CREDIBLE

April 2008 Software Release

New Features and Upgrades for April

April 2008 Release Schedule Highlights

April 19, 2008

- Advanced Search Upgrades
- Customer Service Initiative
- Residential Features
- Default Form Answers
- Default Location/ Duration
- Group Schedule Update
- Client Email Messaging
- Management Tools
- Increased Security Features

June 20, 2008

- Look for an email from us with more info on what you can expect from the next Credible software release!

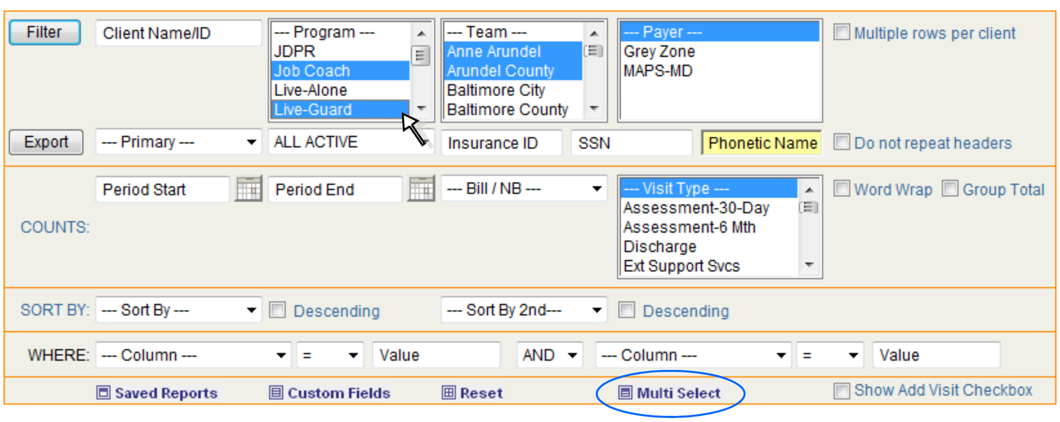
New Features Available April 19, 2008

Credible's commitment to easy to use software continues with new features and upgrades this Spring. Enhancements to Advanced Search lets you create even more ad hoc reports. Customer Service interaction is faster, simpler and improved with the new Task Ticket System. Added residential features and management tools enable you to run day to day activities more efficiently. As always, you can attend a complimentary webcast tutorial with your Account Manager to learn how to take advantage of these new features.

April Software Spotlight: Advanced Search Upgrades, Customer Service Initiative, Residential Features, Default Form Answers & Location/Duration, Management Tools

Advanced Search Upgrades

Now you can find what you need even faster. With the new upgrades to advanced search, you can pick multiple entries to filter on, use new client search buttons to show specific visits, view most recent insurance payments and more.
Advanced Search Multipicker allows you to select multiple selections in the advanced search page. On advanced search for Client, Employee and Visit, click on the new Multi Select option. Using the CTRL button, select several different multi filters.
You can also search on specific visits using the new fields in Client Advanced Search. Select Billable or Non-Billable and specific Visit types.



To view most recent insurance payments, select Custom Fields in Visit Advanced Search and click on the new field called "Last Ins Paid". You will then be able to see the most recent insurance paid.

Complimentary Webcast Tutorial on Software Upgrades!

Please contact your Account Manager if you would like to sign up for a webcast to review the new features.

Webcast Schedule

Mon, 4/21/08
3:00 PM ET

Tue, 4/22/08
9:00 AM ET

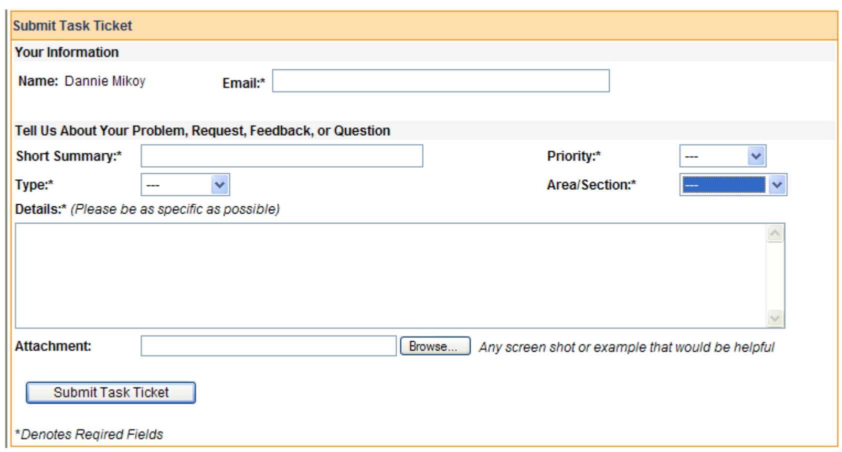
Thu, 4/24/08
2:00 PM ET

Customer Service Initiative: Simplifying Interaction with Credible

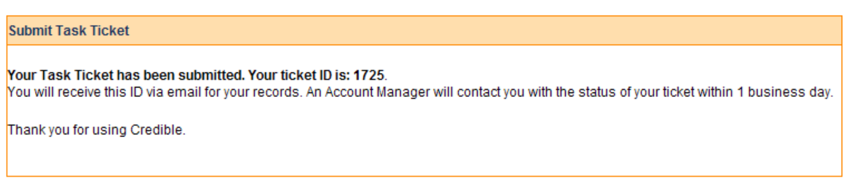
This new feature will improve your customer service experience with us. The new Task Ticket Submission System feature enables you to log any bugs, errors or feedback directly on your site. Credible's Task Ticket Submission System is similar to a helpdesk ticketing system. The system is designed to centrally record and manage customer requests and communication, which helps ensure that all items are promptly and efficiently documented, assigned, communicated to the appropriate parties and resolved.

Using a link on your site, employees can quickly and easily enter their own task tickets instead of playing phone or e-mail tag with an Account Manager to communicate what's needed. You will benefit from greater control, increased speed of service with both task reporting and resolution, and the support and oversight of the entire Account Management team.

To enter a ticket, click on the Admin tab. In the Daily Activities column on the left side of the page, click on the "Submit Task Ticket" link. Enter the e-mail address of the individual in the customer's organization who should own and receive notifications. In the "Short Summary" field, enter a description of the issue or task. In the ’Priority” field, use the drop-down menu to select the priority of the item. In the “Type” field, use the drop-down menu to select Bug, Request, Feedback or Question. In the “Area/ Section” field, use the drop-down menu to select the area/section to which the task belongs. In the "Details" field, enter a complete, specific description of the task with as much detail as possible. You can also attach a copy of a screenshot or other document that is helpful in illustrating or explaining the issue or request.


Submit Task Ticket
Your Information
Name: Dannie Mikoy Email:*
Tell Us About Your Problem, Request, Feedback, or Question
Short Summary:* Priority:* ---
Type:* --- Area/Section:* ---
Details:* *(Please be as specific as possible)*
Attachment: Browse... *Any screen shot or example that would be helpful*
Submit Task Ticket
**Denotes Reqired Fields*

Once the Task Ticket has been submitted, the following message will appear. The system will automatically send an e-mail to the designated customer recipient (the e-mail address that was entered above), as well as to the Account Management team.


Submit Task Ticket
Your Task Ticket has been submitted. Your ticket ID is: 1725.
You will receive this ID via email for your records. An Account Manager will contact you with the status of your ticket within 1 business day.
Thank you for using Credible.

Credible Software Tips:

Check here every release for easy-to-use tips from Credible team members.

You can make your saved report filter the default view every time you go to your reporting page - simply check the Default View checkbox before saving it!

- Natalie

Natalie Kapusta
Quality Assurance Engineer

Residential Features

Work Schedule

Enter unique schedules for each employee, each week. Keep track of employee schedules, especially those that do not have a standard work week, easily with this new feature.

Team Week Coverage

View team work hours with this new feature. Team Week Coverage uses the work schedule to create a team coverage view to be able to see how many people are scheduled and fill in any gaps in the schedule. The team work schedule is displayed as colored blocks on the employees schedule.

Time Clock

Keep track of employee work hours with the employee virtual time clock. Employees can now "clock in" and "clock out" directly in Credible software. Access the new Work Schedule button under the Employee page. Click on "Clock in" and it will record the time. Click "Clock out" for lunch breaks, appointments or end of day. Each time will be recorded in the Employee Work Schedule.

Work Sched

EMPLOYEE WORK SCHEDULE: TERRANCE CALDWELL

April 13 - April 19 2008

	SUN 4/13	MON 4/14	TUE 4/15	WED 4/16	THU 4/17	FRI 4/18	SAT 4/19
Start Time:	12:00 AM		02:30 AM		12:00 AM		
End Time:	03:15 AM		02:00 PM		04:45 AM		
Start Time 2:	09:45 AM						
End Time 2:	11:45 PM						
			Time	Clock			
In Time:						10:16 AM	
Out Time:						Clock Out	

Edit Schedule | View / Edit Time Clock

Simplifying User Experience

Default Form Answers

Save documentation time with this new feature. Forms can now be built that include default answers that will automatically populate when the form categories are viewed.

Default Location/Duration

When scheduling a new appointment, the duration and location can be driven by the visit type selected once set up through the admin tool.

Group Schedule Update

Easily update scheduled groups for future events using this new feature. Add or delete clients to schedule groups before the visit is started.

We want to hear from you!

If you have an idea, question, or comment regarding Credible Software Releases or our release process, please call or email Credible today!

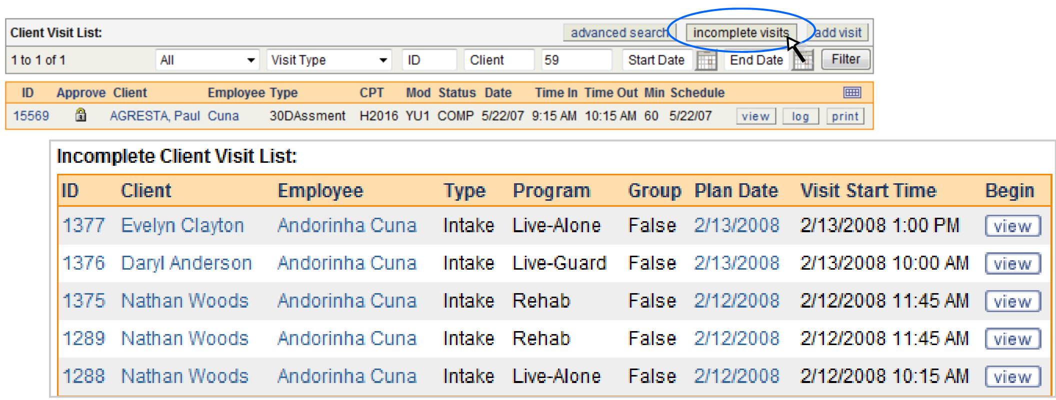
Client Email Messaging

Send an email to a client's address specified in his or her profile using this new feature. Simply click on Notes on the client page and select Send Task Email. The email will go to a specified recipient and a copy of email will be displayed in the notes. A custom signature for the company can also be set up to be displayed in the email.

Management Tools

Incomplete Visit View

Simplify incomplete documentation management with this new feature. With management rights, you can view another employee's incomplete visits. If an employee has an incomplete visit, the "incomplete visits" button will appear on that employee's Client Visit List page. You can then view the employee's incomplete visit.


Client Visit List:

advanced search | incomplete visits | add visit

1 to 1 of 1 | All | Visit Type | ID | Client | 59 | Start Date | End Date | Filter

ID	Approve	Client	Employee	Type	CPT	Mod	Status	Date	Time In	Time Out	Min	Schedule			
15569		AGRESTA, Paul	Cuna	30DAssment	H2016	YU1	COMP	5/22/07	9:15 AM	10:15 AM	60	5/22/07	view	log	print

Incomplete Client Visit List:

ID	Client	Employee	Type	Program	Group	Plan Date	Visit Start Time	Begin
1377	Evelyn Clayton	Andorinha Cuna	Intake	Live-Alone	False	2/13/2008	2/13/2008 1:00 PM	view
1376	Daryl Anderson	Andorinha Cuna	Intake	Live-Guard	False	2/13/2008	2/13/2008 10:00 AM	view
1375	Nathan Woods	Andorinha Cuna	Intake	Rehab	False	2/12/2008	2/12/2008 11:45 AM	view
1289	Nathan Woods	Andorinha Cuna	Intake	Rehab	False	2/12/2008	2/12/2008 11:45 AM	view
1288	Nathan Woods	Andorinha Cuna	Intake	Live-Alone	False	2/12/2008	2/12/2008 10:15 AM	view

Client Activity Report

This report allows users to view the last six visits for clients that have been seen or have not been seen within a selected about of days. This visit can be specified by employee, payer, billing group, billable visits, and multiple visit types.

Increased Security

HIPPA logs can now be exported to an Excel document. Click on the log for any client or employee, filter as desired, and just click on the export button.

View change history of billing matrix lines including who made the change and when. To view all changes made to billing matrix lines, click on the history button for that line

You can also view a log of Internal Messages for one week from retrieved date. In the Employee page, select the new "Message Log" button on the navigation bar. All internal messages retrieved in the past week will be displayed in the log.

Do you want to share these release notes with a colleague?
Email andorinha@credibleinc.com with your request.

Contact Us

301-652-9500

info@credibleinc.com

www.credibleinc.com