From: Credible Behavioral Health, Inc. <Jaclyn.O'donnell@credibleinc.com>
Sent: Friday, February 09, 2018 8:09 AM
To: Credible Documentation
Subject: Credible Update: Upcoming Enhancements & Task Resolutions

CREDIBLE
Behavioral Health Software

UPDATE

Upcoming Enhancements & Task Resolutions

DEAR CREDIBLE,

On Thursday evening, February 15th, between 10:15 PM - 12:15 AM ET, Credible's Tech Team will release our latest enhancements and updates. February's release includes 25 task resolutions and 13 enhancements**.**

Our current **Partner Satisfaction** rate is at **92.59%**. We are continually looking to improve, so please make your voice heard by completing the surveys provided by your Partner Services Coordinator after every task resolution.

For additional details on any of the items listed below, please see Credible Help.

Enhancements

Major Enhancements

eRx — Rx Change Support

Rx Change is a new feature added to Credible eRx, allowing Partners the opportunity to improve the efficiency of the prescription workflow. It allows pharmacies to communicate directly with prescribers, requesting clarification of prescriptions, suggest substitutions, or make other requests to change the original prescription. All communication – requests and responses – is handled electronically through the eRx system.

For more information about Rx Change, please see Credible Help.

Please note: Rx Change relies on Credible eRx, which is a Credible Premium item requiring a contract addendum. Please contact your PRM for more information.

Import Program-Specific Diagnoses

Credible has introduced the ability to import Program-Specific Diagnosis information via the Data Dictionary. This new functionality allows Partners to import program-specific client diagnosis information. The program associated with the imported diagnosis displays in the Problem List diagnosis as the **Default for Programs** entry (along with all other imported diagnosis information). This allows Partners to define a specific program associated with the imported diagnosis information.

Methasoft Integration Enhancements

eMAR and NDC Codes: Methasoft Integration created eMAR records and visits separately. When **Partner Config: Create Methasoft Services without eMAR** was checked, only the visits were created. In neither case was a link created to an eMAR record, causing the visits to lack an NDC code for billing.

With this release, the eMAR record is automatically linked to the visit, and the NDC code from the Methasoft data will also be stored in the visit. This allows services to bill with the proper NDC code in both configurations.

Default Duration for Methasoft Visits: The duration of services created by the integration process defaults to 15 minutes. The setting **Partner Config: Default Duration of Methasoft Visits** allows the duration in minutes to be configured to any value from **0** to **1440**. If the setting is left blank, 15 minutes will be used.

Supervising Physician and Rendering Override: A default supervising physician for each Methasoft service can be selected in **Partner Config: Default Supervising Physician for Methasoft Visits**. By checking **Partner Config: Default Override w/Supervising for Methasoft Visits,** the physician can also be set to override the rendering provider. Please note:

These are the same as the **Supervising Physician** and **Override w/Supervising** options on the **Sign and Submit** screen.

Methasoft Integration Log: This is found under the **Admin** tab > **Daily Activities** section > **Methasoft Import Log**, for users that have the **Security Matrix: AdminView** and **Security Matrix: ImportRun** rights. By default, the last three days of Methasoft imports are displayed. For each, clicking the **View** button will show the detailed logging of the import, allowing easier resolution of errors. Additionally, date range filters are available to allow searching across longer time periods. Both manual uploads and automated imports via the Methasoft webservice are logged. Please note: The log also includes actions taken prior to this release.

Please note: Methasoft Integration is a Credible Premium item requiring a contract addendum. Please contact your PRM for more information.

Primary Care Encounter Billing

Institutional billing is now supported for primary care encounters. Both CMS 1450 and 837I can be generated for encounters, along with the previously released CMS 1500 and 837P.

CMS 1450: On the CMS 1450, primary care services will automatically be placed on the same page, with the main encounter CPT code listed first. Services from another encounter, or linked to no encounter at all, will appear on separate CMS 1450 pages.

837I: When billing primary care multi-service claims with the 837 Institutional format, all the services in a claim will be for the same encounter. The main encounter CPT code will be the first service line (SV2) in the claim. Services from another encounter, or linked to no encounter at all, will appear in separate claims (CLM loops).

Billing Enhancements

835 Client Matching on SSN

The ability to match clients by social security number in an 835 has been added as an additional matching criterion.

The 835 received from the payer uses the client's SSN (34 qualifier) instead of the insurance policy number (MI qualifier).

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This generates a warning in the 835 upload process as the system is unable to match the client. If other warnings are present, the claim will error as can cannot be reconciled.

The 835 upload process has been enhanced to match on the client's SSN when the 34 qualifier is sent. Warnings will still occur if the client cannot be found at all, or if the client matching the SSN is not the same as the client on the claim.

To take advantage of this enhancement, ensure that all client records contain the correct SSN.

Improved Sorting for CMS 1500

The CMS 1500 now sorts by payer then by client, allowing for easier mailings to each payer.

Create a CMS 1500 batch using a Payer Group. The pages will be sorted by the payer name and address, then by the client. The export for the 1500 alignment tool will use the same sort criteria.

Medication, eRx, and EPCS Enhancements

EPCS: State-Specific Drug Schedules

Credible EPCS now automatically identifies any medication classified as a controlled substance (Schedule II through V) at the state level, but not at the federal level. For example, Gabapentin, which is not a controlled substance in the federal drug schedule, has been classified as a Schedule V controlled substance in the state of Kentucky as of July 1, 2018. Prescriptions for Gabapentin, if prescribed from a clinic located in the state of Kentucky, are considered a controlled substance prescription.

Once a medication has been identified as such, for the prescription for the medication to be sent electronically, it must comply with the DEA requirements for sending controlled substance prescriptions electronically. This means that the prescriber (a) has to be ID Proofed for EPCS, (b) has to have the hard token or the soft token, and (c) must digitally sign the prescription with either the hard or soft token generated one-time password.

Other Enhancements

Employee Geo Areas

Credible has modified the display of **Geo Areas** on the **Employee** record, including a **More** link that is displayed if there are more than five Geo Area assignments for an Employee.

This allows users viewing an employee record to see a list of five Geo Areas, alphabetically ordered based on the description defined in **Admin** tab > **Lookups and Code Tables** section > **Geo Areas / Offices**. If an employee is assigned to more than five Geo Areas, a **More** link is displayed. Clicking the link takes the user to the Employee GeoAreas page where GeoAreas may be unassigned or reassigned. (This is also accessible from **Employee navbar** > **Geo Areas** button.)

Start Time and Zoom Levels

Credible has made an enhancement to the **Block time** functionality on the schedule allowing Partners to block time on the schedule in increments that match the zoom level selected.

- The zoom level can be adjusted on the client/employee schedule using the zoom in/zoom out icons.
- Based on the zoom level selected, the **Time** increments in the **Block Time** popup window now match the zoom level selected.

- If the zoom level is changed, the **Block Time** increments vary to match the zoom level.

Product Updates

Billing Updates

CAS Segment Not Displaying

When the client had the same primary payer and secondary payer, the CAS segment was not pulling into the 837 file when batching to the secondary payer. The CAS segment now pulls into the 837 file, regardless of the client's payers.

Contract Rate Running Twice

Previously, when a visit in Client Due was updated or resubmitted, the contract rate calculation was performed a second time. This no longer occurs.

Incorrect Amounts for Multiple Services per Claim

When **Send Non-Covered Amount** is checked and **Multiple Services Per Claim** is also checked for a billing payer, the **AMT*A8** segment did not add all amounts together for the 837. All amounts are now added together properly.

Incorrect Batching to Secondary Payment

When batching to a secondary payer, when a payment was added and then the undo button was used to reverse it, the amount reversed via the undo button was still pulled into the 837. This has been corrected.

Payer-Specific Billing Matrix Errors

If two locations were both assigned to the same EDI code, but one of those was assigned to a Billing Matrix line, attempting to view payer-specific Billing Matrix information would cause an error. This has now been corrected.

Client Portal 2.0 Updates

CP Visits and Multistage

When filtering the Visit List by My Multistage or Multistage, Client Portal 2.0 visits were being displayed. This no longer occurs.

Distribution List Name Not Displayed

When a portal user sent a message to a distribution list, when they viewed their messages, the name of the distribution list was replaced with the name of one of the employee members of that list in the **To/From** field. The **Distribution List** name is now displayed, as intended.

Lookup Form Questions

When a Client Portal form has a question that is associated to a lookup (such as a dropdown), the dropdown is blank in Client Portal 2.0. This has been resolved; the answers options in the dropdown for the lookup configured for that question displays as expected in Client Portal forms.

Medications Box Display

Portal users without the **View Client's Medications** security right no longer see the **Medications box** on the Client Portal home page.

Multiple Users Marked as Self

When adding a client to a Client Portal 2.0 user, you could save two users as Self, which should not have been permitted. When this is attempted now, the system prevents it and generates validation error messages.

Portal User Date of Birth

When adding a portal user to Credible, the birth year is not needed. However, the standard date selector was provided, causing confusion with administrators and users. To resolve this, the **Admin** tab > **Security Configuration** section > **Client Portal 2.0 Administration** link > **Add User** function now provides month and year dropdowns for **Date Of Birth**, rather than the standard date selector.

User Login Error

Portal users with valid credentials were sometimes unable to login into the client portal even when Partner Config: Use Client Portal 2.0 was checked. This has been corrected, and portal users are now able to login and self-register correctly.

User Registration Error

An error would occur if incorrect information was entered when registering a user in Client Portal. This has been resolved.

Visit List Reloading

When on the Visit List screen, selecting the **View** button for Client Portal services caused the list to reload, rather than display properly. This has been corrected, and the Client Portal visit details appear in a new window.

Medications/eRx/EPCS Updates

Additional Comments Field Limit

The **Additional Comments** field has a limit of 210 characters. However, the **Rx Finalize** screen was not enforcing this limit. The system now properly validates the length of the field before allowing it to be saved.

Please note that if **Partner Config: Substitutions Allowed Text** or **Partner Config: Substitutions Not Allowed Text** are checked, the limit is reduced to 105 characters.

Editing Prescription Start Date

When editing a prescription with a **Start Date** set in the future, it can now be updated to the current date without error.

General Updates

Client List Restricted Button

In the **Client List View** screen, clicking the **Restricted** button reset the **Status** dropdown to **All Active**, preventing users from filtering for inactive restricted clients (for example). This has been corrected by replacing the **Restricted** button with an **On/Off** toggle for filtering by restricted clients.

Additionally, the pagination when viewing the restricted clients list has been corrected.

Client Notes Log Navbar

The Client Note Log button would still display on the Employee navbar, even when Partner Config: Enable Client Notes Log was not checked. This now operates as intended.

Data Dictionary Field Causes Error

In Data Dictionary > Employee table, if the password_reset_expiration column was selected and given the highest Column Order number, clicking the Full Employee Detail link caused an error. This has been corrected.

Fax Logging Report Updates

Several minor updates were made to this report.

- The report now reflects the Agency's time zone.
- Client ID links navigate consistently.
- Links for Internet Explorer 11.
- The "Time Sent" column now properly indicates sending failures.

No Label, Has Notes, and Is Default

When a No Label box was checked due to the form setting "Is Default", the box was checked; however, if the answer included "Has Notes", the text box was not open by default. The user needed to uncheck the box and check it again for the text box to open.

Now when “Has Notes” is selected, the free text entry box is displayed. A user can enter notes and save or complete, as expected. Once completed, the “start from page” displays and “Test has Notes” has a green check mark next to it. If this is unchecked, the text box disappears.

Print Selected

When attempting to use **Print Selected** with a list of visits over 100, an invalid URL would be generated, preventing printing. This has been resolved.

Team and Program Errors

When clients or employees were deleted while teams or programs were still assigned to them, it became impossible to delete those teams or programs. Now, deleting a client or employee will automatically unassign them from any teams or programs.

Tx Plus Templates

Tx Plus templates were occasionally failing to display, or were displaying with only some elements. Safeguards have now been added to prevent data issues with Tx Plus templates.

Webforms and IE11

When viewing webform checkboxes in Internet Explorer 11, they would sometimes lose their checked or unchecked status if clicked several times. This now functions properly.

Credible plans to push these enhancements on **Thursday evening, February 15th, 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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