

# How to print Unfinished or unapproved services from Credible

In all three browser versions, when a service isn't finished or approved, you won't get a Print button. Here is the way to print without a print button:

## In Chrome:

The screenshot shows the Credible web application interface. At the top, there is a navigation bar with tabs for Home, Individual, Employee, Schedule, Service, Admin, Billing, Reports, and Forms. The user is logged in as 'dcoleman 12'. Below the navigation bar, there are several buttons: Approve, Sign, Update, Delete, Log, Billing, Clone, Add To Do, and List. The main content area displays an 'Individual Service' record with the following details:

Individual Name:	Employee Name:	Recipient:	Client & Family &/or Collaterals
Service Type: Treatment Plan	Program: 223W	Location:	WMHC
Time In: 10:45 AM	Time Out: 11:00 AM	Date:	8/16/12
Revised Time In:	Revised Time Out:	Duration:	15
CPT Code: Nonbill	Insurance: VAPRTR : 197515691012	Non Billable:	True
Rate: 0.00	Units: 1	Copay:	\$0.00
Approved: False	Approved By / On:	Diagnosis:	296.54
Episode ID: 118511	Billing Matrix: Treatment Plan (1510)	Transferred:	8/17/12 11:01 AM
Status: COMPLETED	Authorization ID: X	Signed:	8/17/12 11:01 AM
Schedule Date: 8/16/2012	Merged:	Billing Group:	Mount Rogers CSB
Form : Version: 953 : 4151	MobileForm Version: Web Entry	Transfer XML:	
Insurance 1: VAPRTR : 197515691012	Insurance 2: VAPREM : 197515691012	Insurance 3:	SPO : 197515691012

Below the service record, there is a section for 'VA-Treatment Plan v2' with 'Treatment Plan Info' and 'Treatment Plan' details. A red arrow points to a right-click context menu that appears over the 'Print...' option. The context menu includes options like Back, Forward, Reload, Save as..., Print..., Translate to English, View page source, View page info, Reload frame, View frame source, View frame info, Simple Highlighter, and Inspect element.

Right Click inside the note section.

You will get this dropdown menu where you will choose Print.

### Print

Total: 1 page

Save Cancel

Destination Save as PDF  
Change...

Pages  All  
 e.g., 1-5, 8, 11-13

Layout  Portrait  
 Landscape

Margins Default

Options  Headers and footers

Print using system dialog... (Ctrl+Shift+P)

**MTROGERSTEST**

Individual Name:	HELEN COLEY	Employee Name:	JUDITH FREEL, MS, CRRP	Reschedule:	Client & Family Air Callcenter
Service Type:	Treatment Plan	Program:	2220	Location:	WRMC
Time In:	08:45 AM	Time Out:	11:50 AM	Date:	08/04/12
Revised Time In:		Revised Time Out:		Duration:	15
CPT Code:	90801	Insurance:	UNPREM: 107515081012	Net Balance:	0.00
Rate:	8.00	Units:	1	Co-pay:	00.00
Approver:	Felix	Approved By / On:		Signature:	206.54
Episode ID:	110211	Billing Method:	Treatment Plan (1510)	Transferred:	08/02/12 11:01 AM
Episode:	COMPLETED	Authorization ID:	75	Signed:	08/02/12 11:01 AM
Schedule Date:	08/02/12	Manager:		Billing Group:	Mount Rogers CDB
From: (Name):	023 11011	Mobile Form Version:	WRM Form	Teacher:	JRMC
Insurance 1:	UNPREM: 107515081012	Insurance 2:	UNPREM: 107515081012	Insurance 3:	SPO: 107515081012
2nd Employee:					
Signature Count:	2				
Attachments:					

VA-Treatment Plan v2

Start Date of Plan: 08/02/12  
End Date of Plan: 08/02/12  
Treatment Plan Type: Initial  
Next Review Date: 11/02/12

**Describe the individual's needs/problems... maintain stability of mood and affective... antidepressant, therapy, check to verify, placement, case modifications as ordered.**

**Problems/Check/monitor stability of mood** Start Date: 08/02/12 Target Date: 11/02/12 End Date: 08/02/12  
Description: removal of case management services as she is managed with a major mental illness.

**Goal/Outcome: maintain her stability** Start Date: 08/02/12 Target Date: 11/02/12 End Date: 08/02/12  
Description: continue stable in the community and participate in programs deemed needed by others.

**Objective/Activities: maintain her behavior, mood, and thought processes.** Start Date: 08/02/12 Target Date: 11/02/12 End Date: 08/02/12  
Description: She will maintain her behavior, thought processes, and mood through cooperation with service providers each quarter.

**Intervention/Encouragement: involve family** Start Date: 08/02/12 Target Date: 11/02/12 End Date: 08/02/12

Make sure your printer is set

You will get a print preview of the first page **only**. If you need more than one page, you will need to print in Internet Explorer or Mozilla Firefox, directions to follow on these.

**In Internet Explorer:**

★ Favorites Credible

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MTROGERSTEST
CREDIBLE

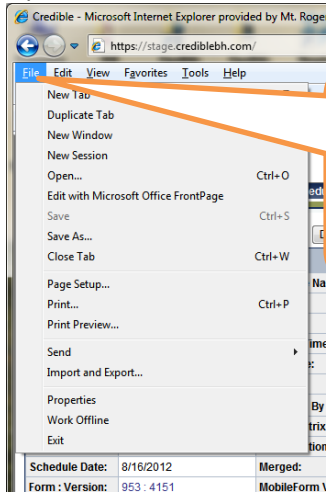
Home Individual Employee Schedule Service Admin Billing Reports Forms Logged in as: dcoleman

◀ Approve Sign Update Delete Log Billing Clone Add To Do List ▶

<b>Individual Service:</b>				+
<b>Individual Name:</b>		<b>Employee Name:</b>		<b>Recipient:</b> Client & Family &/or Collaterals
<b>Service Type:</b>	Treatment Plan	<b>Program:</b>	223W	<b>Location:</b> WMHC
<b>Time In:</b>	10:45 AM	<b>Time Out:</b>	11:00 AM	<b>Date:</b> 8/16/12
<b>Revised Time In:</b>		<b>Revised Time Out:</b>		<b>Duration:</b> 15
<b>CPT Code:</b>	Nonbill	<b>Insurance:</b>	VAPRTR : 197515691012	<b>Non Billable:</b> True
<b>Rate:</b>	0.00	<b>Units:</b>	1	<b>Copay:</b> \$0.00
<b>Approved:</b>	False	<b>Approved By / On:</b>		<b>Diagnosis:</b> 296.54
<b>Episode ID:</b>	118511	<b>Billing Matrix:</b>	Treatment Plan (1510)	<b>Transferred:</b> 8/17/12 11:01 AM
<b>Status:</b>	COMPLETED	<b>Authorization ID:</b>	✕	<b>Signed:</b> 8/17/12 11:01 AM
<b>Schedule Date:</b>	8/16/2012	<b>Merged:</b>		<b>Billing Group:</b> Mount Rogers CSB
<b>Form : Version:</b>	953 : 4151	<b>MobileForm Version:</b>	Web Entry	<b>Transfer XML:</b>
<b>Insurance 1:</b>	VAPRTR : 197515691012	<b>Insurance 2:</b>	VAPREM : 197515691012	<b>Insurance 3:</b> SPO : 197515691012
<b>2nd Employees:</b>				
<b>Additional Fields</b>				
<b>Signature Count:</b> 2				
<b>Attachments:</b>				<span>Scan New</span> <span>Attach New</span>

<b>VA-Treatment Plan v2</b>		+	Edit Full Visit
<b>Treatment Plan Info</b>			
<b>Start Date of Plan:</b> 8/16/2012 <b>End Date of Plan:</b> 08/16/2013 <b>Treatment Plan Type:</b> Initial <b>Next Review Due:</b> 11/15/2012 <b>Describe the individual's needs/barriers:</b> . maintain stability of mood and abstinence. <b>Describe the individual's strengths:</b> . ambulatory, friendly, close to family, pleasant, takes medications as ordered.			
<b>Treatment Plan</b>			
<b>Problem / Desire:</b> maintain stability of mood <b>Start Date:</b> 8/16/2012 <b>Target Date:</b> 11/15/2012 <b>End Date:</b> 8/16/2013			
<b>Description:</b> renewal of case management services as she is diagnosed with a major mental illness.			
<b>Goal / Outcome:</b> maintain her stability <b>Start Date:</b> 8/16/2012 <b>Target Date:</b> 11/15/2012 <b>End Date:</b> 8/16/2013			
<b>Description:</b> Remain stable in the community and participate in programs deemed needed by			

**Option 1**



Credible - Microsoft Internet Explorer provided by Mt. Roge  
 https://stage.crediblebh.com/

File Edit View Favorites Tools Help

- New Tab
- Duplicate Tab
- New Window
- New Session
- Open... Ctrl+O
- Edit with Microsoft Office FrontPage
- Save Ctrl+S
- Save As...
- Close Tab Ctrl+W
- Page Setup...
- Print... Ctrl+P
- Print Preview...
- Send
- Import and Export...
- Properties
- Work Offline
- Exit

Schedule Date: 8/16/2012 Merged:  
 Form : Version: 953 : 4151 MobileForm v

Open incomplete service you wish to print. Click on the word **File** and from the drop down pick **Print Preview**.

Or....

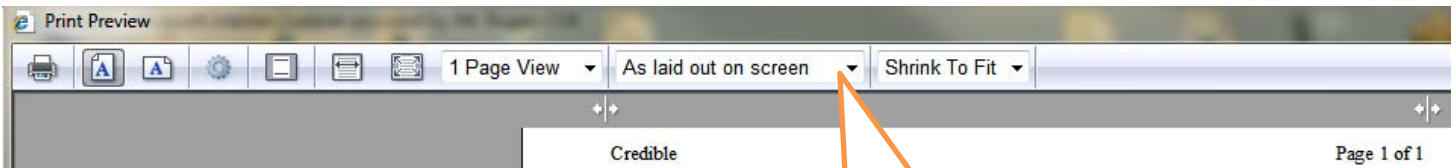
Option 2

The screenshot shows the Credible MTRogerSTEST application interface. A right-click context menu is open over the 'Print Preview' option. The menu items include: Back, Forward, Save Background As..., Set as Background, Copy Background, Select All, Paste, Blog with Windows Live, Email with Windows Live, Translate with Bing, All Accelerators, Create Shortcut, Add to Favorites..., View Source, Encoding, Print..., Print Preview..., Refresh, Append to existing PDF, Convert to Adobe PDF, Export to Microsoft Excel, Send to OneNote, and Properties. An orange callout box points to the 'Print Preview' option.

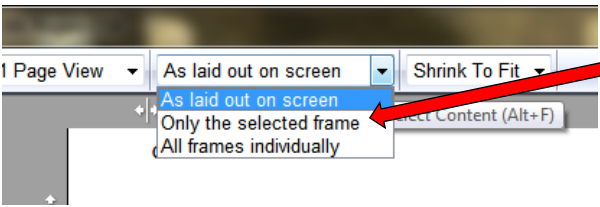
Anywhere inside the service, Right Click with your Mouse, and from the Drop down Menu, Choose Print Preview

This window will open for Print Preview:

The screenshot shows the Print Preview window for the Credible MTRogerSTEST application. The window title is 'Print Preview'. The toolbar includes icons for printing, zooming, and page navigation, along with '1 Page View', 'As laid out on screen', and 'Shrink To Fit'. The main content area displays the application's header, navigation tabs, and a detailed form for 'VA-Treatment Plan v2'. The form includes fields for Individual Service, Individual Name, Employee Name, Recipient, Service Type, Program, Location, Time In, Time Out, Date, Revised Time In, Revised Time Out, Duration, CPT Code, Insurance, Non Billable, Rate, Units, Copay, Approved, Approved By / Or, Diagnosis, Episode ID, Billing Matrix, Treatment Plan (1510), Transferred, Status, Authorization ID, Signed, Schedule Date, Merged, Billing Group, Form - Version, MobileForm Version, Web Entry, Transfer XML, Insurance 1, Insurance 2, Insurance 3, 2nd Employees, Additional Fields, Signature Count, and Attachments. The form content includes 'Treatment Plan Info' and 'Treatment Plan' sections with detailed notes and dates.



Use the Drop Down here to choose **Only the Selected Frame**



IndividualService View Page 1 of 1

Approve Sign Update Delete Log Billing Clone Add To Do List

Individual Service:			
Individual Name:	Employee Name:	Recipient:	Client & Family &/or Collaterals
Service Type: Treatment Plan	Program: 223W	Location:	WMHC
Time In: 10:45 AM	Time Out: 11:00 AM	Date:	8/16/12
Revised Time In:	Revised Time Out:	Duration:	15
CPT Code: Nonbill	Insurance: VAP RTR : 197515691012	Non Billable:	True
Rate: 0.00	Units: 1	Copy:	\$0.00
Approved: False	Approved By / On:	Diagnosis:	296.54
Episode ID: 118511	Billing Matrix: Treatment Plan (1510)	Transferred:	8/17/12 11:01 AM
Status: COMPLETED	Authorization ID: >	Signed:	8/17/12 11:01 AM
Schedule Date: 8/16/2012	Merged:	Billing Group:	Mount Rogers CSB
Form Version: 953 : 4151	MobileForm Version: Web Entry	Transfer XML:	
Insurance 1:	Insurance 2:	Insurance 3:	
2nd Employees:			
Additional Fields			
Signature Count: 2			
Attachments:	Scan New Attach New		

VA-Treatment Plan v2 Edit/Submit

Treatment Plan Info

Start Date of Plan: 8/16/2012  
End Date of Plan: 08/16/2013  
Treatment Plan Type: Initial  
Next Review Due: 11/15/2012  
Describe the individual's needs/barriers: maintain stability of mood and abstinence.  
Describe the individual's strengths: ambulatory, friendly, close to family, pleasant, takes medications as ordered.

Treatment Plan

Problem / Desire: maintain stability of mood Start Date: 8/16/2012 Target Date: 11/15/2012 End Date: 8/16/2013  
Description: renewal of case management services as she is diagnosed with a major mental illness.

Goal / Outcome: maintain her stability Start Date: 8/16/2012 Target Date: 11/15/2012 End Date: 8/16/2013  
Description: Remain stable in the community and participate in programs deemed needed

Objective / Activities: maintain behavior, mood, and thought processes. Start Date: 8/16/2012 Target Date: 11/15/2012 End Date: 8/16/2013  
Description: She will maintain her behavior, thought processes, and mood through cooperation with service providers each quarter.

Intervention: Encourage keeping goals Start Date: 8/16/2012 Target Date: 11/15/2012 End Date: 8/16/2013  
Description: Case manager will encourage participation in MHS activities, keeping of MD appts, and remaining abstinent.

Comments:

Individual's Comments: I want to feel good like I do now that I am off acohol and my mood is better.  
Guardian's Comments:

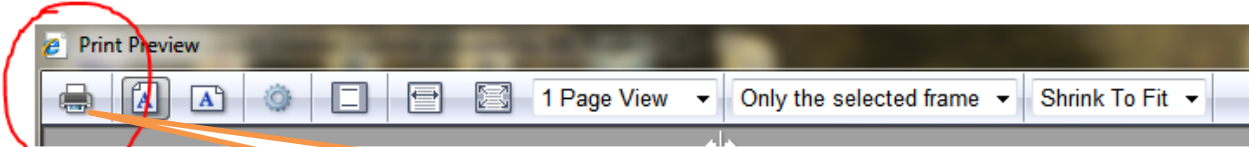
Employee Signature Individual Signature

8/17/12 11:01 AM 8/17/12 11:01 AM

Approve Sign Update Delete Log Billing Clone Add To Do List

<https://stage.crediblebh.com/visit/clientvisit view.asp?clientvisit id=77461> 10/16/2012

This option allows you to print the service in its incomplete form. If there are multiple pages in this form, it will print all the pages in this service. Chrome's will normally only print the first page.



Click the printer button to print the pages. Your normal Print options will then open.

# In Mozilla Firefox:

The screenshot shows a Mozilla Firefox browser window with the address bar displaying 'https://stage.crediblebh.com'. The page title is 'MTROGERSTEST' and the user is logged in as 'dcolema'. A navigation menu includes 'Home', 'Individual', 'Employee', 'Schedule', 'Service', 'Admin', 'Billing', 'Reports', and 'Forms'. A toolbar contains buttons for 'Approve', 'Sign', 'Update', 'Delete', 'Log', 'Billing', 'Clone', 'Add To Do', and 'List'. A red circle highlights this toolbar and the 'Individual Service' form below it. A callout box points to the right side of the red circle with the text: 'Right Click with your mouse somewhere in the RED circled section to make sure this is the part that will print.'

**Individual Service:**

Individual Name:		Employee Name:		Recipient:	Client & Family &/or Collaterals
Service Type:	Treatment Plan	Program:	223W	Location:	WMHC
Time In:	10:45 AM	Time Out:	11:00 AM	Date:	8/16/12
Revised Time In:		Revised Time Out:		Duration:	15
CPT Code:	Nonbill	Insurance:	VAPRTR : 197515691012	Non Billable:	True
Rate:	0.00	Units:	1	Copay:	\$0.00
Approved:	False	Approved By / On:		Diagnosis:	296.54
Episode ID:	118511	Billing Matrix:	Treatment Plan (1510)	Transferred:	8/17/12 11:01 AM
Status:	COMPLETED	Authorization ID:	X	Signed:	8/17/12 11:01 AM
Schedule Date:	8/16/2012	Merged:		Billing Group:	Mount Rogers CSB
Form : Version:	953 : 4151	MobileForm Version:	Web Entry	Transfer XML:	
Insurance 1:	VAPRTR : 197515691012	Insurance 2:	VAPREM : 197515691012	Insurance 3:	SPO : 197515691012

2nd Employees:

Additional Fields

Signature Count: 2

Attachments:

**VA-Treatment Plan v2**

**Treatment Plan Info**

Start Date of Plan: 8/16/2012  
End Date of Plan: 08/16/2013  
Treatment Plan Type: Initial  
Next Review Due: 11/15/2012  
Describe the individual's needs/barriers: .  
maintain stability of mood and abstinence.  
Describe the individual's strengths: .  
ambulatory, friendly, close to family, pleasant, takes medications as ordered.

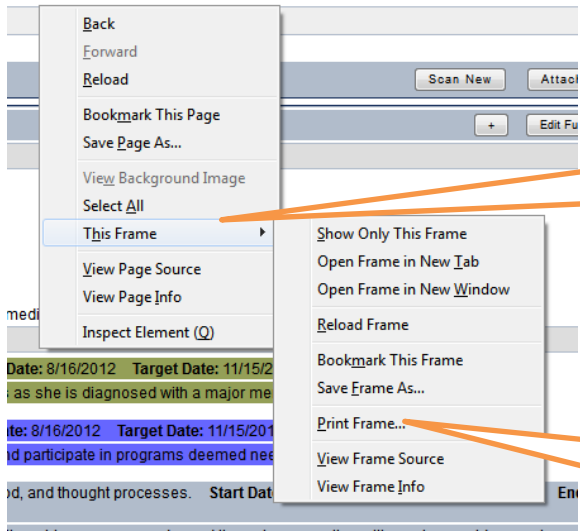
**Treatment Plan**

**Problem / Desire:** maintain stability of mood **Start Date:** 8/16/2012 **Target Date:** 11/15/2012 **End Date:** 8/16/2013  
**Description:** renewal of case management services as she is diagnosed with a major mental illness.

**Goal / Outcome:** maintain her stability **Start Date:** 8/16/2012 **Target Date:** 11/15/2012 **End Date:** 8/16/2013  
**Description:** Remain stable in the community and participate in programs deemed needed b

**Objective / Activities:** maintain behavior, mood, and thought processes. **Start Date:** 8/16/2012 **Target Date:** 11/15/2012 **End Date:** 8/16/2013  
**Description:** She will maintain her behavior, thought processes, and mood through cooperation with service providers each quarter.

Form Version: Web Entry      Transfer XML:  
e 2: VAPREM : 197515691012      Insurance 3: SPO : 197515691012



This is what opens up when you right click. Choose This Frame and another drop down will open.

Choose Print Frame. Choosing this will print all pages available on the service.