



## HEALTH **SOURCE**

### 6.3 Release Notes

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## Auto timeout displays login page

The automatic HealthSource system timeout that occurs when there is no User activity, now displays the login page instead of the last screen when the timeout occurred. The login page has new text “Note: Your session has expired. Please login again.”



HEALTHSOURCE

Sign In

Email

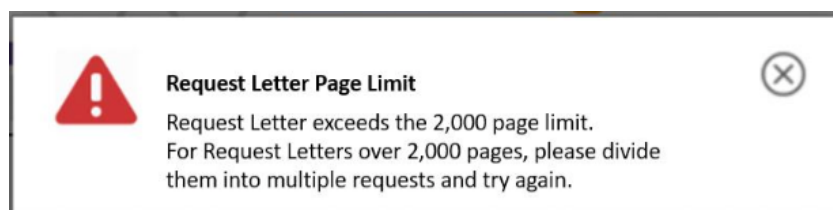
Next

**NOTE:** Your session has expired. Please login again.

## Request Letter – Maximum page limit

When a User attempts to attach a Request Letter file(s) that is more than 2,000 pages, a message now displays telling the User that the amount of pages is over the maximum allowed. When you see the message you should evaluate the request letter and be sure to attach the correct file.

Note: When a Request Letter (ex: Pull List) is over 2,000 pages, you should create multiple requests containing different Request Letter files.






## New Jersey - Insurance Underwriting Third Party

A new *information* icon has been added to remind Users that the secondary Reason for Request, Underwriting, should be used for third party requesters for New Jersey sites. This helps to ensure the correct pricing is applied.

Reason for Request

Primary Reason for Request: Insurance

Secondary Reason for Request:  Underwriting Third Party

Underwriting

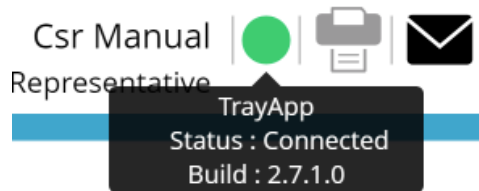
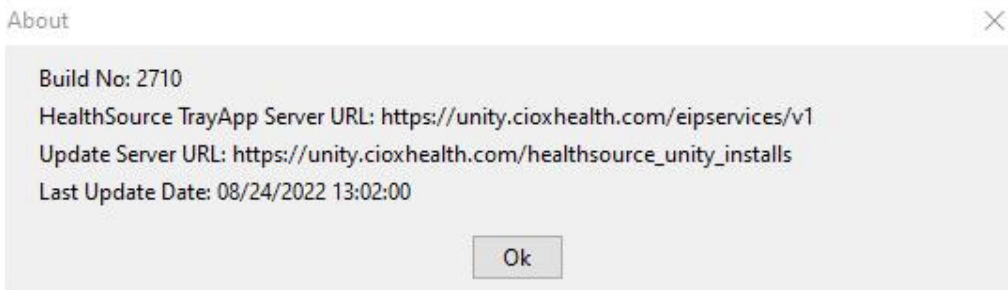
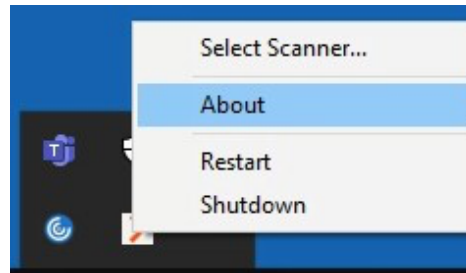
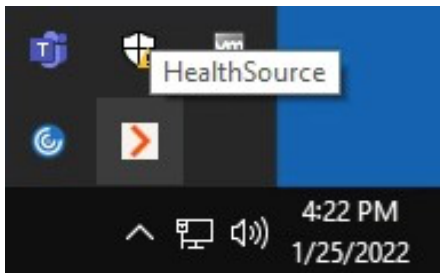
The image shows a screenshot of a web form. On the left, there is a section titled 'Reason for Request' with a radio button. Below it is a dropdown menu for 'Primary Reason for Request' with 'Insurance' selected. To the right, there is a larger dropdown menu for 'Secondary Reason for Request' with 'Underwriting Third Party' selected. A red rectangular box highlights this dropdown menu. A mouse cursor is pointing at a small blue circle with an information icon next to the 'Secondary Reason for Request' label. Below the 'Secondary Reason for Request' dropdown, the word 'Underwriting' is visible, likely representing another option or a related field.

## New TrayApp auto update v2710

A new TrayApp is available for Release 6.3. The TrayApp contains an enhancement for attaching large files and security updates. For more end-user details and how to continue using the older TrayApp, please see the *HealthSource Trayapp 2710 Job Aid*.


The TrayApp will automatically update upon a HealthSource login for most Users, with or without Administrator access/permissions. Users can continue to use the prior Trayapp, version 2640, temporarily if the auto update fails.

A successful TrayApp auto update will have Build No: 2710 in the About window when clicking on the TrayApp chevron in the Microsoft Windows taskbar system tray. And also a green circle displays in the upper right in the HealthSource application with the Build: 2.7.1.0 .



### Large files- Document Transmission failed

When users attempted to attach large medical record files ( $\geq 100$  MB) sometimes the page count fields were incorrect. In addition the upload would not load and a fatal error message displayed similar to below.



**Aw, Snap!**

Something went wrong while displaying this webpage.

Error code: Out of Memory

[Learn more](#)

[Reload](#)

## User Experience & Technical Enhancements

User Type (End-User, Administrator, Technical)	Area	Problem/Error  Solution implemented/amended behavior	Reference #
End-User	Email intake	Error emails are being erroneously created from intake@cioxhealth to the same address which clogs up the queue  These error emails will no longer be generated	64026
End-User	esMD	Remove the options for all esMD Requester requests since they are not relevant to esMD. Checkbox options: Delivered electronically (CD or edelivery/email), Certified, Return records to facility	63423
End-User	Request Locking	Two users are able to edit a request at the same time when request is in one of these statuses: Awaiting Delivery Approval, Awaiting Certification, MTQ Hold  Only one user is able to edit, and the other user only has read-only mode	57972
End-User	Request Letter	Uploading a very large Request Letter gives "Error uploading RL file to server" when Logging. The User has to close the browser and re-open browser, and login again  A maximum page limit message of 2000 pages has been added	61569
End-User	Session Timeout	HealthSource continues to display in the background after the 15 minutes of inactivity auto timeout expires  Now the auto timeout goes to the HealthSource login screen instead of keeping the last screen in the background	41151
End-User	View Original Request Letter	QA Reviewer role does not have the ability to View Original Request Letter option on a child request therefore they can't do the QA tasks  Now QA Reviewers can use the View Original Request Letter function	63517
End-User	Record Hub	New requests aren't being created when	62970





<b>User Type</b> (End-User, Administrator, Technical)	<b>Area</b>	<b>Problem/Error</b> <b>Solution implemented/amended behavior</b>	<b>Reference #</b>
		Requester email addresses contains domains with different formats	62976
Administrator	eMDR/esMD	Send an email notification to eMDR/esMD Product Manager when an ADR is received from CMS	62974
Administrator	Requester Configuration	The Internal Requester tab does not include Chart Finder.  Chart Finder now displays for configuration.	62473
Technical	HSArtifacts	ProxyServices: v2 version API to download HS Artifacts to expose new endpoint	63707
Technical	Security- Services	Vulnerability fixes in nlpservices and eipasynprocessor	63763 63517 63840