FidelityEHR+

A comprehensive, compliance-focused Behavioral Health Care Coordination Software and Electronic Health Record (EHR) platform.

https://www.fidelityehr.com

Overview

FidelityEHR+ is a purpose-built Behavioral Health Care Coordination Software platform designed specifically for behavioral health organizations, mental health clinics, substance abuse treatment centers, counseling centers, and social service agencies. It serves as a next-generation Electronic Health Record (EHR) and a digital partner to enhance organizational missions.

Core Value Proposition FidelityEHR+ is engineered to support high-fidelity care coordination models, integrating evidence-based principles like the Wraparound model. It moves beyond rigid medical charts to support flexible, narrative documentation that aligns directly with complex behavioral health billing and authorization needs. The platform is designed for multidisciplinary teams, facilitating communication and real-time monitoring of costs, services, implementation, and client outcomes.

Key Features and Capabilities

Documentation: Customizable Contact/Progress Notes (supporting formats like SOAP, DAP, BIRP), Plans of Care, and Crisis Plans.

Billing & Finance: Integrated billing tools supporting CPT code entry, time-based billing, prior authorizations, and electronic claims generation (837 billable form). It manages braided funding streams across multiple agencies and provides insurance eligibility checks.

Data & Reporting: Integrated analytics tools, real-time dashboards, and comprehensive reporting to track client outcomes, staff performance, program fidelity, and compliance benchmarks.

Interoperability: Uses embedded Health Information Exchange (HIE) technology and supports standardized protocols like HL7 and FHIR to mobilize and exchange health record information across data systems.

Patient Engagement: Features include a Patient Portal and secure messaging for team collaboration and communication.

Clinical Support: Includes E-Prescribing and Computer-based Clinical Decision Support as part of the workflow.

Target Users & Use Cases

The software is ideal for providers, care coordinators, and administrators in behavioral health and human services. It is scalable for organizations ranging from small community agencies to statewide networks and large enterprises. Primary use cases include managing complex care plans, ensuring regulatory compliance, streamlining complex behavioral health billing, and improving data-driven decision-making for better client outcomes.

Key Features

- Behavioral Health Care Coordination

- Customizable Contact/Progress Notes (SOAP, DAP, BIRP)

- Integrated Billing & Claims Management (837, CPT, Prior Authorizations)

- Real-Time Analytics & Reporting Dashboards

- Plans of Care and Crisis Plans

- Patient Portal & Secure Messaging

- E-Prescribing & Clinical Decision Support

- Interoperability (HL7, FHIR, HIE)

Pricing

Model: subscription

Subscription-based pricing is tailored to the organization's size, number of users, and required features. Pricing is quote-based, but third-party sources suggest ranges from $20 to $50 per user per month. The subscription includes free setup, training, and support. Annual payment options may offer a discount.

Target Company Size: small, medium, enterprise

Integrations

HL7, FHIR

Compliance & Certifications

HIPAA, 42 CFR Part 2, FERPA, NIST, HITECH, Section 508, ONC-ATCB Certified