Billing and Scheduling Upgrades

New Features Available February 14, 2009

Credible delivers more innovative features this month with several Billing Upgrades, added Password Security Management, Medication Screen Updates, Scheduling Enhancements, and many more. Billing upgrades ensures accurate and timely payment. Manage appointments more efficiently with several scheduling enhancements. Other features include Advanced Search, Client and Employee updates.

> **Software Spotlight:**
> Billing Upgrades, Added Password Security, Medication Screen Updates, Scheduling Enhancements, Client and Employee Updates

Password Security Management

Release 4.0 includes multiple password enhancements both standard and optional.

Upgraded Security and Password Management Capability:

- Requirements for any password additions or updates to be at least 6 characters long, one of which must be a special character or numeric character.

- Passwords can no longer include the user's username or last name or be the same as the current password.

- Locking after 10 bad login attempts. A user will be locked out for a 15 minute period after 10 bad login attempts. This has been determined to help prevent brute force attacks.

Optional enhancements include:

- Strong Passwords requiring a minimum of 8 characters, at least one alpha, at least one numeric and at least one special character

- Blocking of dictionary words in password. With this setting on the user will not be allowed to include any dictionary words over 3 characters in their password. This has also been determined to help prevent brute force attacks.

- Force Password Change by X amount of days. This will force all users to change their password regularly.

February 2009 Release Schedule Highlights

February 14, 2009

‣ Password Security

‣ Billing Upgrades

‣ Scheduling Enhancements

‣ Notification Changes

‣ Employee and Client Updates

‣ On-Screen Signature

‣ Med Screen Updates

‣ Report Enhancements

‣ Visit Advanced Search Updates

Next Release: April 17, 2009

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

Billing Upgrades

Facility Address
In response to new billing requirements the facility location on both paper and electronic billing can now be set up to send the actual place of service whether it be a client's home or a residential home. This can easily be set up by turning on the payer option and tying the Geo Areas to the locations.

835 Details View
Determine the source of an 835 error with this new feature. When processing an 835, multiple warnings will escalate to an error. The error message will display all warnings once you hover over the Error link.

Add Next Payment
Add several payments quickly and save time with this feature.
A new "Save & Add Another" button is available on all payment input screens.

Manual Entry Modifier
With a new right, modifiers may now be edited on the visit update screen. This is especially helpful with secondary payers require different modifiers then what was originally billed.

Payer Types List
Payer types can be set up to help configure and organize payers.

Client Statement Change
When a phone number is included in the Billing Provider information it will now be displayed in the Remit To Section of the Client Statement.

Payer Controls
Payer controls allows an organization to track mass client and insurance payments.
A control number is assigned to a payer type/payer/employee combination and then all payments entered and services reconciled against those payments will directly effect the control's balance. Once zeroed the control can then be closed. A new report has also been added for a more detailed view of all payments and adjustments by control number.

Auto Adjustment of non-billable services
Non-billable services can now be automatically adjusted off with the Adjustment reason of "non-billable" to make keeping your books even easier.

Scheduling Enhancements

Scheduling Management

Change an appointment date and assigned employee directly on the Scheduled Visit pop-up window. Need to move an appointment several months later? Change the date easily through the calendar pop-up. You can also reassign an employee by choosing through the drop-down list and clicking "Reassign". Both rescheduling and reassignment require special rights and are recorded in the HIPAA log.

Appointment History Update

Appointment History report has a new first column identified as Client Name. Access a Client's history by clicking on the Appointment History icon. The history export will contain a new Client Name column as the first column and is formatted as Last Name, First Name.

Cancellation/No Show Management

You can now complete a Cancellation/ No Show Form. Once an appointment status is changed to Cancelled, Cancelled>24, No Show or Not Present

a new "Begin Cancellation/No-Show Form" button will be displayed. The user may then complete form that has been designated for cancellation/no-show. This new feature allows you to process cancellation charges efficiently.

Notification Changes

Two New Notification Triggers have been added.

Visit Add - Active Episode - this trigger will only occur when the client has an active episode for the program of the visit that was added

Client Diagnosis Add/Edit - A new diagnosis or an update to an existing diagnosis will trigger this notification.

Also the ability to send to only employees that are in the Program of any visit based trigger. This includes the Visit Adds Triggers, Client Forms Triggers, and Visit Approval Triggers.
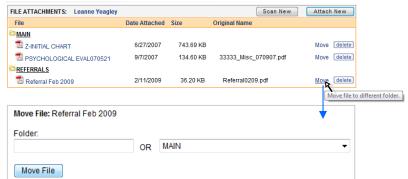
Employee and Client Updates
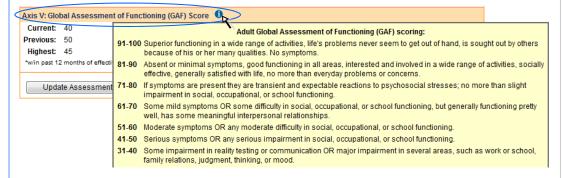
Create Folders within Attachments

Organize files easily by creating Folders in Attachments. The Attach File screen contains a new Folder field. You can choose to create a new folder or choose from the drop down list. You can also move a file to a different folder once it has been attached.

Axis V Global Assessment of Functioning (GAF) Score Tool Tip

A tool tip has been added to make it easier to determine a GAF score.

Print Entire Client Record

You can now print a Client's complete record. Go to your Client's Overview Screen and press the onscreen Print button. The new Print Options Pop Up appears and the only item selected is Client Profile. Press the Print View button. The information contained in the print view will match the information in the Client profile.

Client Aging Report Update

Sort by employee, view claims notes and see totals in this updated report.

Send Broadcast Message

You now have the ability to send a broadcast message to all employees with messaging on with one click. In case of an emergency or if you need to send an important reminder to all staff, send a broadcast

On-Screen Signature

You now have the ability to sign a visit on the Sign and Submit page directly on your tablet screen, or even with mouse, without the Topaz signature pad hardware. When you place your cursor over the signature box it turns into the image of a pen. You can then click, hold your mouse button down and sign.

Medication Screen Updates

The medication screen had been redesigned to give it a cleaner look and feel. No functionality has been taken in away. You will notice a few new features such as the color coding of Prescribing Provider to indicate if they are an external provider or someone who is internal to your organization.

Report Enhancements

Client Aging Report Update
Filter by employee, view claims notes and see totals in this updated report.

Client Aging Report by Payer
This a view of client aging grouped by Payer Type / Payer.

Incomplete Visits Report
This reports allows the user to obtain a full list of incomplete visits for any set date range.

Visit Advanced Search Updates

Ledger Enhancements

Ledger Types are now available as a multi-select. Ledger Date and Ledger Amount have been added into the available custom fields.

View and Print All

A new check box labeled Print offers Print All and View All options directly from Advance Search.

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