
From: Credible Behavioral Health, Inc. <jaclyn.o'donnell@credibleinc.com>
Sent: Friday, September 02, 2016 8:00 AM
To: Credible Education
Subject: Credible Update: New Partner Service Enhancements

CREDIBLE

Behavioral Health Software



UPDATE: New Partner Service Enhancements

DEAR PARTNER,

Partners shared and Credible listened. To improve the delivery and consistency of services provided to our Partners, Credible has implemented the following enhancements:

- Quarterly All Partner User Group with Credible Executive Management to provide you with more access and communication.
- Opportunities to access new features prior to release by participating in beta testing.
- Quarterly CEO calls between Partner Executive Management and Credible Executive Management.
- User group surveys to capture ways to tailor user groups to the needs of the state.
- Audits are performed on each resolved task to hear your feedback on your experience with that task.

- Phone calls have been increased to reduce back-and-forth email and improve communication with you to resolve your issue faster.
- Task resolutions are confirmed via phone call to ensure that you understand the resolution and can ask any follow up questions.
- Discussions are held to capture the impact an issue has on your Agency before it is sent to Tech so that it is prioritized appropriately.
- Multiple avenues are available to report issues: Live Chat available from 8:30a-6:00p EST, Task submission, Support Line, Live Help at User Groups and Partner Conference.
- User Groups are available for all Partners to meet and collaborate with each other while receiving updates from Credible.
- The Usage Tracking Report allows tracking of some key invoice items, like active form count, storage, number of FTEs and prescribers, etc.
- Additional "soft skills" training has been provided for our Partner-facing staff to ensure that we are providing you a phenomenal experience when you are working with us.
- Enhanced content tracking has been implemented for PSCs, Billing Specialists, IMs, and PRMs.
- 60+ on-demand, web-based training courses are available through our Learning Management System so that you can access them when it is convenient for you.
- The Credible Help system is being enhanced and updated on a daily basis to ensure that the most up to date information is available to you at your fingertips.
- Specialized guides for some complex functions have been made available through Credible Help, such as "Billing Step By Step" and the Security Matrix.
- More consulting opportunities by Credible Subject Matter Experts are available for Reporting, BI, Billing, and Meaningful Use.
- Implementation times have been significantly reduced to the fastest in the industry.
- Credible is pleased to introduce the long awaited Credible Partner Community Forum. The forum gives Partners an opportunity to collaborate with Partners in their state, as well as nationwide. Partners can discuss:
 - Uses for new functionality
 - Creative ways to use Credible
 - Best practices
 - How to address federal or state mandates
 - Tips on tricky features
 - And so much more!

Credible takes it's commitment to Partnership seriously. In keeping with Credible's Mission of improving the quality of care and lives in behavioral health for clients, families, providers and management, let us hear from you.

Thank you for your continued Partnership,

Jaclyn O'Donnell

Executive Vice President

o. 301-652-9500 | f. 240-744-3086

e. jaclyn.o'donnell@credibleinc.com | w. www.credibleinc.com

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

301.652.9500 | info@credibleinc.com | www.credibleinc.com

This communication is proprietary and confidential to Credible and its Partners. No part of this document may be disclosed to a third party or published externally without prior consent of Credible Behavioral Health, Inc.