From: Credible Behavioral Health Software <marketing@credibleinc.com>
Sent: Wednesday, December 19, 2018 5:17 PM
To: Credible Documentation
Subject: Credible Update: 2018 Release Review & Upcoming Enhancements

CREDIBLE
Behavioral Health Software

DEAR CREDIBLE,

On Thursday, December 20th, between 10:15 PM - 12:15 AM ET, Credible's Tech Team will release our latest features, enhancements and updates. December's release includes 379 items, 2 features, 18 enhancements, and 12 product updates.

Learning Opportunities

Don't forget to take advantage of the complimentary webinar providing an overview of the December release. The webinar will be **Friday, December 21st**, from **2:00pm-3:00pm EST**. Click here to register and reserve your seat!

Product Analysis and Management helps to define the requirements and needs of new product modules and enhancements. They work with other teams to gather the Partner needs, and then document them for reference by the development team, ensuring that the product being developed matches the needs of our Partners. They also review the work of the developers along the way to keep everyone on track and working toward the same goal. To that end, the **Product**

team spent 10,107 hours in 2018 making sure that our software enables you to provide the best service possible.

Software Development writes the code and creates the software – they are the builders who convert the specifications and requirements defined by the Product team (or needed for task ticket resolution) and turn them into new pieces of Credible software. The coding team and database administrators contributed **well over 40,000 hours of development time** to expanding and enhancing the Credible software you use every day.

Quality Assurance staff tests every aspect of every release — new features, enhancements, and minor product updates all get the same scrutiny. Their priority is making certain that we deliver the most effective and error-free software possible to our Partners; **in 2018 they devoted a cumulative 14,377 QA hours** to achieving that goal.

Resolving task tickets is a high priority for Credible. In 2018 our tech teams – Product, Development, IT, and QA – **resolved 619 work items**, that is, tickets requiring technical effort to complete. Additionally, our **Data Analytics and Reporting** group closed 972 state reporting tickets.

New Features

Enhanced eMAR Count

The **Enhanced eMAR Count** feature allows Partners to accurately track and account for medication pills in a comprehensive manner. User may configure a medication schedule to set the initial pill count, track unused medication, auto-track the medication based on quantity administered and initial pill count, and to reconcile the pill count. An additional included function lets the user document unused pills — for example lost or damaged pills — along with a custom reason.

Please note: This feature requires eMAR 2.0.

eMAR Pill Count Parameters

The pill count setup for an eMAR medication schedule has been expanded to be its own section with multiple configuration parameters. These are the parameters available to efficiently manage pill count tracking.

- **Use Counts:** Allows the user to turn on count tracking for the eMAR schedule.
- **Set initial count**: Allows the user to set the initial pill count. Please note: The initial count can also be specified when documenting the first administration instance of the medication.

- **Show total medication quantity taken:** This displays the count of total medication quantity taken by the client after each administration.
- **Track Unused Medication**: Permits a user to track unused medication. For example, the number of any lost or otherwise unaccounted pills can be documented.
- **Document reason for unused medication**: Users may document the reason for any unused pills. The user selects a reason from a pre-configured list of reasons.
- **Enable Auto-Tracking:** This allows the medication quantity to be tracked automatically. Specifically, the user enters the quantity administered and any unused pills and the application keeps track of and displays the quantity before administration and after administration based on initial count.

Unused/Unaccounted Medication Reasons

An Agency EHR Admin will setup a list of custom reasons why a count of medications is now unused or unaccounted. The person documenting the medication administration can choose a reason from this list.

Creating eMAR Schedules with Enhanced Count

The **Use Counts** feature is now part of the **Count Tracking** section which has several new configurations.

Setting Initial Count

The user can set the initial count of the medication either under the **Count Tracking** section when creating the schedule, or when documenting the first administration instance.

Auto-Tracking

eMAR schedules can be configured to auto-track medication quantities by checking **Enable Auto Tracking** under the **Count Tracking** section. This will automatically track the total quantity of the medication taken by the client, based on the amount entered in the quantity field. It will also track the remaining medication quantity.

Discrepancy and Refill

Users will be alerted when there is a discrepancy in the medication count. For example, an alert is generated when the **Count after Administration** quantity is negative. Users have the option of setting a value for **Refill** and to resolve the discrepancy.

Track Unused Medication

Users can track unused or unaccounted medication for a medication schedule for a client by checking **Track unused medication** when creating the schedule. Custom reasons explaining the unused pills can be created by checking **Enable documentation of reason for unused medication**. These custom reasons are defined by the EHR Admin via **eMAR Setup**.

For details on the use of this new features, please see *Credible Help*.

TASK LEVEL CARE LAUNCHED
Credible's new approach to support, Task Level Care (or TLC), provides a multi-disciplinary approach to Partner support needs. Staff from all areas of expertise — Partner Relationship Managers, PSCs, Billing Specialists, Data Base Administrators, QA Engineers, Software Developers, and more — work together in small teams to provide more efficient and timely resolutions to your tasks. The goal of TLC is to improve overall Partnership and satisfaction by providing quick resolution to your concerns. Since its GoLive on October 1, TLC has successfully resolved 2,180 tasks including 87 technical tasks.

OpenEdge Online Payment Module

Partner now have the ability to subscribe with OpenEdge as a more comprehensive and robust online payments module in lieu of Authorize.net. Several new options are now available. *This is a Premium feature requiring a contract amendment.*

ACH Payment

Electronic Check processing has been added for Partners who subscribe to OpenEdge. Add a payment as usual and select the **ACH Check** option.

Credit Card Authorization

A payment option has been added for **Credit Card Authorization**. This will send the card information to OpenEdge for verification but will not actually run a charge.

Credit Card Refunds

Any users who have the **Security Matrix: BillingRefundClientPayment** right will see a new payment option of **Credit**. This will allow them to process a credit card credit for the client.

FSA/HSA Payment Options

An additional payment type option is now available for **FSA/HSA** cards. They work identically to credit card payments through OpenEdge with the exception that they will automatically reduce the payment amount to the remaining balance on the FSA/HSA card, if that balance is less than the payment amount.

Saved Credit Card Information

Credit card information may now be saved on file when entering a credit card payment. Additionally, the entry method dropdown will now show an option of **Saved Card** if any cards have been saved for the active client.

Enhancements

Credible Billing

Diagnosis Not Required for Billing

Users may now configure billing matrix lines and/or specific payers to bypass the standard Red X diagnosis check in the Batch Claims process.

- **Billing Matrix: Diagnosis not required for Billing** – The default setting in unchecked.
- **Payer-Specific: Diagnosis not required for Billing** – The default setting in unchecked.

The payer-specific setting will override the setting in the main billing matrix screen during the processing of Batch Claims and error reporting.

Credible Plan

Client Plan List Display

Plan Type has been added to the grid showing a client's plans when accessed via the Client navbar button.

Documentation Conflict Warning

To avoid conflicts in treatment plans documentation, if a user is editing a Plan when the same Plan is opened for editing by another user, a warning message is displayed at the top of the Plan. This warning indicates that any changes made may conflict with changes being made by another user.

Documentation Entry Display Limit

When editing or documenting against a Credible Plan, only the last five documentation entries are displayed. Clicking the **Show More** link below these entries will then display any further documentation. Please note: There is no restriction on the documentation included when printing a Plan.

Plan Library Security

To support admin access options within Credible Plan, a new setting — **Security Matrix: CrediblePlanLibraryViewOnly** — has been added. This setting grants the login profile read-only access to the Plan Library.

attend Credible's 12th Annual Partner Conference! Among the 250+ sessions you'll find a plethora of product demonstrations, how-to seminars, roundtable discussions, and sneak peeks at upcoming features. Don't miss this opportunity - [register today]!

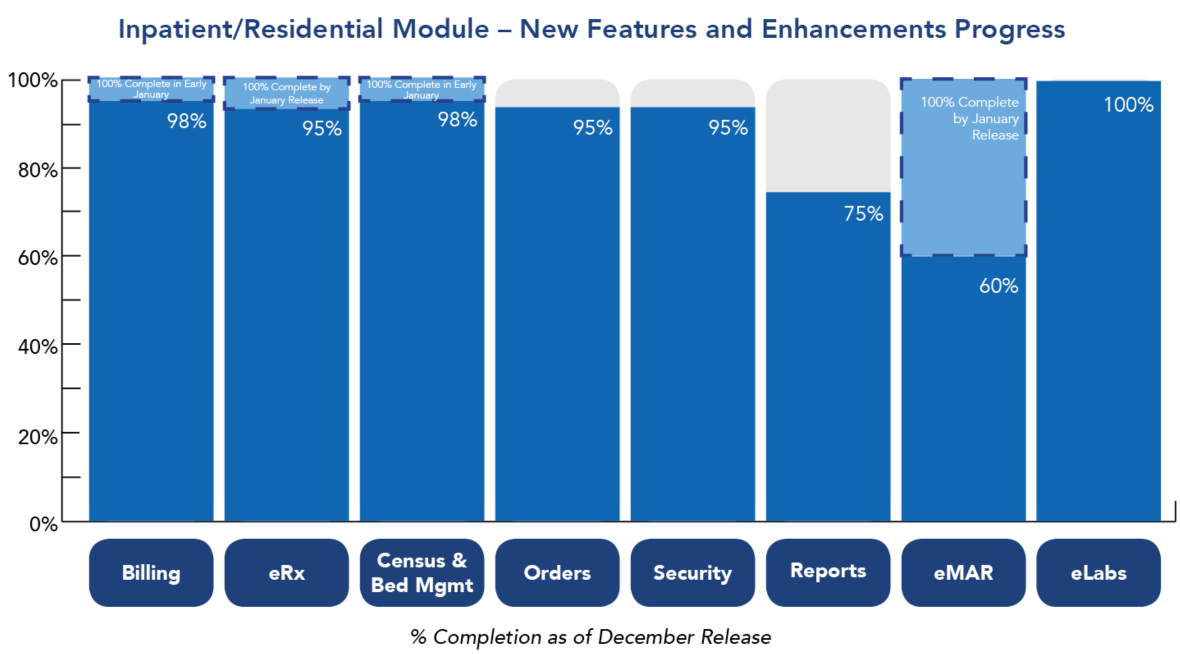
Inpatient/Residential

Assign Clients to Multiple Beds

A new RIS may now be opened for a client, even if one is currently open, as long as the new RIS is of a different facility type.

Bed Board Billing View of Visits

This feature provides a screen allowing users to preview the bed board visit records that will be generated, allowing them to elect to process bed board records individually. This will reduce the quantity of incorrect bed board records from being created, forcing staff to manually delete each service one by one.



New Features and Major Enhancements in 2018

2018 was a big year for Credible, seeing the release of many major enhancements to your Agency's productivity and efficiency — here are a few of them.

- **Credible Billing**: Payer Plan Types; Payer Profiles; Payer Templates; Client Payment Plans; Primary Care Encounter Billing; OpenEdge Online Payment integration; Bed Board Billing Preview
- **Inpatient/Residential**: Facility/Wing-Based Access; Expanded Census Views; Facility Properties; Drag and Drop Floor View; Bed Swapping; Duty Log; New Whiteboard

- **Clinical Modules**: Credible Plan release, enhancements, and updates; Meducation® Integration release; Meaningful Use Stage 3 certification; eLabs 2.0 release
- **Medication Modules**: Rx Change; State-Specific Drug Schedules; Tall Man Lettering
- **Credible Care**: Credible Care for Windows released; documenting against Credible Plan in mobile

2018 Software Releases Summary	
Total 2018 Enhancements: 187	**Total 2018 Product Updates: 250**
Administration: 10	Administration: 10
Client Portal 2.0: 8	Client Portal 2.0: 17
Clinical Modules: 35	Clinical Modules: 12
Credible Billing: 53	Credible Billing: 69
Credible Plan: 17	Credible Plan: 86
Forms and Smart Forms: 2	Forms and Smart Forms: 10
Inpatient/Residential: 18	Inpatient/Residential: 10
Medication Modules: 26	Medication Modules: 19
Orders 2.0: 9	Orders 2.0: 4
Other Enhancements: 9	Visits: 16
	Other Updates: 17

January 2019 Preview

As a special gift, here's a sneak peek at what's coming up in our January 2019 release.

- **eMAR Count Reconciliation**: Building on December's addition of eMAR Counts, a system will allow reconciliation of medication counts.
- **Credible Plan Imports**: Pull information from external sources into your treatment plans.
- **Credible Plan for Care for Windows**: Document against Credible Plan from your mobile Windows devices.
- **Bed Board Billing Preview**: See the visits that will be created in a Bed Board batch, with an option to select or exclude some or all.
- **Inpatient/Residential Floor View**: A new Census page will be added which enables a Floor View of the selected Wing and/or Facility.
- **Inpatient/Residential Bed Swap**: When assigning a bed within Bed Board, users will be able to select an occupied bed.

Credible plans to push these enhancements **tomorrow evening, December 20th, 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.*

We 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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