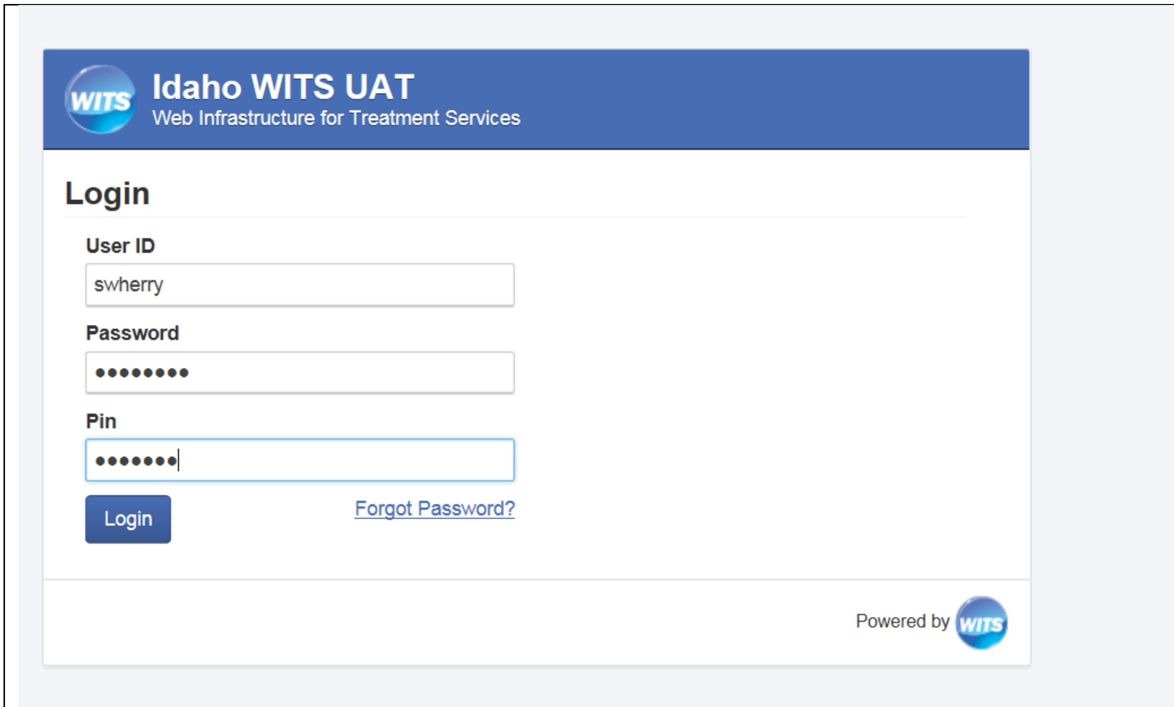
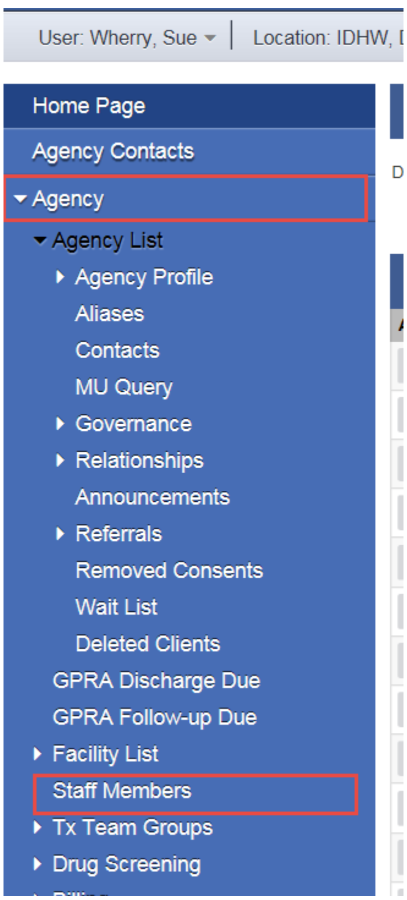
Mental Health Call Minutes

11/19/2015

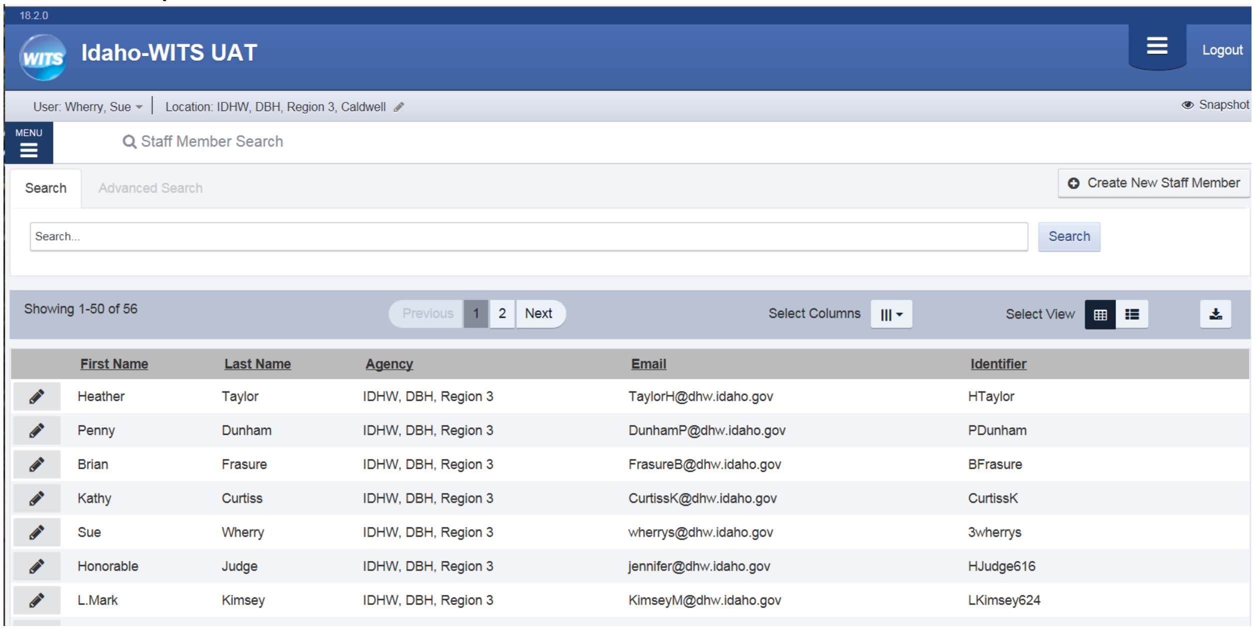
Attendees • Central Office: Sue Wherry, Seth Schrieber • Region 1: Holly Morganstean, Mary Payton, ~~Holly Bonwell~~ • Region 2: ~~Joyce Lyons, Sheri Owens~~, • Region 3: Sherri Edwards, ~~Jaime Ward, Heather Taylor~~ • Region 4: ~~Jennifer Burlage~~, Kari Portales, Julie Matta, Teresa Shackleford • Region 5: Sally Bryan, ~~Pam Shropshire, Scott Rassmussen~~ • Region 6: Sue Chadwick, Cindy Wilson, ~~Michele Osmond~~, Paula Miller, • Region 7: Randy Rodriquez, Danielle Stohl • Hub Admin: ~~Tracey Sessions, Gina Westcott, Todd Hurt~~
Update: We have 2 new Program Managers in Central Office. Policy Unit Program Manager is Treena Clark Automation Program Manager is Seth Schrieber Michelle Buskey has been promoted to WITS Supervisor and Robert Willingham has been promoted to Data Supervisor
SSRS Reporting: SSRS 3.0 will be updated in WITS on 12/1/15. You will still be able to access your reports that have been built in the earlier versions. If you need assistance editing a report or creating new reports, Please email Robert at: WillingR@dhw.idaho.gov At this time we do not have training available on the new functionality. FEi has stated they will be providing a guidance document in the near future.
WITS Release Notes: Recent release notes have been posted on WITS.Idaho.gov under Mental Health
EA Staff Module in WITS: Demonstrate new functionality for staff Module in WITS scheduled to release to Production 12-1-15. Change to Log-in. When Logging into WITS, you will now enter User ID, Password and PIN on the initial screen:



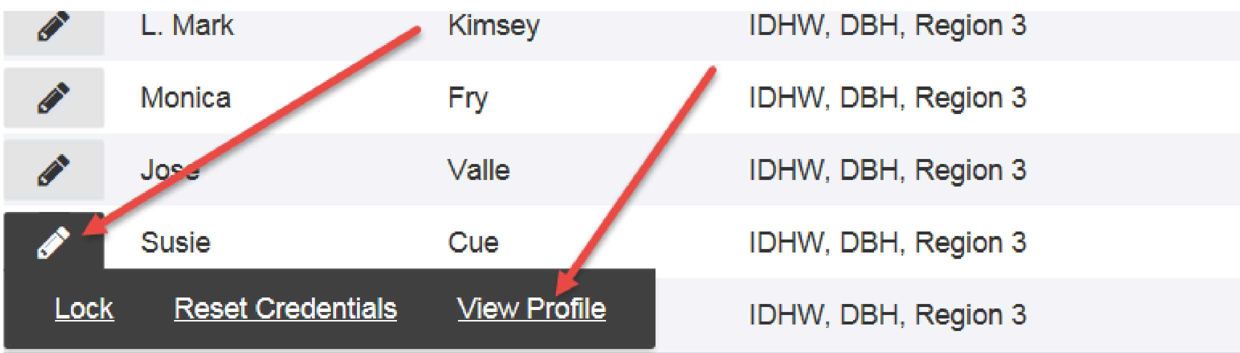
To access Staff profiles, Select Agency, Staff Members:



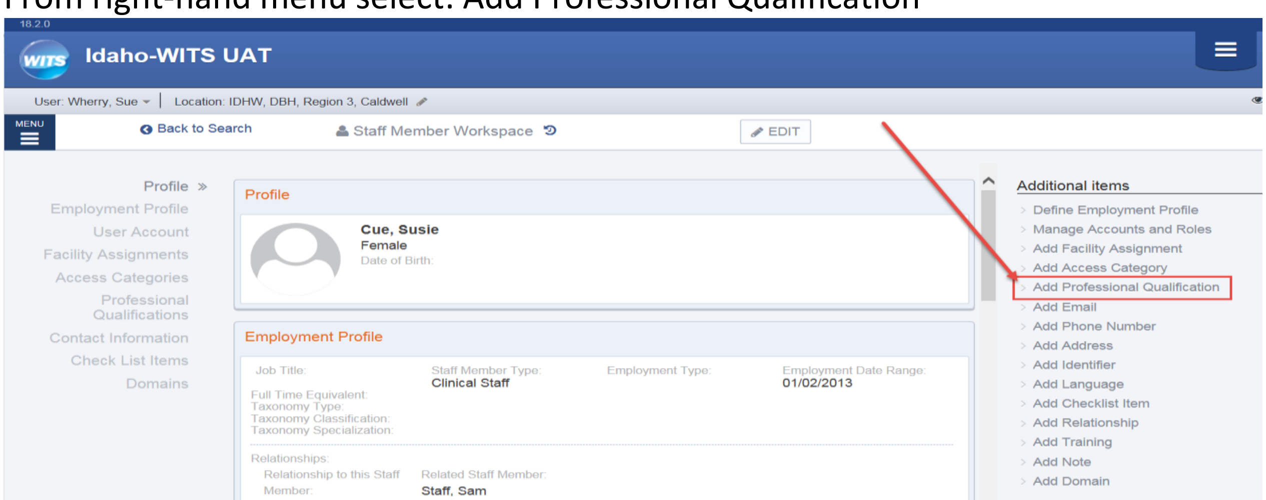
New Staff profile Screen:



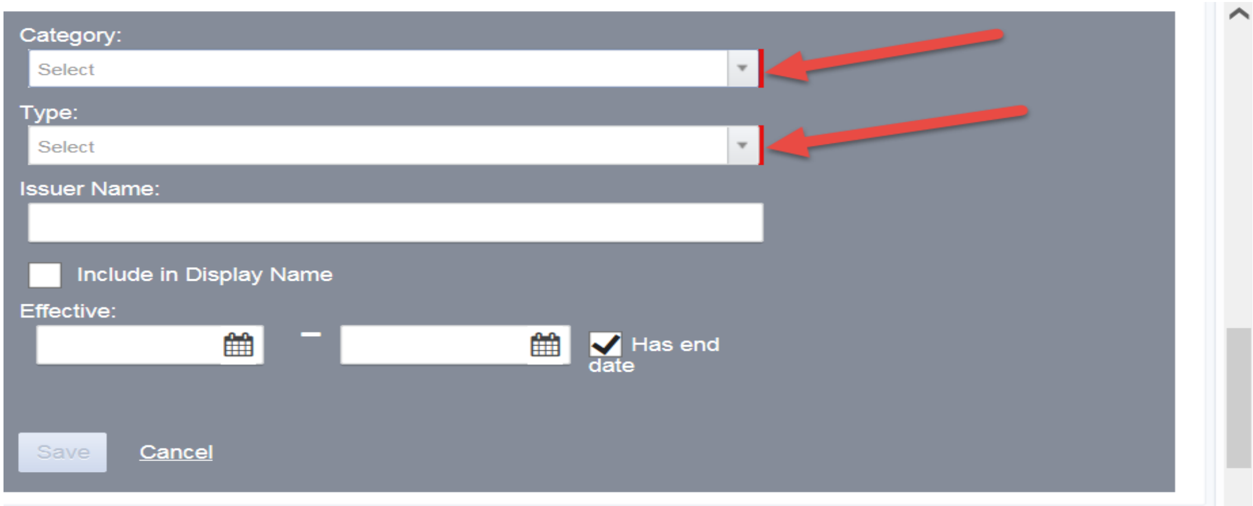
To Add the staff Credentials so they populate on the electronic signatures:
Hover over the pencil icon to the left of the staff name and select <u>View Profile</u>:



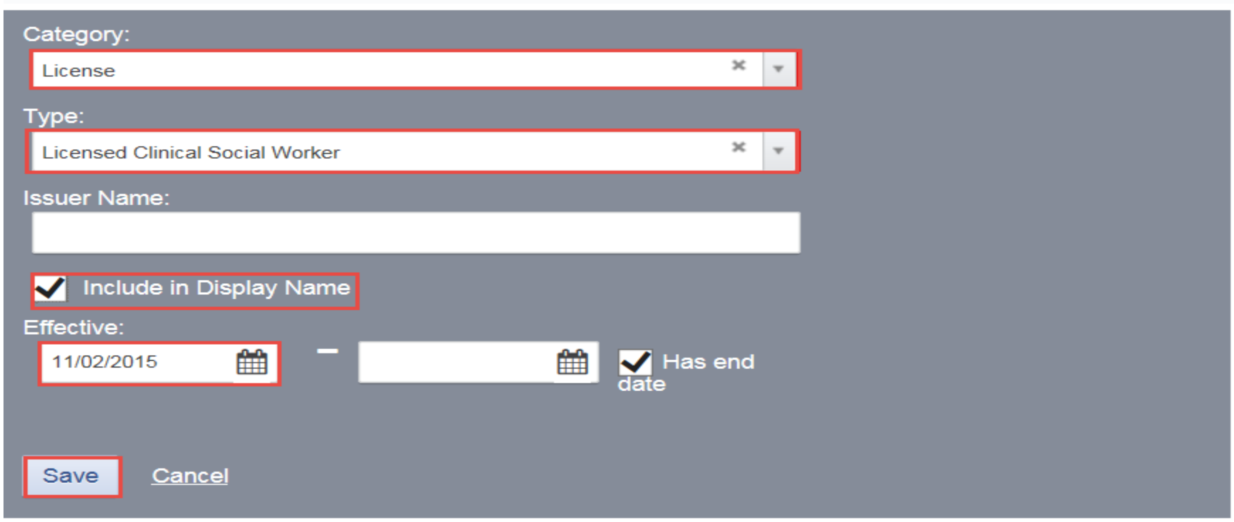
From right-hand menu select: Add Professional Qualification

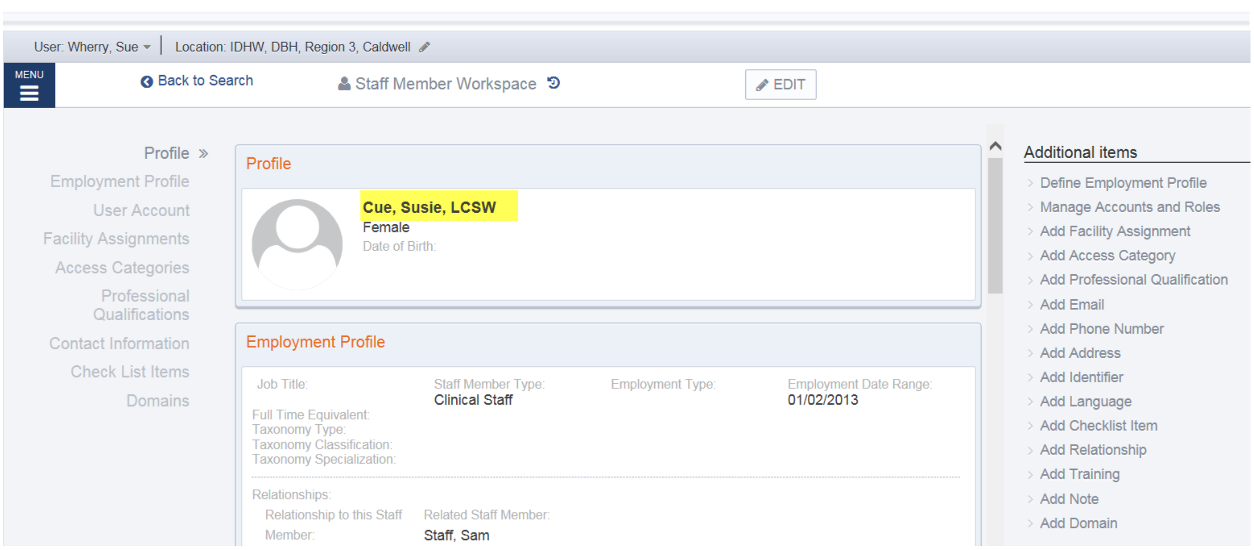


In the Pop-Up box note the Category and Type both have a Red Line at the right-hand side of the drop down menu indicating they are Required fields.



From the drop down menu select the appropriate selections, place a check-mark in the box to "Include in Display name", enter the Effective Date and save:





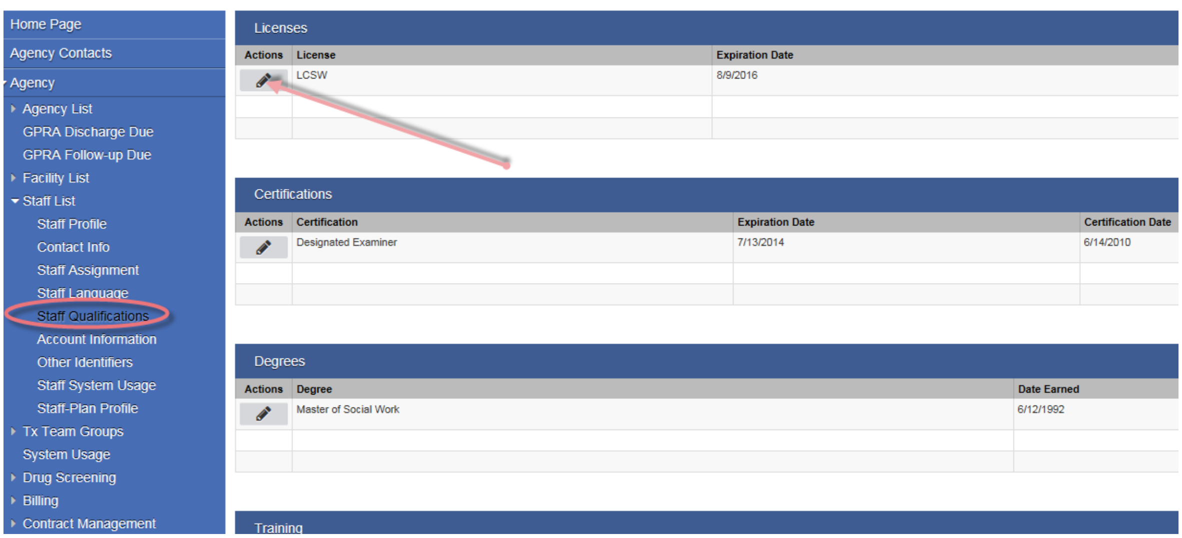
A copy of the EA User guide is also attached to the email copy of these notes for further assistance with the changes in functionality.

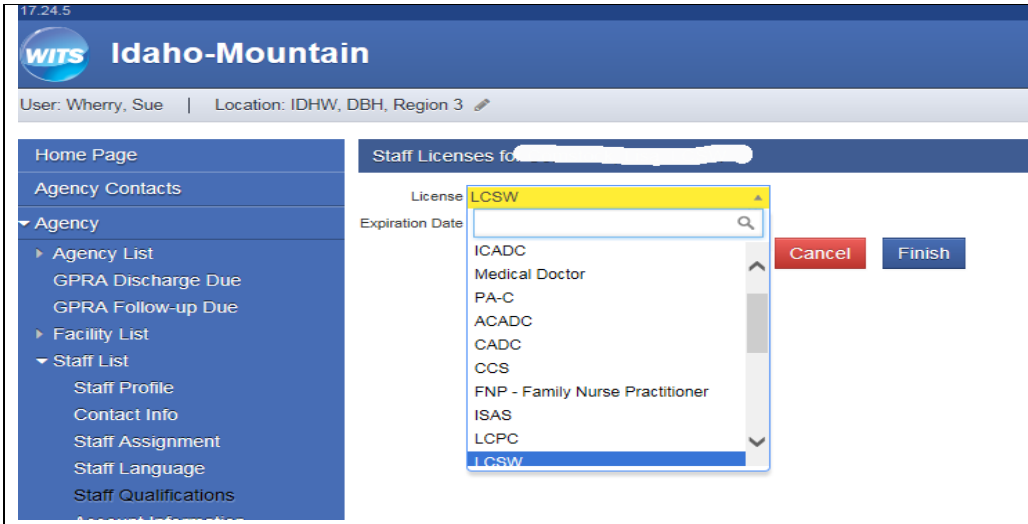
MH Billing:

We are very close to finalizing an Automated report for MH Billing. For this report to be accurate, the Data entered into WITS must be accurate and up to date. I pull the report once a month on or about the 10th of each month. The following areas/fields have been identified as problematic. Please have these items reviewed and updated prior to 12/10/15. I have included the Guidance documentation for the updates.

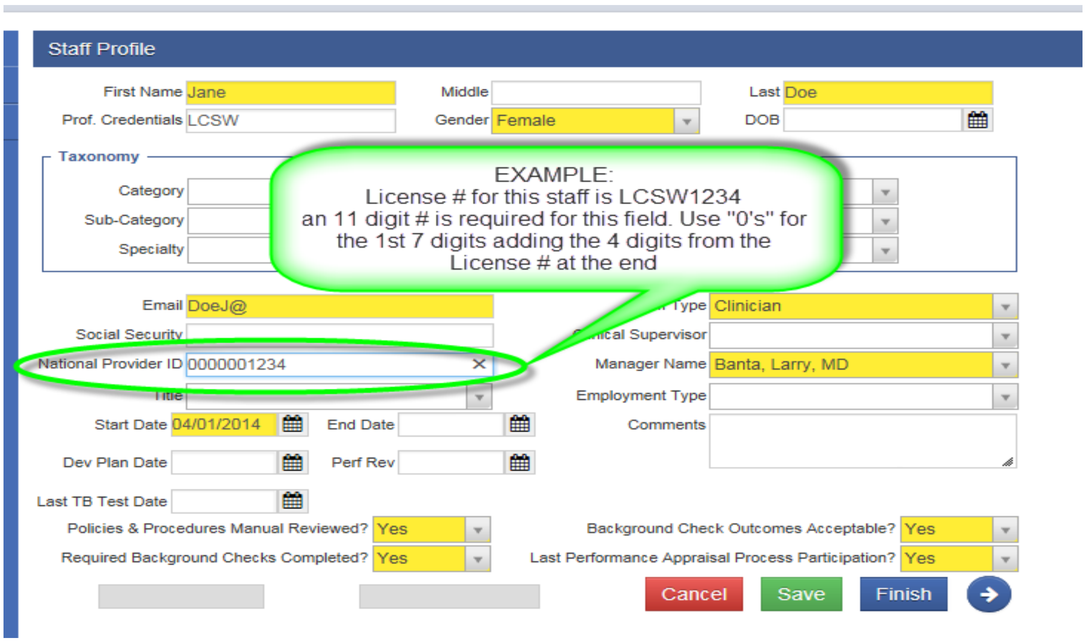
License#/NPI#'s :

<u>License Numbers Entered into WITS</u> – The revenue unit indicated for the staff who are entering billable encounters and do not have an NPI #, we can use a state License #. Regions were asked to review staff profiles and verify the license # and expiration date is current in WITS. In a closer review of the Staff profile screens in WITS there is not an option to enter the License # on the "Staff Qualifications" page under the type of License and the expiration date.





Because of this please enter staff license numbers on the staff profile page in the NPI# Selection as indicated below.



Ask the nursing staff for their NPI #, If they do not have an NPI #, Enter their license number in the same manner as the clinicians (using 6 “0’s”in before license # instead of 7)

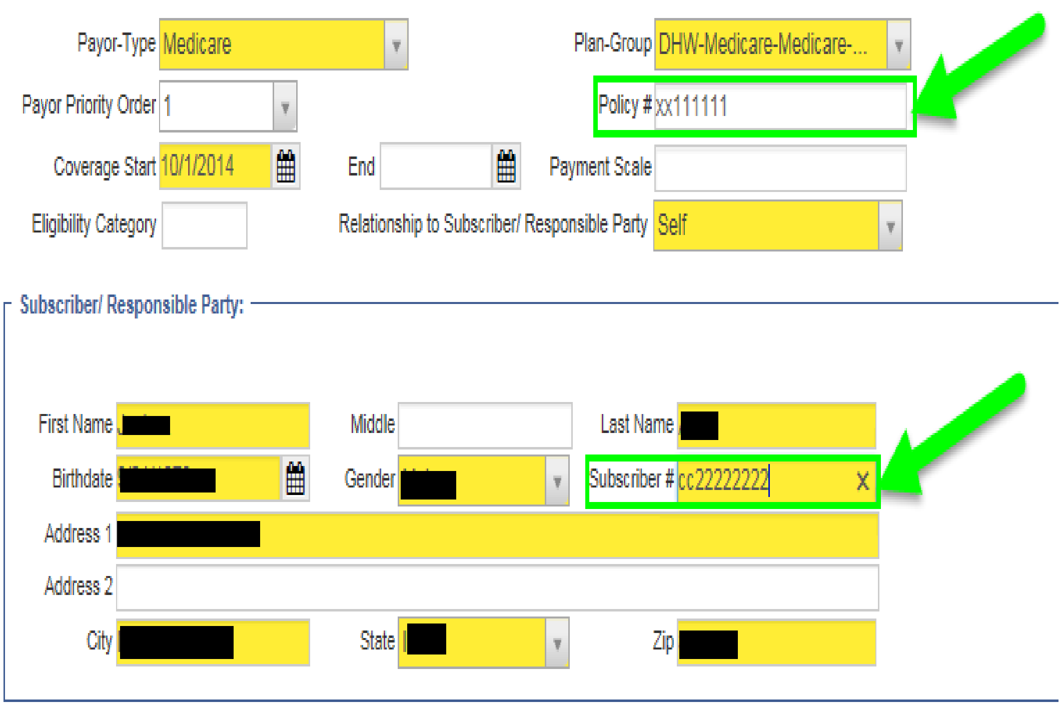
Medicare Identification –.

<u>Entering/Identifying Medicare Insurance in WITS</u>

Over the past year as we have been actively billing for MH Services, we have encountered some inconsistencies with the information entered into WITS. Some regions are entering Medicare coverage plans while others are not. The revenue unit has been processing the billing and has received several notifications back stating the Insurance coverage is a Medicare plan. I was informed " in the CMS guidelines, as a government provider we are excluded from the Medicare program (with a few exceptions). By extension, we can't bill advantage plans either".

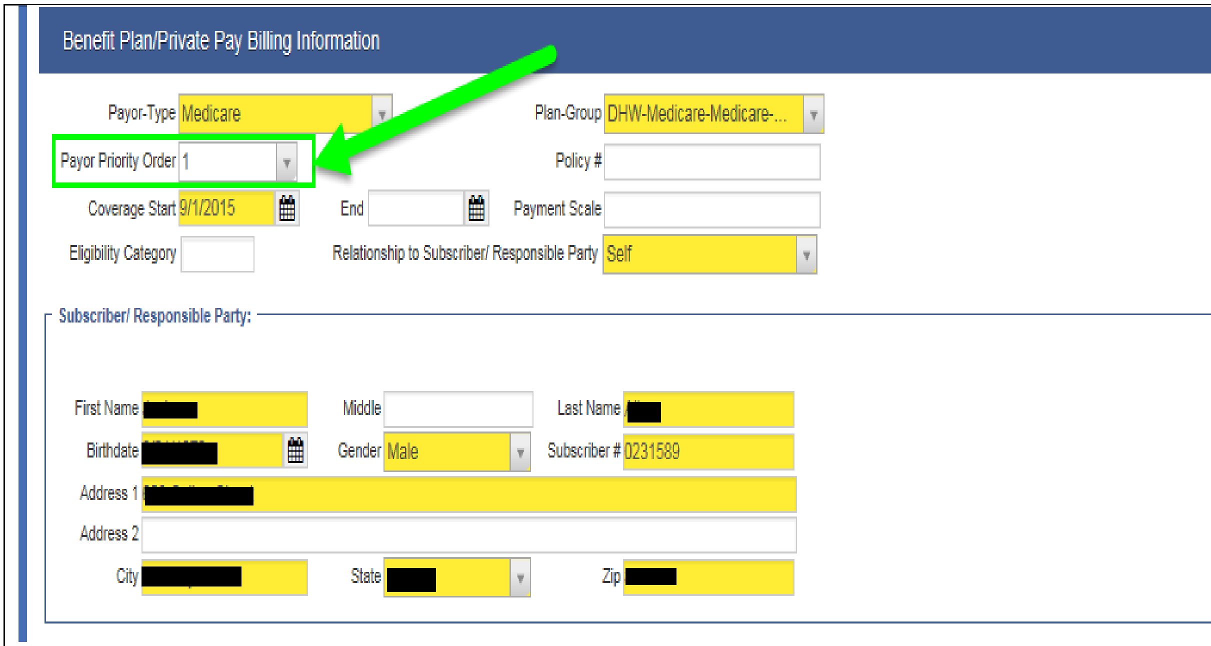
We have created an option in the client Group Enrollment drop-down for **ALL** Medicare policies(because we cannot bill them, it is not imperative that they be listed individually). :

In the **Payor Type** Select Medicare In the **Plan-Group select** DHW-Medicare



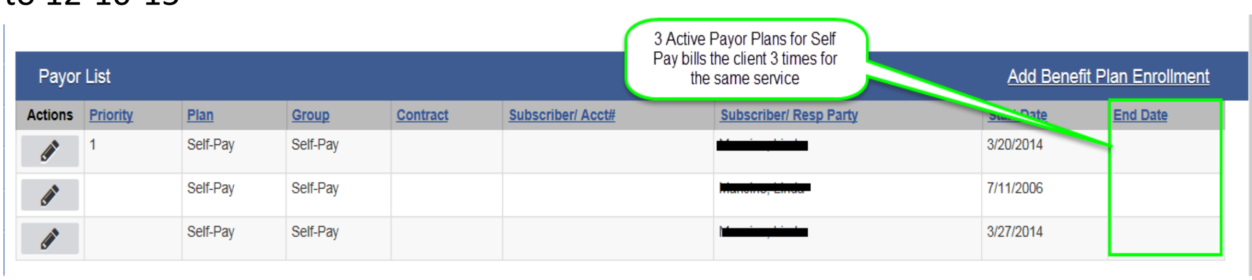
This allows the regional staff to document the client has Medicare Insurance, While allowing the revenue Unit a method for identifying the Medicare policies entered in WITS.

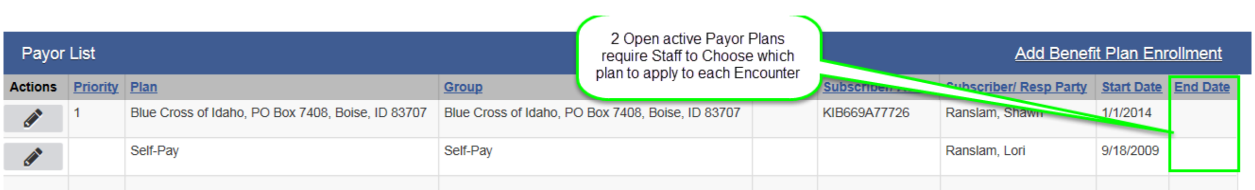
IF a client has more than one benefit plan, **The Priority Order** can be modified. For Example: a client with Medicare and Self-Pay (and a fee Percentage obligation) would have the Self-Pay as Priority 1 and Medicare as priority 2.



The DHW-Medicare plan has been created in WITS for all regions. If you identify a client as having Medicare, Please update the client group enrollment. <u>Documenting Medicare coverage in WITS is not a requirement but a tool for the Regional staff to tracking clients coverage if desired.</u>

Client Group Enrollments - Requested Client Group Enrollments be Updated prior to 12-10-15





Selecting Client Group Enrollment when releasing Encounters- <u>**IF**</u> Client Group enrollments are updated (having only 1 payor plan in Active status) the staff will not be required to 'select' which plan to use. IF the client has more than one payor plan, the staff should be notified which one is Primary.

Crisis Program Enrollment: This was discussed and agreed upon by all regions on the October call. Before implementing the new Program Enrollment in WITS, Jamie recommended we send the information to the Policy unit to assure we would be in compliance. Hopefully we will have a decision by the next call on 12/17/15.
Add New service for Vouchers: Collateral Contact Danielle presented the request to add the new service. When asked if there are any objections to adding this service none were voiced on the call. We will move forward with adding the new service.
Other: