

Credible Product Release

July 2018

New Feature

Payer Profile Screen for Billing Staff

A new **Payer Profile** screen is being added, allowing staff to record payer information beyond configuration settings. Billing staff can:

- Upload attachments such as companion guides, payer bulletins, and paneling requirements.
- Add notes to document reasons for changing payer settings, conversations with payers, etc. The **Payer Profile** notes are intended for information related to the payer as a whole. Any notes related to a specific client and/or specific claim should be documented at the client and/or claim level.
- Record basic contract information.

This new feature will be accessed via the **Payer Profile** button on the **Billing Payer** screen.

All actions taken on the **Payer Profile** will be logged and will be visible in the **Employee** and **Global HIPAA** logs.

July Enhancements

Conflicting Employee Schedule Templates

A new setting will be added to Credible to resolve conflicts between employee schedules. By checking **Partner Config: Allow Conflicting Schedules - Employee Template Schedule**, users will be allowed to add a template schedule entry that overlaps another entry for the same employee. By default, this setting will be checked for all Partners.

Kentucky Format Prescription Printouts

Using this feature, Kentucky Partners may print prescriptions in a format compliant with the State of Kentucky requirements. The updated print templates will allow users to include the **Days Supply** in the printout of the prescription. Please note: If your Agency needs this feature, please submit your request via a task ticket.

Multiple Medical Profile Graphs

Users will now be able to display up to four graphs at once on a client's **Medical Profile**. If a user attempts to display a fifth graph, an error message will advise them to disable one graph before adding another.

Payer and Authorization Documentation in Bed Board Intervals

To facilitate payer tracking within Inpatient/Residential stays, payer and authorization dropdowns are being added to the **Bed Board Interval** screen; these will allow for the adding and editing of payers and authorizations for the interval. Please note: These values will not impact billing; they are being included strictly for reporting purposes.

Staff will be able to use these dropdowns to indicate what payer and/or authorization applies to this stay for reporting and tracking purposes. When changing any of the billing-appropriate fields, the user will be presented with the option to update the existing interval or to close the existing interval and open a new one using the updated values.

This enhancement will only be available to Agencies which have enabled Bed Board, or who have contracted for **Inpatient Services** (a Credible Premium item).

July 2018 Product Updates

In addition, this release includes **77 Product Updates** resolving **34 task tickets**.

Billing Updates

277 Upload Error Message

In some instances, 277 files were generating an error and failing to properly upload. This no longer occurs.

834 Uploads

Some Partners were unable to access the Load/Process 834 page. All Partners are now able to access the page.

999 File Uploads

999 files now consistently upload without error.

Authorization Level Duplication

Authorization levels were duplicating when added to a client. They no longer duplicate when added.

Batching Using Payer Groups

When creating a batch using a Payer Group, the custom reporting note for 837I was being pulled from the Payer Group header instead of the visit's Current Payer. Now, when creating a batch using a Payer Group, the custom reporting note for 837I is properly pulled from the visit's Current Payer.

Billing Matrix Lines Maximum

Some Partners had added enough lines to their billing matrixes to reach the internal line limit. The limit has now been increased, preventing errors from being generated during matrix line imports.

CMS 1500 Batch Regeneration

The regeneration of CMS 1500 batch files no longer creates an error message.

Principle Diagnosis

Both **ABK** and **ABF** segments were showing the principle diagnosis, causing rejections from the payer. The principle will now only show up a single time and will not duplicate in either segment.

General Updates

Ad Hoc Query Builder 2.0

For some users, **Ad Hoc Query Builder 2.0** was not loading properly. After this resolution, the builder should load without issue, so long as a proper query is provided, or the user is starting a new ad hoc query build.

Client Portal 2.0: Clinical Support

Clients and their designees were unable to download Clinical Support files in Client Portal 2.0. Clinical support files added through Credible Core may now be downloaded successfully from the portal by any client portal user.

Delete Visits and Group Visits

The **Delete Visits** function can now be used in a **Group Visit**.

Employee Messaging Hub

Employees are now able to respond to client messages, regardless of how many previous replies the message has.

Forms: Injected Data Character Errors

Occasionally, injected fields (e.g., "Medications" or "Medical Profile") were injecting the correct data; however, each line of information started and ended with a question mark. These question marks are no longer being injected in forms for medical profiles and medications.

Medical Profile: BMI Follow-Up

When a **Custom Lookup Category** of "bmi followup" was added and **Custom Lookup Items** were added to that category, the "BMI Follow-up" dropdown field displayed on the **Medical Profile**. However, this new field was not being injected into the medical profile when using the injection type **Injected Medical Profile Header**. BMI follow-up field data will now be injected when using the injection type **Injected Medical Profile Header**.

Medical Profile: Partner Config: Show "Other Detail" on Medical Profile

Previously, the **Partner Config: Show 'Other Detail' on Medical Profile** setting would occasionally be lost. Saving the Partner Config page no longer generates this error.

Medical Profile: Profile-Specific Data Dictionary

Program-specific Data Dictionary selections were not being checked on the **Medical Profile**. As a result, users could view all Medical Profile fields, even if the user was not part of the correct program. This has been corrected; it now works in the same manner as the Client table Program-specific Data Dictionary.

Medications, Credible eRx, and Credible EPCS

Discontinuing Medications

In some scenarios, users were unable to discontinue medications. This has been resolved.

Legacy eMAR Schedules in eMAR 2.0

When an eMAR schedule was created on the legacy eMAR module, extra characters would sometimes be added at the end of the sig instructions section, causing errors. If eMAR 2.0 has been activated, legacy eMAR schedules can now be edited without error.

Orders 2.0 Medications Grid

In some scenarios, the medications display in Orders 2.0 was not loading. It now loads and shows Medication icons as appropriate.

Credible Plan Updates

Character Field Length

Some fields in Credible Plan had extremely low maximum character lengths. This has been corrected.

Copied Plan End Dates

When a closed plan is copied a popup prompted the user to enter the End Date — even when the Plan already had an End Date — and the old plan was updated to end on the current date. When a closed plan is now copied, the End Date displays as the plan's existing End Date. The calendar box is disabled and not editable in this workflow. The message “Plan is already closed” is displayed, and the new plan is created as a copy; the start date of the copy will be the old plan's End Date + 1 day.

Custom Extended Fields

Previously, users were unable to enter more than 10 values for a Custom Extended Field. This has been resolved; users may now add more than ten custom extended field values for rating scales, radio buttons, dropdowns, and check boxes.

Element Order When Printing

When printing a Credible Plan with or without disciplines, all disciplines were moved to the top of the printout, resulting in all elements being out of order. This has been resolved; they will print in the same order that they are displayed in the plan view.

Plan Type Editing

When editing Elements in a Plan Type (**Admin** tab > **Credible Plan Configuration** section > **Plan Structure Config** link > **Plan Type**), changing any date fields would cause all date fields to reset to **No**. This no longer occurs.

Rating Scales

Rating scales now work as intended, even when more than one scale is included on a form.

Saving Target Date in Disciplines

Users were occasionally unable to edit and save a Target Date in Discipline Configuration; the Target Date was set to "NO". This has been resolved.

Tx Plus Conversion

Users are now able to properly convert Tx Plus plans to Credible Plans.