# Mental Health Call Notes

5/21/2014

Attendees

- Central Office: Sue Wherry, Dan Morrow
- Region 1: Holly Morganstean,
- Region 2: Sheri Owens
- Region 3: Sherri Edwards
- Region 4: Kari Portales
- Region 5: Sally Bryan
- Region 6: Paula Miller, Cindy Wilson
- Region 7: Danielle Stohl

ERMTS Update – Reports will be posted on SharePoint sometime in June. Notification will be sent to the Regions when the reports are available.

Policy Update - Casey Moyer has taken a new position with the S.H.I.P. team. It was determined his position with BH would not be filled right away. Jamie Teeter will be supervising the Policy Team in the interim.

WITS Release Notes for 17.19 and 17.20 –
Demonstrated new fields on the Intake screen referring to 'Type of Insurance' and the Fee Determination Screen referring 'Benefit status' which are not supposed to be seen in the Idaho sites. These fields will be visible until the 'bug' is resolved.

There will be new look to some of the screens in WITS , This occurred when FEI updated the fields to be compatible with JAWS –
Note: JAWS, **J**ob **A**ccess **W**ith **S**peech, is a screen reader, developed for computer users whose vision loss prevents them from seeing screen content or navigating with a mouse.

The left-hand WITS navigation menu is now compatible with JAWS using the following keystroke functionality:

~ HOME takes you to the first menu node.
~ END takes you to the last menu node.
~ Up and Down arrow keys take you from one menu node to the next.
~ Left and Right arrow keys collapse or expand sub-menus.
~ Letter keys take you to the nearest menu node that starts with that letter.

The WITS List screen Actions columns are now compatible with JAWS. The TAB key will shift focus from each action to the next within the Actions pencil icon pop-up menu.

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| Demonstrated a copy of the proposed changes to the code tables for the Intake Screen - Referral Source and Admission/Discharge – Living Arrangement. The document will be sent to the Regional MH Call participants. (Attached) Please review the Document and mark each row with 'Keep' or 'Expire' and return to ; DBHWITSHD@dhw.idaho.gov or Wherrys@dhw.idaho.gov by *June 5th, 2015* |
| Entering Insurance information into WITS –<br>When entering Insurance information into the Client Group Enrollment, please make sure to enter the numbers in the correct boxes. The top portion is the Insurance company's policy number and the lower portion is related to the subscriber's ID. The staff from the financial floor has offered to put together a packet with more detailed information on how to enter the Insurance card information into the correct fields. This will be sent to the RWA's as soon as it is available.<br>When entering/changing Insurance types, please be sure to put an End date in the previous Plan Enrollment. It will make it easier when releasing encounters to billing and when running the billing reports.<br>The question was asked, "If the client does not have a fee Determination in WITS, Does it prevent the billing from going thru?" No, at this time it would be processed at 0%. Regional offices should be collecting and updating the Fee Determinations annually. There are alerts built into WITS to notify staff of expired fee Determination's. We will continue to bill at the previous % until a new Fee Determination has been completed.<br>"What if the client has never completed the Fee Determination and has nothing in their record?" At this point the client would not receive a bill, but could be billed at 100% due to not having completed the forms.<br>Sue will look into developing a report which will show Open Active clients that do NOT have a fee determination on record.<br><br>Billing Review by RWA's or designee: Please review prior to the 10th of the month. This can be done by accessing the Claim item list and creating an Export to Excel. Review and correct any obvious duration/ coding errors in the Claim item list. (A Guidance Document for this process is attached)<br><br>While performing QA reviews it was noted there are numerous encounters that are in a Non-released or Rejected status. These need to be cleaned up. (A Spreadsheet is attached showing the encounters that need to be corrected and released.) |

Application/ Profile – The updated version which was created by Sally Bryan is attached. Please review and send your comments or concerns to Sue.

Consumer Surveys -

1. The Surveys will be sent to *only open active participants.*
2. Regions may utilize survey initiatives of their choosing *using only the 2015 MHSIP and the 2015 YSS-F (no other surveys)*. For example, one program managers suggested the staff ask the participant if they had received and completed the survey. If not, the regional office would provide a paper survey to the participant and then mail to CO.
3. Regions will update addresses in WITS for all open active participants *using the participants' mailing address (the address in which they have access to their mail)* *<u>by June 30th.</u>* . It was noted that many of the regions use Mailing Address for clients that have a different mailing address than the Home address. For example, if the client is in a rural area they may receive their mail at a PO Box, but we still need their Physical address for the purpose of home visits. Another Region reports they use the "Mailing Address" for a client's payee address. Danielle states that Randy built a report for Region 7 that includes both addresses. They primarily use the "home" address for mailing address unless there is an address specifically designated for mailing and they would use the mailing address. Sue will present the option to Central Office staff for generating the address labels.
4. There has been some concern about which address to use for CMH clients that are also involved with C.P. It was determined regional staff should enter the Guardian's address as the mailing address. If the State is listed as the child's guardian, a survey will not be sent.
5. CO will pull the mailing addresses from SSRS and send out surveys in July.