CPT Code Changes, Custom Tx Plus Library, & More

November 2012 Release Highlights

- CPT code change functionality
- Tx Plus custom library
- Tx Plus program-specific labels
- Exchange client extended info, contacts, and client visit details via Provider Portal
- Provider Portal Agreements function
- Provider Portal master mapping function

New Features Available November 17, 2012

Credible continues to stay on top of changes that impact behavioral health. This release includes functionality to help you adopt the 2013 CPT code changes. Evaluation and Management (E/M) levels, Interactive Complexity, and new billing rules can all be configured so your staff documents and bills services according to the new regulations.

With new Tx Plus functionality, you can now create a custom library with clinical areas specific to your organization. Predefine problems and the related goals, objectives, and interventions to standardize treatment plan building. And if the terminology you use for treatment plan levels changes based on the program the plan is for, you can now create program-specific labels.

On the data exchange front, there are numerous enhancements to the Provider Portal. You can now securely exchange client extended info, contacts, and client visit details. With new administrative functions, you are in control of Partner-to-Partner agreements and can create master maps to resolve data discrepancies. There are also new notifications to help you keep your staff informed about agreement changes and key data exchange events.

Software Spotlight

CPT code change features, custom Tx Plus Library, program-specific Tx Plus labels, and Provider Portal enhancements

Release 7.3 Is Certified for Meaningful Use

CCHIT®, an ONC-ATCB, extended the ONC-ATCB 2011/2012 Complete EHR certification status to this latest release of Credible Behavioral Health Software.

Complimentary Webcast Tutorial on the New Features!

Register for a webinar by clicking on a date below. Once registered, you will receive an email confirming your registration with information you need to join the webinar.

Tuesday, November 20 at 1:00 pm EST

Tuesday, November 27 at 11:00 am EST

Thursday, November 29 at 2:00 pm EST

Configuring and Using the CPT Code Change Functionality

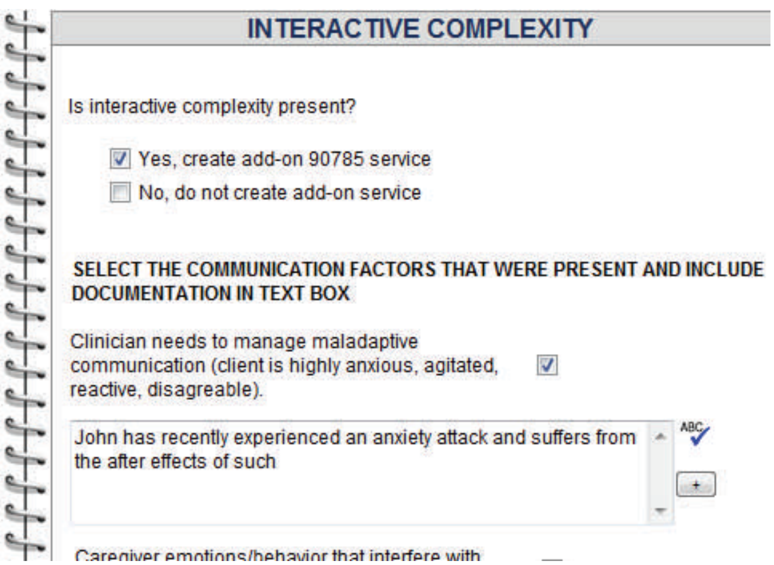
Configuring the CPT code change functionality in Credible involves the following steps:

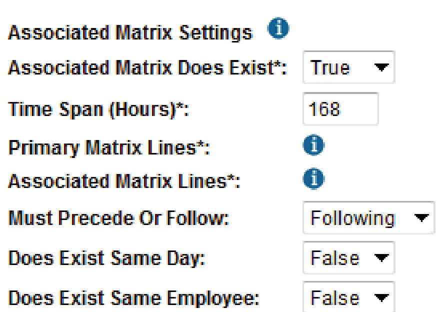
Step 1. Form updates

- Reporting interactive complexity when present via an add-on code (90785) is new. In Credible, this is accomplished by splitting the visit based on a form answer
- To help your staff select the correct E/M level for a visit, you can include a category that calculates the level based on the answers supplied. The answers also serve as the documentation for how an employee determined the E/M level.

Step 2. Visit type configuration — You need to configure E/M visit types such as Pharmacologic Management, a Psychotherapy Add-On visit type, and a Psychotherapy for Crisis visit type (if applicable)

Step 3. Billing Matrix updates — You need to end date entries that use soon-to-be-deleted CPT codes and add new entries to support the new codes and visit types





Step 4. Custom red X configuration to support billing rules — With new "associated matrix" settings, you can configure a rule where a "primary" visit will red X when defined associated visits do or do not exist

Once you have configured your system to handle the CPT code changes, using the new functionality involves:

- Documenting interactive complexity when present – the visit automatically splits for billing purposes
- Calculating the appropriate E/M level for a visit and selecting it at sign and submit (you can also select/update the E/M level for a completed visit)
- Resolving visits that red X for approval based on the new billing rules

Refer to the help for special configuration notes that explain how to configure and use the new functionality.

Credible Software Tips

Appointment Reminder feature: Have you tried it?

The Appointment Reminder feature automatically sends reminder emails to clients who have upcoming appointments to reduce cancellations/no-shows. This feature only requires three Client Profile fields and you can easily activate it from Partner Config.

Proper use of Copay button in Scheduled Visit popup

Before you click that Add Copay button in the Schedule Visit popup...make sure the payment is for that visit and NOT for a client balance in arrears. The full amount of a payment made via the Add Copay button will apply to that one visit.

– *John*

John Forma, RN, BC
Implementation Manager

Custom Library for Consistency in Treatment Plan Building

With a new administrative function, you can create a custom treatment plan library with clinical areas specific to your organization. Predefine problems and the related goals, objectives, and interventions to standardize treatment plan building.

		Clinical Area Description
select	edit	Adult MH
select	edit	SA Adult

Add Clinical Area

Manage Custom Tx Plus Library for: Adult MH

		TxType	Summary	Description	
select	edit	Problem	Depression	Client reports anhedonia & sleeplessness & malaise	delete
select	edit	Problem	Anxiety	Client reports feeling anxious & restless	delete

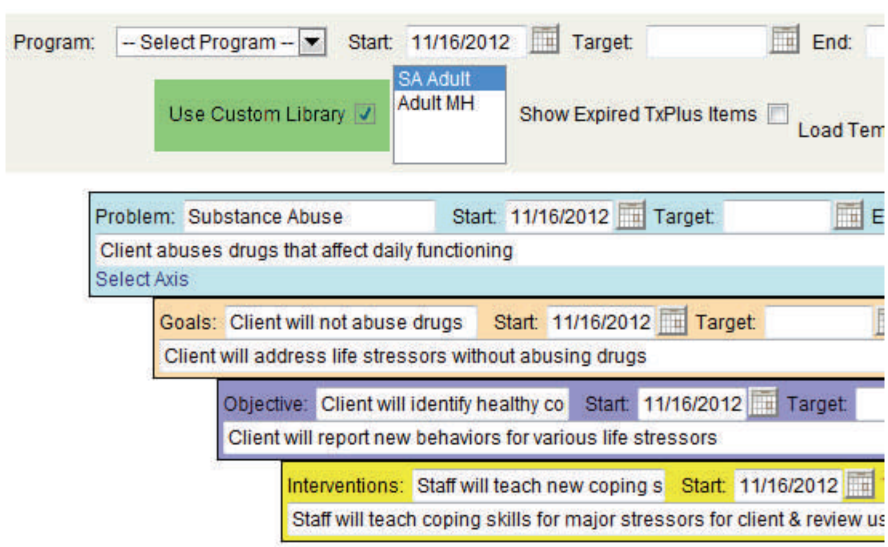
Add Problem Go Back

Manage Goal, Objective, and Intervention Tx Libraries for: Depression

	TxPlus Type	Type Summary	Description	
edit	Goals	Client will not be depressed	Client will report not feeling depressed	delete
edit	Objective	Medication Compliance	Client will take meds as prescribed	delete
edit	Interventions	Reinforce med compliance	Staff to check on whether client taking meds as prescribed	delete

Add Tx Plus Element Go Back

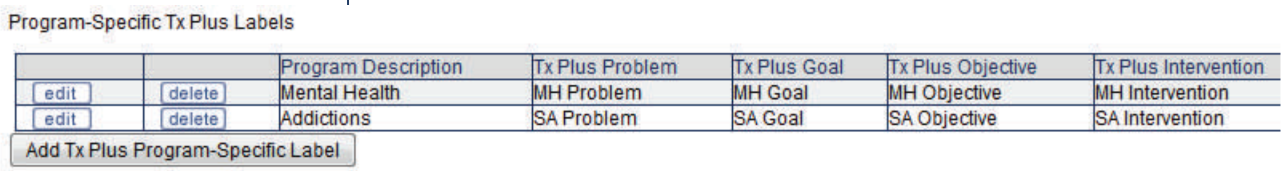
When an employee selects a clinical area, he or she will only be able to choose from the problems you defined for it. Similarly, when the employee selects a problem, only the goals/objectives/interventions you associated with it will be available.



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

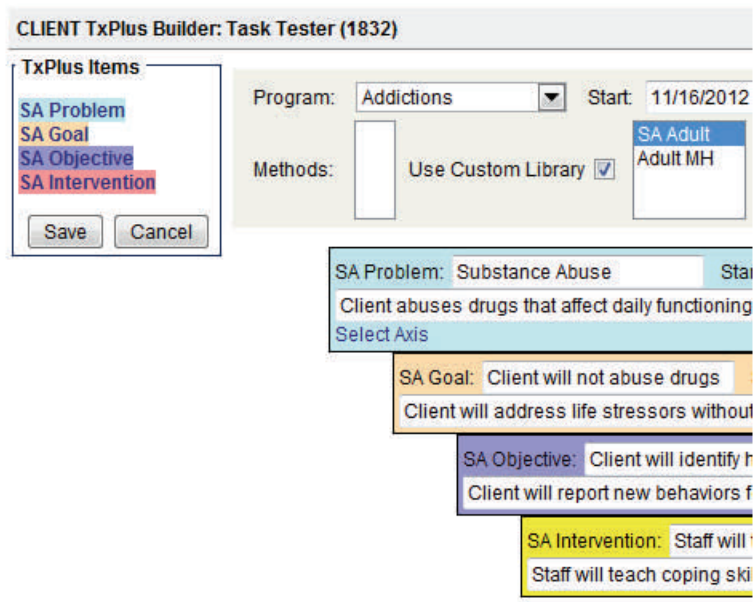
Program-Specific Tx Plus Item Labels

If the terminology you use for the items/levels in a treatment plan changes based on the program the plan is associated with, you can take advantage of the new program-specific Tx Plus labels. You can have program-specific labels for the four items in a Tx Plus plan: Problem, Goal, Objective, and Intervention.


Program-Specific Tx Plus Labels

		Program Description	Tx Plus Problem	Tx Plus Goal	Tx Plus Objective	Tx Plus Intervention
edit	delete	Mental Health	MH Problem	MH Goal	MH Objective	MH Intervention
edit	delete	Addictions	SA Problem	SA Goal	SA Objective	SA Intervention

Add Tx Plus Program-Specific Label

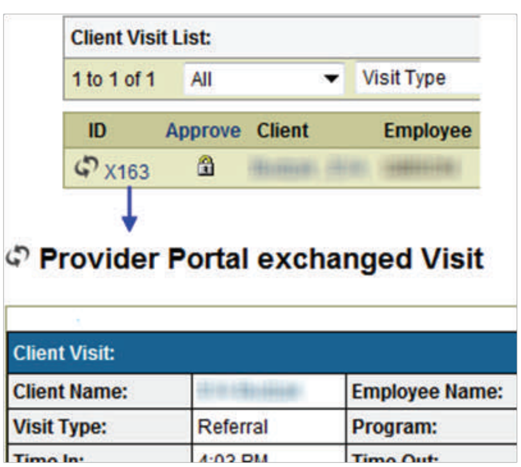


Next release: February 16, 2013

Look for an email with information on what you can expect from the next Credible software release!

The main labels in Partner Config are used for programs that do not have labels assigned.

Exchange Client Extended Info, Contacts, and Client Visit Details via Provider Portal



Client extended info is automatically included with the client's demographic information. When contact information is exchanged, each contact record in the client's record is sent. When you exchange client visit details, it is for view-only purposes in the recipient's system and can only be accessed via the client's individual visit list. An exchanged visit is identified by the Provider Portal icon and an X at the beginning of the visit ID. Since exchanged visits only reside in the ClientVisitExchanged table, they are not pulled into any existing reports and have no impact on billing or revenue recognition.

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.

Partner Control over Partner-to-Partner Agreements

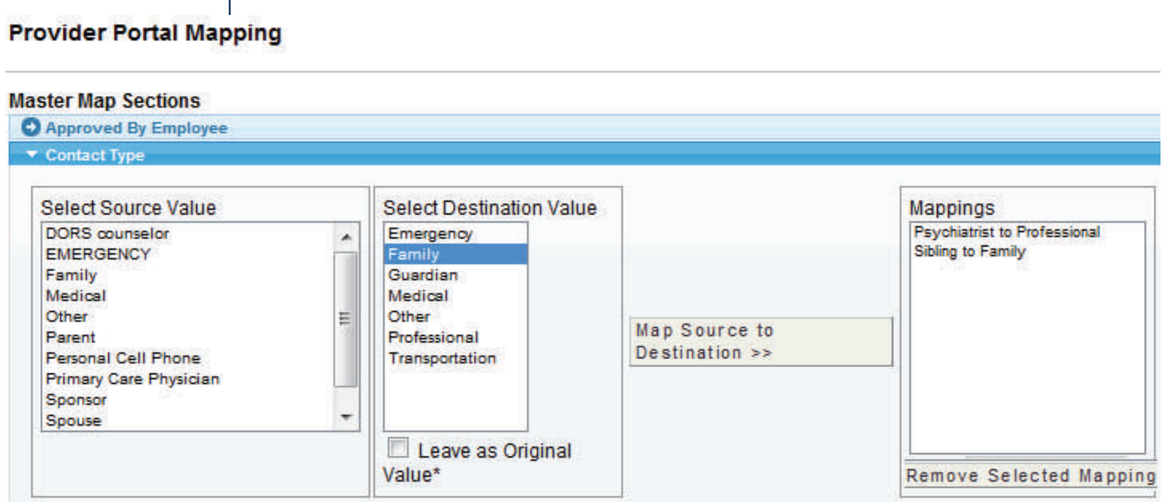
With a new Agreements function, you can now set up and manage agreements with other Credible Partners to exchange data via the Provider Portal. The Partner-to-Partner agreement functionality has also been expanded to include a form sharing agreement type.

A Provider Portal agreement is two-way and has to be confirmed by each party to become active. At any time, the sender or receiver can cancel an agreement – the agreement becomes inactive but stays in each Partner's system. If either party rejects an agreement, it is removed from both systems.

Agreement Matrix

Agreement Type	Sending Organization	Sender Confirmed?	Receiving Organization	Recipient Confirmed?	
Provider Portal Exchange	CREDIBLE: Partner Portal 3 Test	Yes Click to Cancel	CREDIBLE: CERTIFYTEST	Yes	Reject
Provider Portal Exchange	CREDIBLE: Partner Portal 3 Test	Yes Click to Cancel	CREDIBLE: CERTIFYTEST	Yes	Reject
Provider Portal Exchange	CREDIBLE: Partner Portal 3 Test	Yes Click to Cancel	CREDIBLE: CERTIFYTEST	Yes	Reject
Provider Portal Exchange	CREDIBLE: Partner Portal 3 Test	Yes Click to Cancel	CREDIBLE: CERTIFYTEST	No	Reject

Resolving Data Discrepancies with Permanent Mapping



With the new administrative Mapping function, you can set up master data maps for the different fields for each Partner-to-Partner agreement you have. Once set up, you will not need to resolve data discrepancies for each individual data exchange.

Contact Us

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