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**From:** Credible Behavioral Health Software <marketing@credibleinc.com>  
**Sent:** Friday, October 26, 2018 9:31 AM  
**To:** Credible Documentation  
**Subject:** Credible Update: Enhancements to Partner Services

# CREDIBLE

Behavioral Health Software



## New Partner Support Process

DEAR CREDIBLE,

As discussed earlier this summer, Credible has been working diligently over the course of the past four months to significantly improve our Partner experience and service. As a result, Credible:

- Increased software and troubleshooting training for Credible staff at novice, intermediate, and advanced levels;
- Held more than six (6) Partner trainings in our Corporate office;
- Launched Credible's 1st West Coast Partner Training - BI, Billing Certification, and EHR Certification;
- Hosted thirty-nine (39) Partner Trainings and Webinars;
- Improved Release Communications and Webinars;
- Improved Partner Satisfaction by twelve (12%) percent;

### 2019 PARTNER CONFERENCE

Don't be scared - you still have time to save money, but the early-bird clock is ticking - the best pricing for Credible's Partner Conference ends on October 31st!

#### CEO/ED Exclusive Offer

This offer is exclusive for one (1) free registration for the Partner CEO or Executive Director only, is non-

- Regionalized Partner Relationship Managers (PRMs);
- Decreased PRM tickets by more than fifty (50%) percent;
- Hired more than fifteen (15+) New Partner Service Coordinators;
- Decreased overall Credible's backlog by more than twenty (20%) percent;
- Increased Live Chat volume by fifty-three (53%) percent;
- Improved First Contact Resolution by twenty (20%) percent;
- Delivered nine (9) new key state report initiatives; and
- Resolved more than two hundred and thirty-five (235) State Reporting tickets.

While Credible is proud of all the above accomplishments, Credible believed we could do even more. Therefore, Credible Management and staff committed themselves to developing a new service model to deliver unparalleled Partner service - quicker, higher quality support when you need it. As a result of great collaboration and teamwork, Credible is proud to announce our implementation of a new Partner support model leveraging multi-disciplinary teams spanning all Departments in Credible to simplify our process drastically by ensuring each team has the appropriate skill sets from all relevant Departments to provide quicker and faster responses, while simultaneously cross-training staff, creating additional Partner trainings and Credible Help content on the issues facing our Partners today, providing increased focused time for team members outside the new support process to work on top priorities, increasing communication, "silos", increasing compliance, and auditing mechanisms, and most importantly, improving our ability to serve our Partners and the Mission.

In response to Partner feedback to provide better support and best leverage Credible resources to effectively address Partner requests, commencing Monday, October 29, 2018, Credible is making the following changes:

1. Tasks submitted needing additional information or clarification will be reached out to by phone and email shortly after task submittal;
2. If additional information is needed in order for Credible to address a task, Credible will reach out to Partner every day via phone and email for three (3) days in a row, excluding holidays and weekends. In the event Credible does not receive a response back, Credible will close the task. *Please note: Partners are able to easily re-open a task simply by replying to the Task email.*

transferable, and must be registered before the early-bird deadline of October 31. Note: This is a limited time offer only and to allow for proper planning and in fairness to all Partners, late considerations are not able to be accepted.

[REGISTER NOW!](#)

## UPCOMING WEBINARS

### **Disaster Preparedness - How to Prepare and Deal with the Aftermath of Natural Disaster**

Monday, October 29th at 2pm EST

[Click here to register.](#)

### **Integrated Care Demo**

Thursday, November 1 at 2:30pm EST

[Click here to register.](#)

### **Billing Series: Institutional Claims and You**

Monday, November 12 at 1:00pm EDT

[Click here to register.](#)

### **Clinical Series: Orders 2.0**

Tuesday, November 13 at 12:00pm EDT

[Click here to register.](#)

## UPCOMING TRAININGS

### **BI Training**

November 13-15, 2018  
Rockville, Maryland

[Click here for details.](#)

### **Billing Training**

December 4-5, 2018  
Rockville, Maryland

[Click here for details.](#)

### **EHR Training**

December 6-7, 2018

3. Upon providing a resolution for a Task, Credible will proceed with closing the task. *Please note: Should you believe your task was not resolved to your satisfaction, Partners may easily re-open a task simply by replying to the Task email.*

Credible takes your feedback and task tickets very seriously and will continue this new support process moving forward in order to demonstrate our commitment to our Partnership with you. I firmly believe these improvements promote transparency, accountability and efficiency while embracing and strengthening Partnership.

Thank you for your continued Partnership,

**Jaclyn O'Donnell**

*Executive Vice President*

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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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