
From: Credible Behavioral Health, Inc. <anne.hunte@credibleinc.com>
Sent: Tuesday, February 07, 2017 10:33 AM
To: Credible Education
Subject: Credible Update: Task Ticket Enhancement



UPDATE TASK TICKET ENHANCEMENT

DEAR PARTNER,

In an effort to resolve issues that are most critical to you in the most timely manner, Credible has been working to enhance the process of entering task tickets. You will be receiving a series of emails in the coming months about updates and improvements that we are making to our tasks system. We believe these improvements promote transparency, accountability and efficiency while embracing and strengthening Partnership.

The first update will take effect on **Monday, February 13th, 2017** and addresses how task tickets are prioritized task. Priority 2 task tickets are to be entered by Partners when an issue in Credible is critically affecting your operations. Our Partner Service department takes those tasks very seriously and addresses them with a more heightened sense of urgency than a Priority 3 task ticket. Doing so demonstrates our commitment to our Partnership with you. When we need additional information to work on that issue, we need your commitment to that sense of urgency as well. As such, we are implementing the following change effective February 13th, 2017. If we reach out to you on a Priority 2 task ticket to request more information, we will send two emails and attempt to call you two times

within 24 hours in an attempt to collect the information we need. If we are unsuccessful in receiving that information, we will email you and change the priority of the task to a Priority 3. We believe this will allow all of us, both Credible and you as Partners, to focus our attention to the issues in a way that aligns with your needs.

Thank you for your continued Partnership.

Anne Hunte

Director of Partner Services

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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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