not have Notes and Touchpoints displayed as sections in the list page, and you select to include them in 23.01, the Share Care Plan template does not update, and as a result, these sections are not displayed in the list page. (WHPOCWCMS-80400)
- When you select to download Notes or Touchpoints in the Share Care Plan PDF, the Created field incorrectly displays the date the note or touchpoint record was saved instead of displaying the date captured in the Creation Date or Contact Date field. This issue only affects notes and touchpoints where the creation date or contact date were updated by the user when creating the note or touchpoint. (WHPOCWCMS-80314)
- When you attempt to view Custom Client Data in the Share Care Plan, the displayed data is not based on the selected date filters. (WHPOCWCMS-80118)
- When you select the Share Care Plan hyperlink to send the report to external parties and you select the sections of your preference for a template, the Share Care Plan PDF ignores the sections you selected, and generates data for all the sections of the template that are configured to be shown by your organization. (WHPOCWCMS-80116)
- When you use the Provider APIs to load the provider registry data, any HTML hyperlink tags, for example `<a href>`, or HTML tags with the style attribute included, for example `<p style="color:red;">text</p>`, in the provider description or the provider service description fields cause an error on the API POST. The relevant provider APIs have been updated to resolve the issue. (WHPOCWCMS-79282, WHPOCWCMS-79505)

Known issues

Ongoing known issues

Watson Care Manager

- 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. (Legacy ID 276520, WHPOCWCMS-2841)
- If you try to complete certain actions, for example, create a referral or assign a program, and you do not have access to the client, you cannot complete the action and no error message is displayed. If you are sure that you need access to the client, either request emergency access to the client or ask a care team member to add you to the client's care team. (Legacy ID 259832, WHPOCWCMS-2878)
- 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. (Legacy ID 264393, WHPOCWCMS-2831)
- 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. (Legacy ID 263255, WHPOCWCMS-2864)
- 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. (Legacy ID 263229, WHPOCWCMS-2900)
- 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. (Legacy ID 264986, WHPOCWCMS-2944)
- 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 Watson Care Manager, 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. (Legacy ID 274018, WHPOCWCMS-2942)

- 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. (WHPOCWCMS-80211)

- 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. (WHPOCWCMS-78808)
- 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. (WHPOCWCMS-3461)
- When you create a note in draft or ready to review status, the first comment is missing from the full set of comments. (WHPOCWCMS-2710, Legacy ID 275935)
- 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. (WHPOCWCMS-79792)
- 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. (WHPOCWCMS-80225)

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