CREDIBLE
Behavioral Health Software

Credible Learning & Development Offerings
October 2018

DEAR CREDIBLE,

Building on 2018's successful Partner Conference and feedback provided for improving the Credible Partner experience, Credible is happy to bring you the upcoming webinars and trainings for October.

Credible webinars and trainings provide updates on Credible Best Practices for clinical, billing, and administrative workflows, as well as other topics of vital importance to your Agency.

Led by Credible experts, these sessions will educate your staff and provide you with fresh perspectives and opportunities to improve efficiency in your organization, as well as get you ready for what's ahead. Mark your calendars for these upcoming events!

STAGE DOMAIN REFRESH CALENDAR

Credible will perform refreshes of all Partner Stage (Test) Domains on the dates below. Please take note of these dates in your Agency's planning.

- October 25
- November 29
- December 27

RECENT UPDATE COMMUNICATIONS

Registration for each session will be confirmed prior to the training. Most interactive webinar sessions will last 60-90 minutes.

BILLING

Billing Series: Integrated Care - Ask the Guru
Monday, October 22 at 2:00pm EDT

In August and September, Credible provided training on utilizing the new feature/functionality of Integrated Care Billing. In October, Credible is once again happy to provide an opportunity to have your Integrated Care Billing questions answered by SMEs.
Click here to register.

Billing Series: Revenue Recognition and Month End Close
Wednesday, October 24 at 2:00pm EDT

Join Credible's SME in Revenue Recognition and Month End Closing Processing. Cash vs. Accrual, while separate processes in Credible, can both be supported, and a review of both approaches will be discussed. Not sure how to tie-out? Credible's SME will review basic tie-out reports you can use in your month end processes.
Click here to register.

CLINICAL

Clinical Series: Electronic Prescription of Controlled Substance (EPCS)
Tuesday, October 9 at 12:00pm EDT

Learn about Electronic Prescription of Controlled Substances (EPCS), a Credible Premium module. In this one-hour presentation we will define EPCS, discuss options around requesting a contract addendum, identify DEA and Non-DEA, demonstrate best practices for EPCS-related Partner configuration and Credible configuration, discuss requesting and confirming EPCS rights for prescribers, review the ID proofing and two-factor authentication process, walk through best practice workflow and ongoing management, and review some common troubleshooting techniques.
Click here to register.

Clinical Series: CQM 169: Bipolar Disorder and Major Depression: Appraisal for Alcohol or Chemical Substance Use
Thursday, October 11 at 12:00pm EDT

In case you missed them, the following update communications have been distributed in recent weeks.

- Product Release List - September 2018
- Upcoming Enhancements & Task Resolutions - September
- Inpatient/Residential Module 2018
- Post-Release Report for September 2018
- Credible Wants Your Input - Help Us Create This Year's Partner Conference!

These and all announcements can be found in Credible Help under General Information > Release Notes and Communications > Credible Update Communications.

UPCOMING TRAININGS

Billing Training
October 15-16, 2018
Portland, Oregon
Click here for details.

BI Training
October 15-17, 2018
Portland, Oregon
Click here for details.

EHR Admin Training
October 18-19, 2018
Portland, Oregon
Click here for details.

BI Training
November 13-15, 2018
Rockville, Maryland
Click here for details.

This moderately advanced session will focus on how to use a multi-step process to manage the components of this complex CQM. The session will begin with an update from CMS, will continue with an overview based in measure architecture, and progress to techniques for monitoring performance-based results for this process-type measure. The session material will cover granular detail on matching measure logic, definitions, and guidance toward understanding the interplay of the measure numerator and IPP/denominator.
Click here to register.

INSIDE CREDIBLE

Client Portal 2.0 Overview
Wednesday, October 17 at 1:00pm EDT

Client Portal 2.0 was designed with significant input from our Partners, allowing your Agency to increase the quality of care you provide by improving communication with your clients. For those Partners who have not yet adopted this highly-customizable module, in this session we will provide an overview of the capabilities of Client Portal, reviewing its innovations and recent enhancements, including a modern interface with enhanced ease of use.
Click here to register.

October Release: New Functionality and Features
Friday, October 19 at 2:00pm EDT

In this interactive session, Credible will provide a complimentary demonstration and review of the features, enhancements, and updates included in our October release.
Click here to register.

Partner Series: Disaster Preparedness - How to Prepare and Deal with the Aftermath of Natural Disaster
Monday, October 29 at 2:00pm EDT

No one wants to think about potential disasters, but doing so is critical to your ability to serve your clients, your staff, and your entire Agency. Join Credible's Stephanie Tucker and Morgan Zeringue, Manager of Disaster Relief Services for Jewish Family Services, as they discuss **Disaster Preparedness**. In this session, hear the story of how a Houston-area Agency handled 2017's disastrous flooding. Learn the steps they took to prepare, and the lessons they learned - and then put them to work protecting your own Agency.
Click here to register.

2019 PARTNER CONFERENCE

Credible's Partner Conference is the largest gathering of Credible Partners, users, and Agencies in the country. The conference is three remarkable days in a premier venue where Partners can take advantage of informative and education sessions intended for all user roles and experience levels. Along with complimentary personalized Live Help with Credible experts, industry insiders will help Partners maximize their use of Credible's software to improve the lives of their clients and fulfill their Agency's mission.

Early-bird pricing is available now, but only until October 31, 2018! **REGISTER NOW!**

Thank you for your continued Partnership,

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Mission: Improve the quality of care and lives in Behavioral Health for clients, families, providers and management.

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