From: Credible Behavioral Health, Inc. <Jaclyn.O'donnell@credibleinc.com>
Sent: Wednesday, May 9, 2018 5:23 PM
To: Credible Documentation
Subject: Credible Update: Upcoming Enhancements & Task Resolutions

CREDIBLE
Behavioral Health Software

May Enhancements & Task Resolutions

DEAR CREDIBLE,

On Thursday, May 17th, between 10:15 PM - 12:15 AM ET, Credible's Tech Team will release our latest enhancements and updates.

Product Release Information

For May's Product Release, Credible brings our Partners a broad range of innovations and enhancements, including:

- **ASAM integration**, for faster, more efficient treatment plan development;
- **Role-based home page layouts**, allowing administrators to design home pages around the needs of your staff;

- A variety of **new home page widgets** to help your staff focus on the most important tasks;
- **42CFR** restrictions have been made available for Episodes and the Problem List;
- The user interface has been improved for **Provider Profile**, making it easier to use;
- **Early and Periodic Screening, Diagnostic and Treatment** (EPSDT) codes can now be sent along with the claims;
- Plus **many more items**, as detailed below!

Additionally, more than **25 task resolutions** are bundled into this month's release.

Partner Satisfaction

Based on Partner feedback gathered through surveys and user groups, Credible recently shorted the Task Resolution Survey to three short columns, taking only a few moments to complete. This is the primary method used by Credible Partner Services to learn where we are succeeding and where we need to improve. We strongly encourage you to take a moment and complete the survey whenever you receive one.

Year-to-date, Credible's Partner Satisfaction score is 91.2%.

Learning Opportunities

For Agencies interested in learning more about **Credible Plan** or **Credible Integrated Primary Care**, webinar recordings have been made available in the Credible Education LMS (https://credible-education.com). You'll find these videos under **Credible Partner Training** > **Product Updates** > **Credible Plan** or > **Integrated Primary Care**.

Additionally, selected presentations from the **2018 Partner Conference** have been made available as PDFs in the LIBRARY Domain. These 141 documents are located under Reference ID 39158.

New Features and Enhancements

42CFR

42CFR in Episodes

Episodes have been enhanced with the addition of 42 CFR restrictions around access, aiding with compliance to 42CFR requirements.

To use this functionality, mark any episodes subject to 42CFR by updating them and setting **Is 42CFR** to **YES**. Once marked, only users on the same team and program as the episode will see the episode, as well as any visits or orders associated with it. Please note: The **Emergency Access** security right will override this restriction.

42CFR in Problem List

Credible has added an enhancement to the functionality of the **Problem List** by adding 42 CFR restrictions around access, aiding compliance with 42CFR requirements.

To use this feature, when adding or updating diagnoses in the problem list, check the **Is 42CFR** box for any problems subject to 42CFR. Once marked, only users on the same team and program as the client will see the diagnosis on the Problem List. Please note: The **Emergency Access** security right will override this restriction.

ASAM Integration

Credible now has a live integration with [Continuum](), a clinical support tool which operates under the logic of the *ASAM Criteria*, guidelines developed by the [American Society of Addiction Medicine]() as a way to standardize treatment planning, integrated care, and disease management. Please note: ASAM Integration is a Credible Premium item, requiring separate contracting. Ask your Partner Relationship Manager for more information.

ASAM in Form Builder

A new Category/Section has been added to Form Builder titled ASAM. It is functionally similar to the Credible Plan Category/Section. It can be added to new or existing forms by checking the ASAM Category.

ASAM Security

The setting **Security Matrix: EmployeeAsamAccessAdmin** has been added. Users with this permission are granted access to **ASAM Employee Access** link under the Security Configuration section of the Admin tab.

An Agency's EHR Administrator – with the right shown above – will use the ASAM Employee Access link to assign individual employees the ability to use ASAM functions.

ASAM Visit Form Entry

Agencies with ASAM Integration enabled will have three new buttons added to Visit Forms.

- **Create New ASAM/Edit Current ASAM**: This launches the Continuum ASM Entry Point, which is outside of Credible.
- **Retrieve ASAM Results**: Downloads the raw ASAM data and PDF ASAM Report, storing the raw data and attaching the PDF to the client's visit.
- **Complete Section**: Normal process for all sections on forms.

All other visit web form options apply normally.

Enabling ASAM Integration

This feature will be enabled by Partner Services after the contract addendum has been signed.

Billing

Send EPSDT Code in Claims

When providing **Early and Periodic Screening, Diagnostic and Treatment** (EPSDT) services, some payers require that the EPSDT code is included in the claim. Two new payer settings have been added to support sending this code in the 837P: **Send EPSDT Code in 837P** and CMS 1500 **Box 24h send EPSDT Code**.

Staff will document the EPSDT code in the form. When batching, the EPSDT code will appear in the claim if it is present. In the 837 Professional, the EPSDT code appears in the **2400 Service Loop** in element **SV111**(in this example it is the Y):

SV1✻HC:99211:25✻12.25✻UN✻1✻11✻✻1:2:3✻✻✻✻Y~

On the CMS 1500, the EPSDT code will appear in service line's **Box 24h**.

Updated 'A' Value for Utah Custom NTE

The **A** value in the Utah custom note uses the current batch date for all claims. This only applies to payers that have **Payer Config: Use Custom Reporting Note** set to **Utah-2300 Encounter Loop**.

Please note: This only applies to payers that have **Payer Config: Use Custom Reporting Note** set to **Utah-2300 Encounter Loop**.

Use Geo Area 3rd ID for Washington NTE (Facility Code)

Washington Partners that have more than one facility code can use the **Geo Area 3rd ID** along with the **Payer External ID** for reporting the custom NTE segment.

When the visit location's Geo Area has a **3rd ID**, that value will appear in the fourth part of the custom note. If the Geo Area does not have a 3rd ID or the location is not linked to a Geo Area at all, the Payer's External ID will be used.

Please note: This only applies to payers that have **Payer Config: Use Custom Reporting Note** set to **Washington.**

Integrated Primary Care

Client Overview Page Widgets

Credible has enhanced the functionality of the **Client Overview** with the addition of several new widgets, as listed below.

- **Visit History:** This widget allows for the display of at-a-glance summaries of the client's last visit and next appointment for each dimension of care.
- **Referrals**: This widget allows for the display of at-a-glance summaries of any **Referral Orders** entered for the client.
- **Immunizations**: This widget allows for the display of at-a-glance summaries of the client's **Immunization** history.

- **Diagnostic Tests**: This widget allows for the display of at-a-glance summaries of the client's **Lab Orders and Results**.

Configuration: From the **Admin** tab > **Home Page Config** > **Client Home Page Admin**, select and position the widgets where desired.

Role-Based Client Overview Pages

The functionality of the **Client Overview** screen has been enhanced with the addition of **role-based setups**. Agencies can now customize the layout of the **Client Overview** by user role.

Discharge Summary Drafts

Credible has added an enhancement to the functionality of the **Discharge Summary** page for **Integrated Primary Care** by adding the ability to save a draft without finalizing the discharge via the **Save Draft** action.

Display Resolved Problems on Problem List

Credible has included an enhancement to the functionality of the Problem List by visually identifying resolved Problems on the summary. This reduces the possibility of clinical error by noting up-front which problems on the Problem List have already been resolved.

Medications, eRx, EPCS, Orders

eRx: Days Supply on Prescription Templates

When **Days Supply** is entered while creating a prescription, it will also display on the prescription printout.

Logging of RxChange Actions

With this feature, responses to RxChange requests from the pharmacy will be logged and can be reviewed either in the **Client Log** or the **Employee Log**. These logs are also part of the **Global HIPAA Log**. The different user responses that will be logged are **Acceptance** and **Rejection** of the three different types of **RxChange** requests: **Therapeutic Interchange**, **Generic Substitution**, and **Prior Authorization**.

Provider Profile Interface Improvements

The user-friendliness of the **Identifier and Prescription Rights and Clinic Assignments** section of the **Provider Profile** page has been improved. Based on Partner feedback, the labels of the buttons were changed, and additional buttons were added to make it more intuitive to use.

Referral Orders

A new **Order Category** has been added: **Referral**. This category allows for the capture of order information relating to a referral to an outside specialist, including: the external provider, the reason for referral, and documentation of the referral loop (i.e., how the order was sent to the external provider, and what response was received, if any). To use this, create a new order of type **Referral**, select the External Provider to whom the referral is being sent, and document how it is being sent to that provider along with any response received.

Washington State Custom Prescription Print Templates

With this feature, Washington state partners are able to print prescriptions which are in compliance with Washington State requirements. These require the prescription printout to display separate signature lines for indicating that substitution is permitted or that the prescription is to be dispensed as written. Users will also be able to include the **Days Supply** in the prescription printout.

Clinical

Additional ROI Fields

Additional specifiers have been added to the ROI screen indicating what information may be released to this contact. **Dimension of Care**, **Billing**, and **42 CFR** may now all be specified as covered by the ROI.

Age of Onset for Medical Conditions

Medical Conditions now allow the user to enter **Age of Onset** for the client when adding or editing a **Medical Conditions** entry. When entering a medical condition, the user is now directed to a screen where they can enter **Age of Onset** and/or any notes regarding the condition. Additionally, clicking on the **Age of Onset** field in the **Medical Conditions** summary directs the user to this screen.

Clinical Decision Support Groups

Clinical Decision Supports have been enhanced with the ability to group CDS rules and enforce one trigger per group. Users may now specify multiple related CDS rules with differing levels of specificity and guarantee that only the most relevant rule is fired.

Medical Profile Graphical Display

The functionality of the **Medical Profile** page has been enhanced with the addition of graphing capabilities to the numeric biometric information. This allows the user to display Medical Profile values in a graphical format.

To use this feature, click the graph icon next to any values on the Medical Profile page which you would like to see graphed over time.

Resolved Items on Problem List

An enhancement has been added which visually identifies resolved problems on the **Problem List**. This reduces the possibility of clinical error by noting up-front which items on the problem list have been resolved.

Today's Workup Discharge Widget for Employee Screen

The **Employee Overview** has been enhanced with the addition of a new widget type: **Today's Workup**. This widget allows for the display of at-a-glance listing of all **Encounters** which have not yet been discharged. This functions the same way as the **Today's Workup** widget on the **Client Overview**, except that the display is not limited to a single client; rather, it shows all **Encounters** requiring finalization.

Please note: This item requires the **Integrated Primary Care** module, a **Credible Premium** item.

Credible plans to push these enhancements next **Thursday evening, May 17, between 10:15 PM - 12:15 AM ET**. There may be intermittent service during this time.

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,

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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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