
From: Credible Behavioral Health, Inc. <anne.hunte@credibleinc.com>
Sent: Monday, November 06, 2017 8:02 AM
To: Credible Documentation
Subject: User Management Best Practices



DEAR CREDIBLE,

Partnership is one of the central tenets within Credible. We Partner with you to assist you in providing quality care to your patients. We Partner with you to help you report data to your payers, your managing entities and your state. We also Partner with you to provide accurate invoicing. With 65,000 users, this is definitely a Partnership where we need your participation and due diligence as well.

While this information is and has been in Credible Help, I wanted to take a few minutes to highlight our User Management Best Practices and how you can track your users.

User Management Best Practices

Each Agency is solely responsible for managing Active and Inactive users. If not properly managed, your Agency will incur charges for inactive users.. Listing an employee who is no longer with the Agency as "Inactive" on their employee profile is not sufficient. In Credible's best practices regarding the removal of employees from the system, the employee's user login must be deleted, but not the employee's record/profile. Since a "user" is defined as a full- or part-time employee with an active username and password, it is essential to follow these best practices to prevent incurring additional charges for an inaccurate user count. To review these best practices,

please see the [User Management Best Practices PDF](#) or the following pathway from Credible's Help file for instructions:

Home > Help By Tab > Admin > User Management Best Practice

Note: Credible defines a part-time user as a residential care provider logging in 2-3 times per shift or an employee working less than 15 hours per/week. If you have users that meet Credible's definition of a part-time user, please look at the [User Management Best Practices PDF](#) for assistance on configuring.

Usage Tracking Report

Partners should also utilize the Usage Tracking Report found within your Credible domain to pull user counts "as of" dates closest to the previous Friday. This is the same data that Credible uses to generate the user counts and any subsequent charges. An explanation of the information available in The Usage Tracking Report is in Credible Help. You can access it by using the following Credible Help file pathway or link:

Home > Help By Tab > Reports > Admin Reports > [Usage Tracking Report](#)

Additionally, you can utilize the User List, available via the Admin tab in your domain, which contains a list of Active Users in your system. If a name is listed on this list, Credible views that person as Active and will subsequently charge for that user.

Deactivating eRx Prescribers

There is an additional process required to accurately remove eRx prescribers. You must submit a task ticket to Credible requesting that we disable the employee's prescriber rights. Utilizing the above process to remove them from your domain is not sufficient. Again, to remove a prescriber as a user and a doctor is a two part process that also requires Credible to be prompted as well. Upon receipt of your task ticket, Credible will access the eRx Admin console to:

- Dissociate them from any clinic locations
- Disable their SureScripts access

Without this step, that prescriber will still be active in SureScripts and thus still be incurring charges for your Agency. To review the process for deactivating prescribers, please use the following pathway for the Credible Help file:

Home > Help By Tab > Admin > User Management Best Practice > Deactivating Prescribers

Managing eLabs Users

If you have contracted for eLabs, you must also maintain the eLabs user list to ensure we are calculating an accurate count. To learn to add or remove eLabs users, please access it by following the Credible Help file pathway or via the [User Management Best Practices PDF](#):

Home > Help By Tab > Client > eLabs > [eLabs User Management](#)

Note: There are two types of users that may be granted permission to place and enter labs.

1. **Ordering Physician:** These employees may place lab orders through the eLabs module.
2. **User:** These staff members may enter labs for an Ordering Physician.

Please note: A fee is associated with each Ordering Physician and User active in eLabs.

We hope this will assist you in managing users more efficiently and effectively. ***Please take time to review your user list, active user count and prescribers so that your December invoice accurately reflects how you are utilizing Credible.*** Please note that this information is readily available for you in Credible Help and on the bulletin board in the Credible Partner Community Forum. Should you have additional questions or need clarification or instruction, please contact your PRM by entering a task ticket for further explanation.

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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