
From: Credible Behavioral Health, Inc. <Jaclyn.O'donnell@credibleinc.com>
Sent: Thursday, July 12, 2018 2:45 PM
To: Credible Documentation
Subject: Credible Update: Upcoming Enhancements & Task Resolutions

CREDIBLE

Behavioral Health Software



July Enhancements & Task Resolutions

DEAR CREDIBLE,

On Thursday, July 19th, between 10:15 PM - 12:15 AM ET, Credible's Tech Team will release our latest enhancements and updates. July's release includes 1 new feature, 4 enhancements, and 77 Product Updates.

[Click here](#) for additional details and a complete list of July's release.

Learning Opportunities

On **Friday, July 20th**, from **2:00pm-3:00pm EDT**, there will be a free webinar to demonstrate and review the enhancements and updates included in this release. [Click here to register and reserve your seat!](#)

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.

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 drop-downs 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 drop-downs 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).

Credible plans to push these enhancements **Thursday evening, July 19th, 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,

Jaclyn O'Donnell

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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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