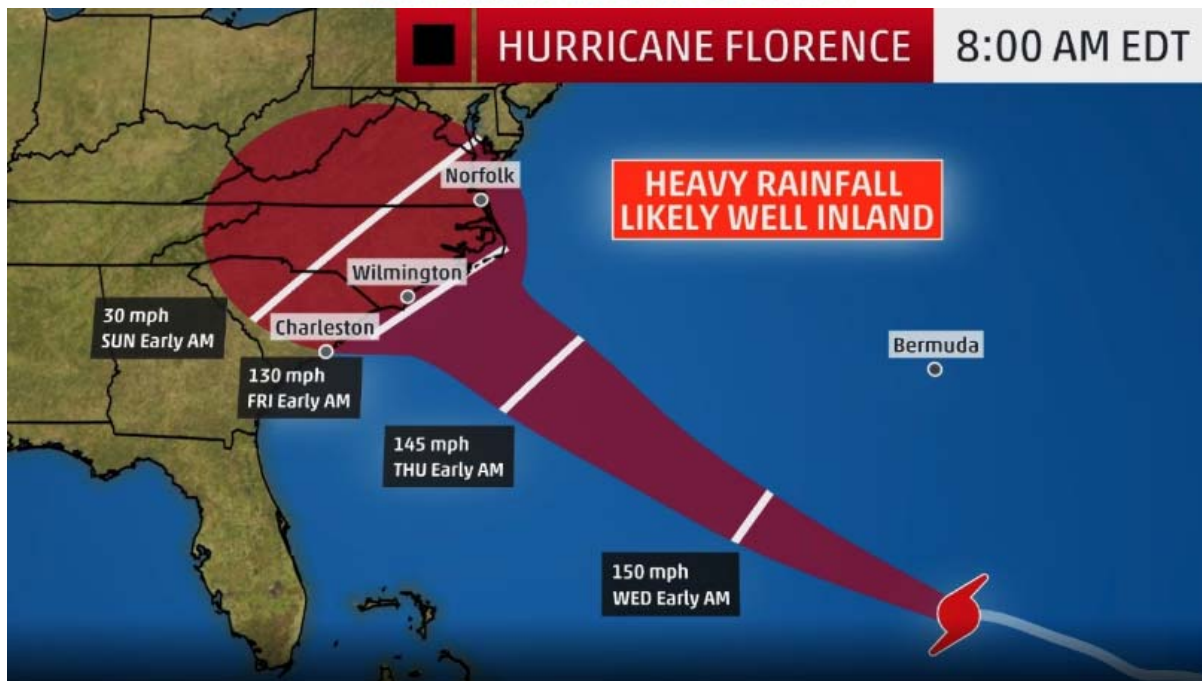


**From:** Credible Behavioral Health Software <marketing@credibleinc.com>  
**Sent:** Thursday, September 13, 2018 3:09 PM  
**To:** Credible Documentation  
**Subject:** Credible Update: Hurricane Florence and Pharmacies

# CREDIBLE

Behavioral Health Software



DEAR CREDIBLE,

As you prepare for the arrival of Hurricane Florence, Credible would like to make sure you are aware of these important options affecting prescribers and pharmacies.

## NCPDP Rx Open

The **National Council for Prescription Drug Programs** (NCPDP) provides this information for Agencies in areas affected by Hurricane Florence:

"Healthcare Ready activated [Rx Open](#) on Tuesday, September 12, 2018, for Hawaii, Guam, South Carolina, North Carolina, Virginia, West Virginia, and Maryland in response to the storms. Rx Open is an interactive map that helps patients and providers find nearby open pharmacies in areas impacted by disaster. If pharmacies find their status is not consistent with what is shown on Rx Open, please notify Healthcare Ready at [ContactUs@HealthcareReady.org](mailto:ContactUs@HealthcareReady.org).

"If you have partners or colleagues in the affected areas that might want to connect with them, or need assistance, feel free to contact Healthcare Ready for assistance at [alerts@healthcareready.org](mailto:alerts@healthcareready.org) or 1.866.247.2694."

## Credible eRx Action Plan

To prepare for an emergency, ensure that the **Pharmacy File** is downloaded each day by 7:00 AM ET and made available promptly to your prescribers. Make sure that your providers are aware of the following potential impacts.

- Prescribers will receive an error message from Surescripts in the event that they attempt to send a **NewRx** to a pharmacy that has been taken offline and subsequently removed from the Directory.
- If a pharmacy is offline, the Store Name will be updated to read **Closed, Temporarily Closed, or Permanently Closed** in the Director. In this case the pharmacy will be handling message processing and patient follow-up.
- Remind your prescribers to use **Medication History** through Credible, as this can be particularly crucial to treating displaced patients who may not have their prescription information available.

Credible is committed to helping you and your Agency through this challenging time.

Please be safe and let us know if we may be of assistance.

### 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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