
From: Credible Behavioral Health Software <marketing@credibleinc.com>
Sent: Friday, October 26, 2018 1:01 PM
To: Credible Documentation
Subject: Credible Update: Changes to Prescribing Rights Request

CREDIBLE

Behavioral Health Software



DEAR CREDIBLE,

As a reminder for all Partners, as of September 1, 2018, Credible transition it's Prescriber identity verification process to an electronic process via DocuSign. This means you no longer need to send anything via USPS, FedEx, DHL, or other carrier - it is all handled electronically.

Below is an abbreviated version of the full process. For full details, [please see Credible Help](#).

Prescribing Rights Request

Important: Partners currently in Implementation should reach out to their Implementation Manager for details on setting up staff with prescribing rights. The instructions below are for Agencies already live in Credible (post-GoLive).

To request prescribing rights for your staff, please follow the process below. Should you have questions, please open a ticket or contact your PRM.

1. Create a **separate task ticket** titled "**Requesting Prescribing Rights**" for each user needing these rights. Include the name of the employee in the ticket.
2. For **each** ticket submitted, make a note of the **Task ID**.

3. Log into the **Partner Domain** and complete the **RequPrescRights_PPR** form via **Web Form**.
 - Enter the **Task ID** from **Step 2** where required.
 - If this prescriber is to also be the Agency's [Physician Prescriber Representation \(PPR\)](#), check the appropriate box. Credible very strongly recommends that each Agency have a PPR among their staff.
 - If an existing PPR will be conducting the identity verification, indicate this under **Attestation**. Otherwise, indicate that Credible conduct the verification. (Contract required.)
 - **Sign and Submit** the form to notify Credible.
4. The PDF form will be emailed via **DocuSign** to the prescribers requesting rights.
5. Upon return of an electronically signed document, the prescriber's identity is (or will be) verified.
 1. If your PPR verified the prescriber's identity, Credible will assign prescribing rights.
 2. If you requested that Credible perform the verification, your PRM will reach out to you for contracting. In this case, once the signed contract is received, prescribing rights will be assigned.

Remember, this process must be completed **for each employee** needing prescribing rights.

Again, for the detailed, step-by-step process, please see **Credible Help**.

We thank you for your continued Partnership,

Jaclyn O'Donnell

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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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