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**From:** Credible Behavioral Health, Inc. <anne.hunte@credibleinc.com>  
**Sent:** Wednesday, January 11, 2017 10:47 AM  
**To:** Credible Education  
**Subject:** Credible Update: Upcoming Enhancements & Task Resolutions

# CREDIBLE

Behavioral Health Software



## UPDATE

### Upcoming Enhancements & Task Resolutions

DEAR PARTNER,

Credible's Technical Team plans to push several key billing, clinical, security, and core enhancements and resolutions tomorrow, **January 12th, between 10:15 PM - 12:15 AM ET**. For your convenience, the specific enhancements and resolutions are noted below and categorized by functionality.

### Billing Enhancements and Updates

**Billing Matrix Allowed Payers**

The *Billing Matrix Allowed Payers* list now displays correctly.

## 835 Enhancement

Credible enhanced 835 functionality so that when uploading large 835s and reconciling claims, the user has additional checks in place to prevent payments being incorrectly applied on the same claim.

### Filtering on Eligibility Results

In an effort to make the eligibility results more user friendly, Credible has added an *Eligibility Date* filter when viewing the Eligibility results for a client's insurance (viewable when clicking the orange 'e'). If no Eligibility Date is entered, the most recent 50 results will display; when a date is entered, all results from that date until the current date will display.

### PAID Status Visits Having a Balance

Certain workflows could result in visits having a balance, but also having a status of *PAID*. To help prevent this situation, when the visit balance is 0 and the status is *PAID*, the *Add Adjustment to Service* section will now be hidden to prevent users from performing manual adjustments. In the case where an adjustment is needed, the visit will first need to be marked as *RESUBMIT*.

When *Partner Config: Undo Auto Contract Rate Adjustments For 835* is enabled, visits had the contract rate reversed without having the status changed. This resulted in *PAID* visits having a balance. The auto-reversal will now set the visit status to *RECONCILED*.

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## Clinical Enhancements and Updates

### Bed Board and Overlapping Visits

If you have not incorporated Bed Board into your residential services because of difficulty with billing the full day as well as the supplemental services that occur during the day, this feature solves that. When generating visits using Bed Board Billing, the start and end times extend for the full time range of the interval. If Overlapping Visits are blocked, these full day bed board visits can prevent all other visits from being entered.

To resolve this, a new setting has been added, *Partner Config: Exclude Bed Board Visits for Overlapping Visits*. This is used in conjunction with the other Block Overlapping settings.

- When *Exclude Bed Board Visits for Overlapping Visits* is checked, bed board visits are excluded from all overlapping checks and will not block other visits from being entered.
- When *Exclude Bed Board Visits for Overlapping Visits* is unchecked, bed board visits **will** continue to block other visits from being entered.

### Diagnosis Effective Date

An issue was resolved related to the Diagnosis Effective Date consistently saving when using Internet Explorer.

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## Security and Logging Enhancements and Updates

Credible has heard from many Partners that you would like to see additional logging and more security. We began with our Advanced Security Module and will continue to look for ways to enhance logging and security. This month we have added the following five items:

### Clinical Support Logging

Credible has added additional logging, Clinical Support has been enhanced to now log the employee's information.

### Logging Visit Notes Field

An issue was resolved related to logging of changes to the a visit's Notes field, when the user had the *ClientVisitViewSummary* security right.

### Remote File Server Settings

As part of Credible's ongoing security enhancements, the *Partner Config* table has been enhanced to prohibit the exporting of all *Remote File Server* settings.

### Security Matrix Validation

Additional validation has been added to both the Completed and Incompleted visit views.

### Tab Logging

Credible has improved the logging of Tab access.

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## General Enhancements and Updates

### Employee Credential End Date

When an *Employee Credential* has an End Date, the credential will now be valid through the actual end of that date. For example, a credential that ends on 01/31/2017 will match on visits dated up to 01/31/2017 11:59pm.

### Log Dates and Employee Time Zones

If you have employees in different time zones, you should turn on this new setting. If an employee has an employee-specific time zone configured (Employee navbar > Config: Employee Time Zone), log dates will now display in that time zone for the employee.

## Print Multiple Specific Visits at One Time

You can now choose how many visits you'd like to print. With this new *Print Selected* button, you no longer have to print 100 visits at a time or just one at a time. A *Print Selected* button and accompanying checkboxes have been added to the Visit List pages. Users with the *ClientVisitPrintAll* security right can select multiple specific visits for printing at one time. Previously, users were limited to printing visits one by one, or printing them all.

## Web Service Connection String

Web Service Connection Strings are now consistently generated correctly.

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Credible plans to push these enhancements tomorrow, **January 12th, 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. *Please note: In an effort to continually improve our Partnership and quality of service, a task resolution audit will be emailed to you upon the resolution and closure of every single task you have submitted. We strongly encourage you to utilize this tool so that we can better support you.*

Thank you for your continued Partnership,

**Anne Hunte**

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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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