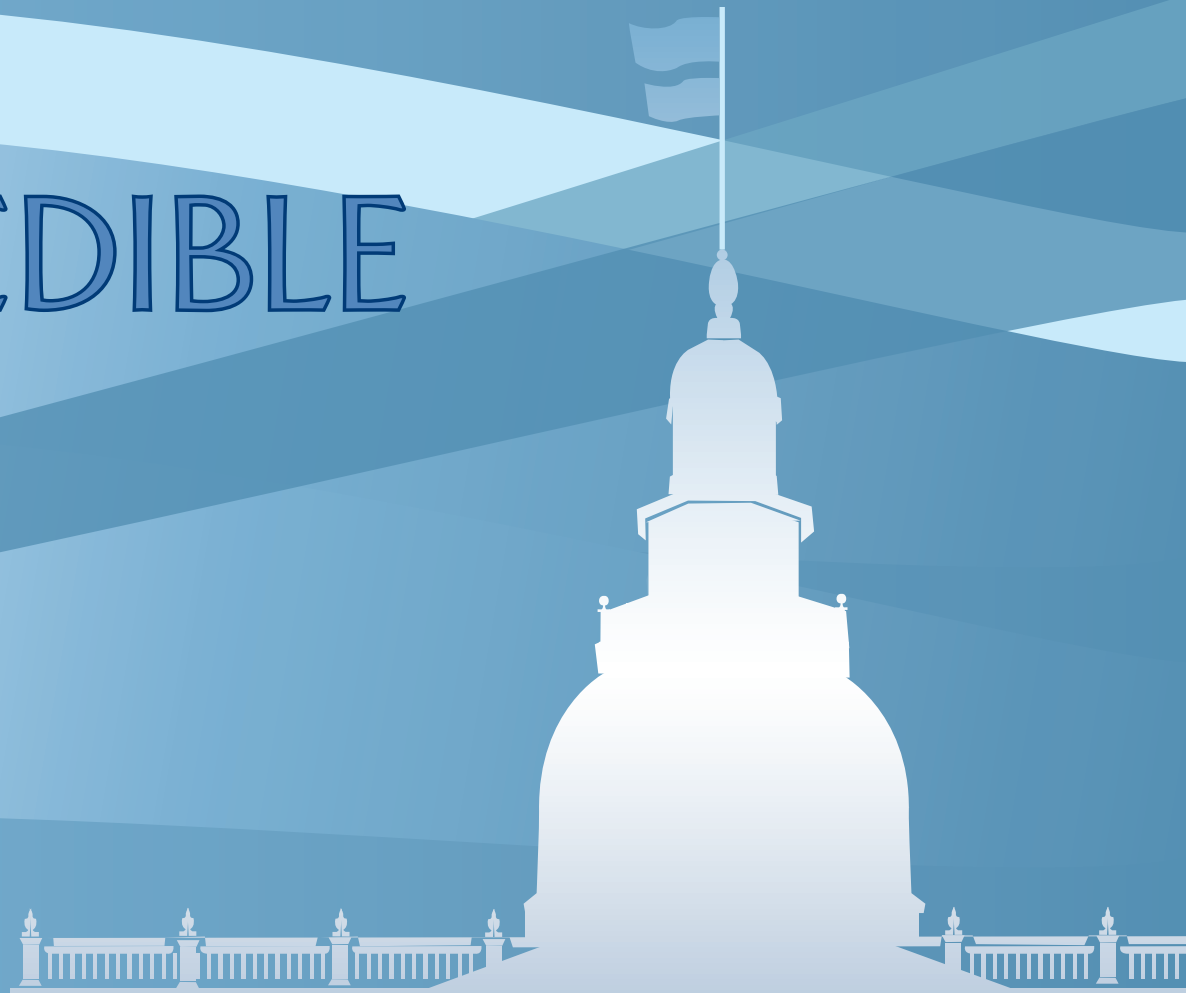


CREDIBLE



2011 ANNUAL
PARTNER CONFERENCE
April 5 - 7, 2011 | Annapolis, MD

CONFERENCE AGENDA

Wednesday,
April 6, 2011

REGISTRATION

8:00 am - 8:50 am

Registration and Breakfast

Room: Capitol A/B/C

GENERAL SESSION

9:00 am - 9:50 am

Conference Kickoff

The 2011 Credible Annual Partner Conference will begin with Credible CEO and Cofounder Matthew Dorman discussing Meaningful Use and new initiatives including mobile developments, Partner involvement in our Innovation process and general items affecting Credible and Behavioral Health. Chief Operating Officer Shelby Brewer will introduce Credible Business Intelligence (BI) and provide an overview of Credible's Best Practice initiatives. The Conference Agenda and general information will be reviewed.

Room: Capitol D

BREAKOUT SESSIONS

10:00 am - 10:55 am

Meaningful Use Feature Review

The focus of Credible's most recent software releases was meeting the specific functional requirements of Meaningful Use. During this session, we will review the Meaningful Use new features and enhancements available now and those coming in the near future. Major items include the Credible Client Portal, clinical decision support, emergency access, and interoperability.

Track: Executive Management

Room: Capitol D

Clinical Best Practices - Admission and Discharge, Front Desk

Over the last 6 months, Credible has invested in documenting and refining Credible best practices. Members of our Implementation Team will review best practices for Admission and Discharge, and Front Desk optimization. This direct, information-packed presentation will outline Credible's recommendations for making the most of critical clinical functionality.

Track: Clinical

Room: Caucus

Improved Data Mining Through Ad Hoc Reporting

Table and field access continues to evolve. Join experienced Credible staff for a review of new and enhanced methods for getting deeper into your data. Learn how organizations are leveraging Credible's ad hoc query builder, a new component of the Export Tool released in 2010. Take away information that can help you enhance your usage or start using the intuitive visual interface to build complex SQL queries to extract and report on the data in your system. Repeated on April 6 at 2:20 pm.

Track: Information Technology

Room: Senate

BREAKOUT SESSIONS

11:05 am - 12:00 pm

2010 Feature Review

2300 hours of Credible Tech time translated into over 500 new features. Join us for 55 minutes of high value, popular features including the Global HIPAA Log, secondary employees for services, expanded use of geo areas, and multiple attachment enhancements.

Track: All

Room: Capitol D

Financial Best Practices - Batching and Billing

For Billing and Financial personnel, this session will cover the best practices for batching and billing. With over \$450,000,000 processed annually, Credible's billing and financial functionality is quite extensive. Come and learn specific ways to simplify your processes while optimizing current features.

Track: Financial

Room: Caucus

Advanced Search As a Reporting Tool

The multiple Advanced Search tools are always a great way to accomplish reporting. Learn the basics and review features added this past year such as team-specific saved reports, All Episodes checkbox for an advanced episode search, Family Members custom field, and the ability to generate print views for multiple clients.

Track: Information Technology

Room: Senate

LUNCH

12:00 pm - 1:15 pm

Lunch and Introductions

The Credible Team will be introduced.

Room: Capitol A/B/C

| MEETING BREAKS | Coffee, tea, and refreshments will be served during meeting breaks. Room: Capitol A/B/C

BREAKOUT SESSIONS

1:15 pm - 2:10 pm

Credible eRx: Eligibility, Formularies, and Medication History Lists

Credible eRx continues to evolve, with many features added since last year's conference and more coming in the next few months including formulary information, retail history, and real-time eligibility. Get a sneak preview and learn how you can benefit from the newest features of Credible eRx. *Repeated on April 7 at 10 am.*

Track: Clinical
Room: Capitol D

Performance Based Compensation

Agencies are becoming more sophisticated with their compensation strategies by aligning productivity with pay. This session will outline a highly successful use of Performance Based Compensation that has increased morale, individual's potential pay, and increased employee's independence while providing the Agency with more revenue. Come hear Credible's CEO outline this win-win scenario and learn how your agency can directly benefit staff while strengthening your financial position.

Track: Executive Management
Room: Caucus

Revenue Recognition Best Practices

Significant enhancements and feature growth for Credible's revenue recognition, AR management, and AR/financial reporting have occurred over the last 24 months. Two of Credible's most experienced staff will review best practices for revenue recognition, Advanced Ledger Search, and revenue-to-GL exports. *Repeated on April 7 at 11:05 am.*

Track: Financial
Room: Senate

BREAKOUT SESSIONS

2:20 pm - 3:15 pm

Financial Success Stories from Credible Partners

Benefit from the experience of other Billing and Financial personnel as they share the positive impact Credible has had on their organizations. Find out how existing Partners have improved their revenue cycle and overall financial performance with Credible software. There will be time for Q&A after each presentation.

Track: Financial
Room: Capitol D

Under-Utilized Feature Review

Pareto, the Italian gardener/philosopher is credited with the famous 80-20 rule. This session will help you discover the features that have been identified as "under utilized." Learn from specific feature reviews with real-world application examples from Credible Partners, including Employee forms, Admin Time, Physicians Orders, and the To Do List.

Track: All
Room: Caucus

Improved Data Mining Through Ad Hoc Reporting

Table and field access continues to evolve. Join experienced Credible staff for a review of new and enhanced methods for getting deeper into your data. Learn how organizations are leveraging Credible's ad hoc query builder, a new component of the Export Tool released in 2010. Take away information that can help you enhance your usage or start using the intuitive visual interface to build complex SQL queries to extract and report on the data in your system. *Repeat from April 6 at 10 am.*

Track: Information Technology
Room: Senate

ROUNDTABLES

3:30 pm - 4:30 pm

Financial Roundtable

Your Financial and Billing teams will benefit from this open forum. Credible's Director of Account Management, who drives the company's Billing efforts, will be joined by our Technical Product Specialist and our internal accounting expert for an open exchange of ideas.

Track: Financial
Room: Capitol D

Executive Management Roundtable

Even with great technology, the most valuable feedback will always be face to face. This informal session is your opportunity to join Credible's CEO, COO, and CTO for a frank, candid, open exchange of ideas and information. Take advantage of this open forum for questions and discussions of successes, challenges, and future plans with Credible's Executive Management team.

Track: Executive Management
Room: Caucus

Clinical Roundtable

Sit down with four of Credible's credentialed (RN, BC, NE BC, LCSW) implementers to discuss your concerns, needs, successes, and challenges facing your clinical operations. With various clinical backgrounds, these Credible staffers are well qualified to provide internal guidance for Credible's feature focus.

Track: Clinical
Room: Senate

RECEPTION

6:15 pm - 8:30 pm

Networking Reception and Dinner

Come take a break from the conference and training and enjoy a relaxing dinner while taking a tour of Annapolis' historic harbor. *Buses begin service at 5:20 pm. Boarding starts at 6:15 pm, cruise sails at exactly 6:30 pm.*

Watermark Cruise



Thursday, April 7, 2011

BREAKFAST

8:00 am - 8:50 am

Breakfast and Networking

Room: Capitol A/B/C

GENERAL SESSION

9:00 am - 9:50 am

Applying Best Practices

Over the last 6 months, Credible has documented and refined a compilation of Credible Best Practices. CEO Matt Dorman will begin the second day with a review of how Partner Agencies can apply specific Best Practices to reduce expenses, optimize revenue and align daily and weekly activities with their core mission.

Room: Capitol D

BREAKOUT SESSIONS

10:00 am - 10:55 am

Clinical Success Stories from Credible Partners

Learn from the success of others. Hear how clinicians at existing Partner organizations have improved their processes – and ultimately patient care – by using Credible software. There will be time for Q&A after each presentation.

Track: Clinical

Room: Capitol D

Financial Best Practices - Reconciliation

For Billing and Financial personnel, this session will cover the reconciliation processes. With over \$450,000,000 processed annually, Credible's billing and financial functionality is quite extensive. Come and learn specific ways to simplify your processes while optimizing current features.

Track: Financial

Room: Caucus

Credible eRx: Eligibility, Formularies, and Medication History Lists

Credible eRx continues to evolve, with many features added since last year's conference and more coming in the next few months including formulary information, retail history, and real-time eligibility. Get a sneak preview and learn how you can benefit from the newest features of Credible eRx. Repeat from April 6.

Track: Clinical

Room: Senate

BREAKOUT SESSIONS

11:05 am - 12:00 pm

Credible Business Intelligence Introduction

Data mining, multi-linear reports, advanced graphing, and custom dashboards! Attend this session to learn how you can use Credible Business Intelligence (Credible BI) to leverage the tremendous amount of data your organization has captured. Leading indicators, lagging indicators, KPIs – however you manage your reporting strategy, Credible BI simplifies the process and amplifies your management possibilities.

Track: Information Technology

Room: Capitol D

Clinical Best Practices - Treatment Plans

Over the last 6 months, Credible has invested in documenting and refining Credible best practices. Members of our Implementation Team will review best practices for Treatment Planning. This direct, information-packed presentation will outline Credible's recommendations for making the most of critical clinical functionality.

Track: Clinical

Room: Caucus

Revenue Recognition Best Practices

Significant enhancements and feature growth for Credible's revenue recognition, AR management, and AR/financial reporting have occurred over the last 24 months. Two of Credible's most experienced staff will review best practices for revenue recognition, Advanced Ledger Search, and revenue-to-GL exports. Repeat from April 6.

Track: Financial

Room: Senate

GENERAL SESSION

12:05 pm - 12:20 pm

Closing

Credible's Chief Operating Officer, Shelby Brewer, will close the 2011 Partner Conference with a review of major initiatives discussed and an outline of the next 12 months.

Room: Capitol D

LUNCH

12:20 pm - 1:20 pm

Lunch and Networking

Room: Capitol A/B/C