

From: "Credible Behavioral Health, Inc." <anne.hunte@credibleinc.com>
Date: May 3, 2017 at 3:12:52 PM PDT
To: jaclyn.odonnell@credibleinc.com
Subject: Credible Update: Clinic Locations Explained
Reply-To: <marketing@credibleinc.com>

CREDIBLE

Behavioral Health Software



DEAR JACLYN,

In order to ease the transition and prepare for EPCS, Credible is now requiring each ePrescribing provider in your Agency to have an active DEA added to their profile.

Credible has added the 'Provider Profile' Nav Bar for any Prescriber with the "Is_Doc" set to 'Yes' in their employee profile. If a Prescriber, nurse practitioner, or a non ePrescribing nurse practitioner is unable to see the print button please follow the steps below to add the DEA number to the provider profiles:

1. Add the following Security Matrix setting to your profile ManageDEANumbers
2. Under the Employee tab, select the provider.
3. In the employee Nav Bar select the 'Provider Profile' button.
4. Add the State and DEA number to the profile.

Now that you have the appropriate Security Matrix setting:

- Please add the *DEA* and/or *NADEA* for each Prescriber, per state, if they will be transmitting EPCS in the future.

Once you have completed the set up outlined above, you should also begin thinking about identifying your DEA EPCS Administrator and NonDEA EPCS Administrator (those who will nominate/approve rights, order tokens, allow Provide to go through Two-Factor Authentication Process).

CLINIC LOCATIONS:

In an attempt to smoothly transition from Geo Areas to Clinic Locations, Tech used the existing Geo Area names, addresses, phone and fax (and pulled the Partner Config – Printout Agency Address) into the *CredibleRxAdmin* table (Credible access only).

In the Rx Finalization screen, instead of Geo Area dropdown, Prescribers will now see *Clinic Location* (default and dropdown).

1. On the Employee NAV > Provider Profile > Partners can see *STATE DEA/NADEA* and assigned *Clinic Locations*.
 1. If the DEA/NADEA is not present, staff must have Admin > Security Matrix > Credible eRx from dropdown > ManageDEANumbers rights
 2. With those rights, in the Provider Profile, one can 'Edit Identifiers' – or add *State/DEA/NADEA* (if appropriate). Upon saving, one will see DEA and see the DEA populate the *Clinic Location*.

In order to have the *Clinic Locations* reconciled in your domain, please submit a task with the following information:

1. A list of all addresses that providers will be sending from and the associated clinic name.

2. A list outlining which Prescribers should be linked to which address and which address should be the listed as the primary location.

Should you have any questions, please do not hesitate to contact a Partner Service Coordinator for assistance at 301-652-9500.

Thank you for your continued Partnership,

Anne Hunte

Director of Partner Services

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for clients, families, providers and management.

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