# Commercial Care Compass Software Release – August 21, 2025

[Always Log Out Before a Software Release](#_Toc204858885)

[RTB Observation - ITPR073245 - Some Novologix PAs not Displaying in Compass](#_Toc204858886)

[Intake - ITPR076023 - Reset Date Plan Year Opt Out - Member level (Compass) - Part 1 & Drug Level – Part 2](#_Toc204858887)

[Stability/RTB Observation - ITPR076835: ePA Display only last 90 days](#_Toc204858888)

[Related Documents](#_Toc204858889)

**Description:** Outlines the new features for the August 2025 Software Release for Commercial Care effective 08/21/2025. Please give us your feedback about this Announcement by completing [this brief survey](https://forms.office.com/Pages/ResponsePage.aspx?id=uGG7-v46dU65NKR_eCuM1wxlZbzQAA5CrF9MJTTfTF9URVMxVllLNEdWOVZXVUVISzgzOTRHTDZFVi4u)!

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| Always Log Out Before a Software Release |

**Each time** a software release is completed you must clear your cache. Please ensure that you Log Out of the Compass system the day before the Software Release.

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| **Step** | **Action** |
| **1** | Click on your profile picture next to the Bell icon on the top right of the Compass application and select **Log Out**.   * Do Not click the X to close the browser as this will not log you out of the Compass system. * If you forget to log out, refer to [Clearing Your Cache (008655)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cd7acfcb-ad36-4da3-b973-faf08afb7dea). |

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| RTB Observation - ITPR073245 - Some Novologix PAs not Displaying in Compass |

Refer to the table below:

|  |  |
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| **User Story #​** | US682596 |
| **Line of Business** | Commercial |
| **Impacted Feature/ Screen​** | PA History |
| **Why/What is driving the change** | Received feedback that not all PA records for a member were displaying. |
| **Current State​** | Some PA records aren’t displaying in the PA History. |
| **Future State​** | PA records for a member will display from all backends. |

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| Intake - ITPR076023 - Reset Date Plan Year Opt Out - Member level (Compass) - Part 1 & Drug Level – Part 2 |

Refer to the table below:

|  |  |
| --- | --- |
| **User Story #​** | US704542 and US707842 |
| **Line of Business** | Commercial |
| **Impacted Feature/ Screen​** | Maintenance Choice Opt Out |
| **Why/What is driving the change** | Opt Outs do not always align with Client intention. |
| **Current State​** | Current backend logic is not calculating the end date correctly. |
| **Future State​** | Opt out will be updated to look for new codes and Plan Reset Date to calculate the correct Opt Out Expiration Date.  **Note:** This is a backend change; no impact for users. |

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| Stability/RTB Observation - ITPR076835: ePA Display only last 90 days |

Refer to the table below:

|  |  |
| --- | --- |
| **User Story #​** | US711623 |
| **Line of Business** | Commercial |
| **Impacted Feature/ Screen​** | ePA status |
| **Why/What is driving the change** | Received feedback that an error was received when Override/PA History screen loaded. |
| **Current State​** | ePA status is sometimes pulling requests that are older than 90 days, which is causing an error to display as the vendor will only send statuses for requests submitted within the last 90 days. |
| **Future State​** | ePA status will only display and provide the status for requests submitted within the last 90 days.  **Note:** This is a backend change; no impact for users. |

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| Related Documents |

 [Compass Software Release – Shared – August 22, 2025 (076276)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=a6c3a564-b2a4-404d-9f83-7bcdf4e8600e)

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