

# Customer Communication

## two releases are coming up, v19 and v20

We're pleased to announce two upcoming releases, v19 and v20, for Centricity™ Practice Solution and Centricity EMR. Both releases include several new benefits and usability updates. Please read below for what you can expect in each release and where to find more information.

### v19 - Benefits You Can Expect

- For select advanced imaging orders, you'll be able to access an integrated Clinical Decision Support Mechanism in support of Medicare's Appropriate Use Criteria (AUC)
- You'll have remote, mobile access to vital patient data and clinical information
- You'll have an enhanced user experience for prescriptions and electronic refills including the name of the medication being requested, user notes, workflow status (prescription form), and the zoom feature
- Clinical workflow enhancements such as Referral Order MEL, bulk lab signing, etc.
- Billing and referral information for AUC is a seamless integration

### Where can I learn more about v19?

Attend our upcoming webinar, "v19 - What You Need to Know" on **December 19, 2019 at 2 pm ET**. [I'll be there!](#)

### Why should I update to v19?

v19 is a great option if AUC is important to your organization during the 2020 testing period, or if you're interested in the various workflow improvements that are included in the release. v19 is not a mandatory update.

### **What is the timing of v19?**

v19 is in Limited Availability now and will be Generally Available shortly.

### **v20 - Benefits You Can Expect**

- You'll be able to see the price of both brand name and generic drugs right in the workflow
- You'll be able to receive prior authorization information in your workflow without having to make a phone call to the payer
- You'll be able to automatically send patients texts when their prescriptions are placed, with the pharmacy location, pricing information, and physician instructions
- Awareness when a patient doesn't pick up an ordered medication

### **Where can I learn more about v20?**

- Attend our upcoming webinar, "v20 and the new Medication Module you need to adopt in 2020" tomorrow, **December 5, 2019, at 2 pm ET**. [I'll be there!](#)
- Review [Surescripts' FAQ](#) which provides details on the sunsetting of NCPDP SCRIPT v10.6
- Ensure that you're set up on the [Customer Portal](#) by activating the customer communications channels to receive release communications as they become available. For a video on how to register the portal and communications, [click here](#).

### **Why should I update to v20?**

v20 is a mandatory update in response to the latest standard for electronic prescribing transactions (NCPDP SCRIPT Standard, Version 2017071). Along with meeting the new regulatory standards, we are modernizing and streamlining the prescribing workflows.

**What is the timing of v20?**

To meet this mandate, all users of Centricity Practice Solution and Centricity EMR must update their systems to v20 and adopt the new medication module by December 1, 2020. v20 is targeted to achieve Limited Availability in Q1 2020 and Generally Availability before Q3 2020.

**Preparing for a release**

We understand that preparing for a release requires advance planning for your organization and we're here to help. Your customer success manager will be reaching out to you soon to understand how we can support you in your preparation and implementation. If you have any questions in the meantime, please call Customer Support at 1-888-436-8491.

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