MBI

CREDIBLE *NEWSLETTER*

MBIHS Launches Credible Behavioral Health Software Project

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Inspect key project milestones and key dates in the implementation plan.

Credible Electronic Medical Records Initiative: Project Overview

In January 2014, CEO John Kamya and the executive team gave the go-ahead to Credible Behavioral Health Systems to commence a (6) six-month program to automate Electronic Records and Behavioral Health procedures across all locations at MBIHS.

The executives selected the project team based on their requisite knowledge of key aspects of the Behavioral Health industry and their familiarity with MBI's operations. MBIHS has selected George Ellis, former CIO at MWAA to head the effort. Mr. Ellis' team includes CFO, Carlos Hunter, Mollie Salpeter, Claire Kamya

Credible Electronic Medical Records Initiative: Project Overview
(Continued)

Alison Panton, Territa Wilkinson, Robert Magoba and Tamara Guilroy.

Mr. Kamya was quoted as saying that "dedicated staff members working together at Minn. Ave, Penn Ave and MLK will give MBIHS' new software initiative the flexibility to compete successfully in the Behavioral Health marketplace."

The assembled talent, under the guidance of Credible's Implementation Manager, Jennifer Solmssen, are configuring the various functional modules (Consumer, Staff, Admin, etc.) within the Credible software need to conduct the full gamut of MBIHS prescribed behavioral services.

This newsletter is to keep the employees of MBIHS up to date on the project team's progress to a Go-Live date in the Summer of 2014.

"Dedicated Staff members working together at Minn. Ave, Penn Ave and MLK will give MBIHS' new software initiative the flexibility to compete successfully in the Behavioral Health marketplace"

John Kamya, CEO

Who is Credible?

Credible Behavioral Health leverages a "home page" approach that simplifies the user interface and allows MBIHS staff easy, secure access to data and functions.

Credible Behavioral Health combines years of consulting and management experience with modern technology to rapidly improve MBIHS' revenue management cycle, enhance clinical operations, increase cash flow, deliver immediate tactical performance. Credible's software platform provides the following:

- Credible's Billing Module provides HIPAA compliant, electronic billing for Medicaid, Medicare, Third Party Payer, clearing houses, and government entities.
- Credible's Clinical/EMR Module provides Client and Provider Search box - easily search the entire database for clients or providers.

Credible Mobile Module allows MBIHS staff to use the software where they work. By reducing the amount of time MBIHS CSW users spend on paperwork, they will have more time for additional improved consumer care, which increases productivity.

Who is Credible? (continued)

Security rights are built in to this search feature. With this search capability at the fingertips of all providers and managers, critical and pertinent client data can be retrieved easily and securely.

- Credible's Management Reporting Functionality affords:
    - -Financial - Balance Detail
    - -Aging, Batch AR, Authorizations,
    - -Authorization Pacing, Cost Center,
    - -Payroll and Extended Payroll,
    - -Patient/Client Balances, Insurance,
    - -Service Rate Analysis, Uncovered visits

- Credible gives Clinicians the ability to conduct robust assessments with diagnostics, develop individualized treatment plans, efficiently document ongoing interventions, utilize a multi-stage documentation approval process, and effectively communicate with all members of your client's treatment team – ultimately resulting in more efficient, effective, and better quality care.

- Credible's scheduling module provides for daily, weekly or monthly views with the ability to add appointments by simply pointing the mouse at a specific day and time. Users can set preferred work hours and day views, block out non-client time, copy schedules and enter recurring activity.

- Predetermined teams allow for viewing multiple staff concurrently as well as a "first available" feature that greatly simplifies scheduling by allowing users to query multiple provider schedules and set appointments accordingly.

- Staff can manage their own appointments while management maintains a centralized scheduling model. Events, notifications and reminders are built in to the scheduling module to allow staff to view all date/time specific information in one location.

- Mobile and distributed workers can download their schedule wirelessly and receive the most recent information on the clients they are scheduled to see.

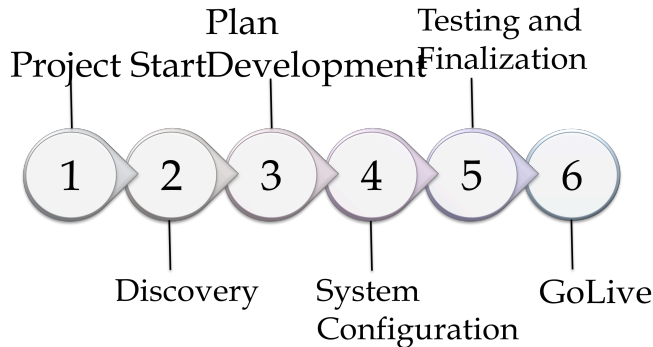# What Does the New Credible System Mean to You?

Credible employs direct user training and "train the trainer" methodology and provides role-specific training through subject matter experts. Successful training is measured by MBIHS' knowledge of Credible software, successful implementations, and level of acceptance of the new system.

- Receive custom training on the software that pertains to <u>your</u> job. No need to see everything!
- Abandon/Reduce current paper records and forms. Forms will be electronically created in the Credible system.
- Instant Message your co-workers in the Credible system. Post comments and alerts instantly. This will increase collaboration between MBIHS' three sites.
- Access Consumer records and create clinical notes using the Mobile Module feature. No need to fax hand-written notes or wait until you return to the office.
- Access your HR records. Make changes and updates to certain personnel information.
- Sign Diagnostics and Treatment plans electronically. System prompts employee on essential fields before record becomes final.
- Accurate "book-keeping of" CSW hours and assigned units. Keeps accurate "rounding" parameters automatically eliminating audit issues.
- No more Record Room sorting, insertion of paper, and re-filing.
- Move away from the "production-line" documents management process.
- Post your hours in the Credible system. No more guesswork on who is available for covering Consumer activity.
- No more payer rejects for incorrect formatting, expired authorizations, or invalid healthcare credentials.
- Move a larger volume of Consumers through the Reception and Intake processing sequence.

Key Project Dates and Milestones
Issue 1 April 2014

Implementation in Six Phases

Project Start   Plan Development   Testing and Finalization

(1) (2) (3) (4) (5) (6)

Discovery   System Configuration   GoLive

The "Finalization" stage includes quality assurance, final imports, final approvals, workflow modifications, and training. Each stage contains specific project milestones that must be completed before progressing to the next stage.

Internal Kickoff: Jan 16th 2014

- ✓ Team members established
- ✓ Meeting Dates Established

Phase 1: Project Start: Completed March 10th

- ✓ Fill out payer worksheets
- ✓ Deliver billing samples to Credible
- ✓ Deliver Current MBIHS business process flows

Phase 2: Discovery: Target Completion Date: April 15th

- ✓ Initial training of Project Team begins
- ✓ MBIHS site created in Credible (test mode)
- ✓ Send out electronic payer applications

Phase 3: Plan Development: Target Completion Date: May 1st

- ✓ Second Training of Project Team begins
- ✓ Security Plan Finalized
- ✓ Milestone: Go-Live Date Established

Phase 4: System Configuration: Target Date: June 16th

- ✓ Start importing data into MBIHS configured modules
- ✓ Train-the-Trainer begins
- ✓ Milestone: MBIHS Domain Ready

Phase 5: Testing and Finalization: Target Date July 18th

- ✓ Pre-Live Activities

Phase 6 : Go-Live: Target Date August 5th