
From: Credible Behavioral Health, Inc. <jaclyn.o'donnell@credibleinc.com>
Sent: Tuesday, August 16, 2016 3:19 PM
To: Credible Education
Subject: Credible Update: Upcoming Enhancements & Task Resolutions

CREDIBLE

Behavioral Health Software



UPDATE

18 Upcoming Enhancements & Task Resolutions

DEAR PARTNER,

Credible's Technical Team plans to push enhancements and resolutions for the following items **this Thursday night, August 18th, between 10:15 PM - 12:15 AM ET.**

Direct Messaging Enhancements: Three new abilities have been added to *Direct Messaging*.

- **Subject Lines:** A subject line can now be sent when transmitting a CCD via Direct. This line will now display when viewing the list of *Received Direct Messages*.

- **Address Book:** A *Direct Address Book* has been added to the Admin tab, where aliases can be defined for a Direct address. The alias will then display on screen when sending a CCD via Direct, with the address in brackets, for example, "Dr. Jones [mailbox@healthdept.direct.com]".
- **CCD Import Icon:** When adding a medication, allergy, or diagnosis from an imported CCD, a new icon will display to indicate that the record was created from the imported CCD.

IP Whitelisting/Advanced Security: Optional advanced security measures can be enforced.

While *Advanced Security* is activated:

- **User Verification:** This security measure restricts Credible access to verified users. Verification uses the employee's email address and mobile phone number to send a verification link and code. When entering the verification code, the user can opt to *remember browser*; this will store the verification locally in a cookie. This verification cookie is browser- and device-specific. Clearing the browser's cache will remove the local verification cookie and the user will need to re-enter a new code. The local verification cookie will expire automatically; additionally, the time frame to expiration is configurable, with the option to 'slide' the start to the last login. Otherwise, the cookie expires from the date the user was last verified.
- **IP Whitelists:** IP addresses and ranges can be added to a whitelist of approved addresses. After this, users will only be able to access Credible if they are logging in from one of the listed addresses. For example, if a Partner's policy is that users should only log in from the Partner's network, the whitelist would contain the Partner's IP address(es). On a user-by-user basis, specific users can be opted-out of the whitelisting to allow them to access Credible from any network. Please contact your Partner Relationship Manager for additional information on adding this Credible Premium feature to your contract, or send an email to contracts@credibleinc.com.

Utah 834 Enrollment: Credible has added the ability for users to upload an *834 Enrollment* file and compare its contents with the client's current demographic and insurance information. Users that have rights to the Billing tab will have access to a new link, *Load / Process 834*. This page allows users to upload a new 834 file, and to view the list of prior upload results. Please note: This ability must be activated by Credible. Utah Partners, please contact your Partner Relationship Manager for more information.

Tx Plus Plan Saving: Tx Plus has been improved to better handle special and hidden characters, as these sometimes prevented plans from being saved.

Custom Tx Plus Library: When building a Tx Plus plan in a form using a Custom Library, the completed visit would show the plan structure, but did not display the Tx Plus descriptions. This has been resolved.

Tx Plus - Child Element End Dates: In Chrome, the warning "Children element cannot expire after their parents" would appear when the Child Element's End Date was edited to be the same as the Parent's End Date. For example, if a Problem's End Date is set as "08/01/2016," the warning would appear when attempting to make the Goal's End Date also "08/01/2016." This warning message now correctly appears only when the Child Element End Date is after the Parent's End Date.

Printed Visits: If a visit's date was changed, occasionally Tx Plus information would display on-screen, but would not appear when printed. This has been resolved.

Tx Plus Summary Character Limit: While the Summary field on a Tx Plus Element could hold 100 characters, it was being limited to 50 characters for manual entry. This limit conflicted with editing Wiley-based summaries longer than 50 characters. Users can now manually enter or edit a Tx Plus Element Summary that is up to 100 characters long.

Tx Plus - End Dating (IE 10): If a user adds an End Date to a Parent Element (for example, to a Goal), all the Child Elements (Objectives and Interventions) should be automatically ended as well. In Internet Explorer 10 only, this End Date cascading was not occurring. This has been corrected. Please note: If the Child Element already has an End Date set, it will not be updated.

Overlapping Visits: In some rare situations, a visit could be successfully entered that should have been blocked by the *Overlapping Visit* settings in *Partner Config*. The logic checking for overlapping visits has been enhanced to eliminate this occurrence.

Completing a Visit: An issue related to incomplete visits and lookups that would on rare occasions cause a visit to error has been resolved.

Billing Matrix History: An issue was resolved with the *Billing Matrix History* where the same information would display on each page, even when there were multiple pages of history.

Insurance Switching: Occasionally a visit's insurance would only change after clicking the *Switch* button twice. This has been resolved.

End Dating an Insurance: If a client's insurance had a percentage copay and was currently linked to batched visits, an error was shown when attempting to expire the insurance. This has been corrected; insurances with percentage copays can be expired/end-dated without error.

Generating a Batch: When generating a batch, secondary merged visits will display the word "combined" in the far left column, shifting the rest of the information for the visit over one column, making it difficult to compare with the rest of the visits in the list. (For example, the client's name might erroneously display under the *Emp Name* column header). Merged secondary visits now correctly line up on the Generate Batch Claim File screen.

View Client Insurance: The Client Insurance list now displays properly, even when one of the insurances is missing part of the Payer address.

AMT*D Payer Paid Amount and COB Indicator: If the *COB Indicator* is being used, secondary claims no longer display the wrong amounts for the *AMT*D* segment.

eLabs Results: The handling of special characters in lab results has been improved.

Credible plans to push these enhancements Thursday, August 18th, 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.

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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