From:	Credible Behavioral Health Software <marketing@credibleinc.com>
Sent:	Friday, November 16, 2018 6:33 PM
To:	Credible Documentation
Subject:	Credible Update: Post-Release Report for November 2018

CREDIBLE
Behavioral Health Software

November Enhancements & Task Resolutions
Post-Release Update

DEAR CREDIBLE,

On Thursday, November 15th, Credible's Tech Team successfully released our November features, enhancements and updates. This latest release includes **105 Product Updates**, **14 Enhancements**, **19 State Reporting** projects, and a major new feature - **eLabs 2.0**! This feature - updated and integrated based on Partner feedback and suggestions - will be available by the end of the month. To activate it for your Agency, please submit a task ticket requesting it today.

Why Should You Attend Partner Conference?

Take advantage of this great opportunity to enhance your Credible software knowledge and maximize your technology investment. Gather firsthand insight into new software features and updates, share questions and ideas directly with Credible's Executive team, and leverage our complimentary Live Help and Domain Wellness Check!

Click here to see the latest sessions added and register today!

UPCOMING LIVE TRAININGS

Billing Training
December 4-5, 2018
Rockville, Maryland
Click here for details.

EHR Training
December 6-7, 2018
Rockville, Maryland
Click here for details.

UPCOMING WEBINARS

Mobile User Group Launched
Tuesday, November 20 at 2:00pm EST
Click here to complete a brief survey and register.

Partner Series: Maximize Your Use of Rx with the Addition of ePCS
Friday, November 30 at 2:00pm EST
Click here to register.

ENHANCEMENTS TO PARTNER SERVICES

As discussed earlier this summer, Credible has been working diligently to improve our Partner experience and service. 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. Click here for the full details.

Product Release and Updates

New Feature: eLabs 2.0

The November release brings a major enhancement to Credible's electronic labs module: **eLabs 2.0**! There are many, many new features included in the all-new module - here are some highlights.

Orders 2.0 Integration

Lab orders are displayed as part of the **Orders** grid under the category **eLabs**. From the grid you will be able to view lab orders, edit and delete incomplete orders, print, view results, sign results, and send orders. Options for sending include paper and electronic, and may also include fax and/or direct message, depending on your Agency's Partner Config settings.

Creating Lab Orders

Lab orders are now created and accessed through the Orders button on the Client navbar, using Credible's own interface. Electronic Orders are now created via Credible's interface, but still must be validated by the third-party vendor; however, non-electronic Send Types only use Credible's interface for Order creation.

A few highlights are listed below.

- **Send Methods**: Orders can be sent electronically, internally, on printouts, via fax, or via Surescripts Direct Messaging. The available methods will vary based on your Agency's configuration and contracted features.
- **Preview:** The new workflow requires the provider to review and confirm the tests ordered prior to sending the order.
- **Standing Orders**: eLabs can now be part of **Standing Order Sets**.
- **Recurring Labs**: When labs are ordered they can easily be designated as recurring.
- **Lab Results page:** A new Navbar item displays lab results at the test level. From this page users can manually add results, as well as view and sign results.
- **HL7 Imports**: HL7 files can be imported via the Lab Results page.
- **Pre-Built Reports**: A variety of eLabs-specific reports have been prebuilt for Agency use.
- **eLabs Data Injection: Lab Results can be injected into forms, based on the Partner's configuration.**
- **Golden Thread**: eLabs can now be included as part of the Credible Plan Golden Thread.
- **Unmatched Labs**: A new page permits users to view, assign, or delete Unmatched Labs.
- **Bulk User Import:** Electronic users may be imported in bulk.
- **Agency Dashboard:** Unsigned Results can now be viewed on the Agency Dashboard.

Use Test Groups for Efficiency

eLabs 2.0 includes many features designed to improve the efficiency of your providers and clinicians by allowing frequently ordered tests to be grouped in various ways.

- **Test Groups** allow your staff to bundle up to 35 tests together in one order to save time.
- The five most recent **Test Groups** saved for the provider are displayed for easy access.
- Tests can be linked to up to six **Diagnoses** per Test.
- **Provider Most Frequent** displays the five tests most frequently ordered by the provider.

- **Client Most Frequent** lists the five more recently ordered tests for the client.

Agency Diagnoses

To assist Agencies with client populations falling largely into a few different diagnoses, administrators can now designate up to three diagnoses to always appear on the new eLabs order page under **Saved Diagnoses**. The standard **Diagnosis Search** is also available.

Product Enhancements

Inpatient/Residential

Allow User to Generate Bed Board Visits when Ending RIS

A new setting has been added for Inpatient Agencies — **Partner Config: Allow user to generate bed board visits when ending RIS**. When checked, this prompts a user ending a stay to indicate if they wish to generate bed board billing visits at that time.

Census Page Updates

The Census pages have been updated to allow for adding, removing, and reordering the displayed fields.

Facility Properties

Two new properties have been added to the inpatient bed definition:

- **Out of Service**: Beds marked **OOS** are excluded by default from bed searches, and do not count toward utilization stats.
- **Admin:** Beds marked Admin do not count toward base bed capacity but do count toward usage once filled.

Example: If you have 100 standard beds and 20 Admin beds, then filling 50 beds of either type will show 50% utilization; filling all 120 beds would show 120% utilization.

Inpatient/Residential Facility Type Setup

As part of our efforts to improve Inpatient/Residential services, the **Inpatient/Residential Facility Type** configuration has been removed from **Partner Config** and moved to **Custom Lookups**. Any entry made to the **Inpatient/Residential Facility Types** lookup category will appear as an **Inpatient/Residential Facility Type** for reports and the **Inpatient/Residential Census** pages.

Clinical Functions

Custom/Wiley Library Dropdown

The **Custom/Wiley Library** dropdown in Credible Plan elements has been widened. This provides improved visibility of values in the list.

DSM-5 Updates

For Partners contracted to use DSM-5 descriptions, the diagnosis information has been updated to include the diagnoses added in 2018.

Indiana State License Numbers on Prescriptions

This feature allows Indiana Partners to include the State License number of their providers on both electronic and print prescriptions. The State License number of a provider can be entered in the provider's Provider Profile (accessed via the Employee navbar).

Please note: This feature is automatically enabled for Indiana Partners currently using the **Custom Indiana Rx Print Template**.

Non-Indiana Partners may use this feature to enter a state license number in the Provider Profile. This will be sent to the pharmacy when sending prescriptions electronically, but it will **not** display when printing prescriptions.

Provisional Diagnoses

A **Provisional** checkbox has been added to diagnoses on the **Problem List**. When checked, it marks a diagnosis as "provisional" for tracking and reporting purposes.

---

eMAR 2.0

eMAR View Only Rights

A new enhancement has been added to grant additional granularity to eMAR access. The **Security Matrix: eMARMedView** setting grants the user restricted access to clients' eMAR schedules. The user may review all the eMAR schedules and administrations including those missed, taken, and instances that are yet to be administered; however, the user cannot modify any item.

Please note: Adding any of these settings to the same profile as *eMARMedView* will override the view only preference: *eMARMedAdmin*, *eMARMedAdminAllClients*, *eMARMedAdminAssignedClients*, *eMARMedAdminMissed*, *eMARMedRecordUpdate*, *eMARPillboxReconcile*, *eMARScheduleCreate*, *eMARScheduleCreateWithChanges*, and *eMARScheduleUpdate*.

eMAR Visit Type

In the **Create eMAR Schedule** screen of eMAR 2.0, the **eMAR Visit Type** dropdown will now display the full names of the program and the visit type on the same line, rather than wrapping it to the second line.

Pill Count Labels

In eMAR Administration the labels *Previous Pill Count* and *Current Pill Count* are the number of pills before the current administration and the number of pills after the administration. For greater accuracy, they have been relabeled as **Count before Administration and Count after Administration**, respectively.

Show Discontinued Schedules

This feature allows the users to view all the eMAR schedules including the discontinued ones by default.

To enable this feature, go to the **Admin** tab > **Daily Activities** section > **eMAR Setup** link > **eMAR General Configuration** section, and check **Show discontinued eMAR Schedules by default**.

General

Claim Delay Reason Code

A field has been added to the **Visit View** screen displaying the **Claim Delay Reason** code.

Employee Form Signatures

Employee Forms now display the time stamps, name, and title for signatures.

Payer Config: Create a Bed Board Visit for Discharge Day

To support a range of inpatient/residential billing needs, a new setting has been added to the Payer Config screen.The dropdown provides these options:

- **Always**: This is the current behavior; there's no change in functionality. This is the default.
- **Never**: When billing for bed board, do not create a visit for the date of discharge.
- **When discharged on date of admission**: When Bed Board Billing, only create a visit for the date of discharge when the date of discharge is the same as the date of admission.

Should you have any questions, please do not hesitate to contact a Partner Service Coordinator for assistance at 301-652-9500. *Please note: In an effort to continually improve our Partnership and quality of service, a task resolution audit will be emailed to you upon the resolution and closure of every single task you have submitted. We strongly encourage you to utilize this tool so that we can better support you.*

Thank you for your continued Partnership,

Jaclyn O'Donnell
Executive Vice President
o. 301-652-9500 I f. 240-744-3086
e. jaclyn.o'donnell@credibleinc.com I w. www.credibleinc.com

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

301.652.9500 I info@credibleinc.com I www.credibleinc.com