

Mental Health Call Minutes

7/16/2015

Attendees:

Central Office: Sue Wherry
Region 1: Holly Morganstean
Region 2: Sherri Owens
Region 3: Sherri Edwards
Region 4: Kari Portales
Region 5: Sally Bryan
Region 6: Cindy Wilson, Sue Chadwick, Michele Osmond
Region 7: Danielle Stohl, Randy Rodriguez

Policy Update – Nothing to report

WITS Release Notes – Release 17.23 and 17.24

Only 2 updates that will impact Mental Health:

1. When the release is in Production the WITS HelpDesk staff will have the ability to delete an In-Progress admission. Once the admission is complete we will not be able to delete the admission.
2. Mental Health Assessment Report will be updated to mask the first 5 digits of SSN for all 4 versions of the IDMH Assessment Report (Common Assessment, Medicaid Diagnostic, Medicaid Intake, Medicaid Functional reports).

Other

Encounters – “Not Released” Status:

There was a problem when trying to clean up the encounters with the status of “Not Released”. The problem had to do with the CPT code change in October 2013. Encounters dated prior to the code change could not be released as the codes were ‘expired’ in WITS. Trying to enter the new CPT code and release the encounter produced an error because the Codes were not active at the time of the encounter. FEI was asked to do a onetime cleanup of the encounters prior to October 2013. This is now complete and the status was updated to “Released”. There are still numerous encounters with a status of “Not Released”. Because we are only allowed to bill encounters from the previous 12 months, please continue to review the “not Released” encounters and release them to billing when possible.

SSRS report Changes:

FEI recently announced they will be upgrading to SSRS 3.0 reporting in WITS. Currently they are using SSRS 1. What this means for the regional staff is you will be able to run the existing reports (built in SSRS1)in SSRS 3.0 however; you will not be able to create new reports or edit the existing reports. Robert and Sue are both attending a training to learn the functionality of the SSRS 3.0 report builder and will be able to assist with creating new reports. Once they are comfortable with the program, Robert and Sue will provide training to other SSRS report users.

Fee Determinations:

It has been noted the number of clients with fee percent over 0 has been declining. The regional staff is being asked to monitor that fee determination forms are up to date and they are being entered into WITS correctly.

Billing Report:

Demonstrated where to locate the Monthly Mental Health billing Report on the SharePoint site.

Scheduler Issues – Region 4:

Kari from Region 4 presented the issue they are having with the scheduler in WITS. The staff is having difficulties entering client appointments into the correct Providers calendar. When entering an appointment for staff A, it will populate the schedule for staff B. None of the other Regions have noticed this being a problem, And the WHD has not been able to recreate the problem in their testing. Sue advised Region 4 to track when this is happening and to get screen shots to support the notes. If it continues to happen please let the WHD know and forward the documentation to the WHD email.

Comments and Concerns with regards to Problems with WITS access on Monday:

Regional staff is requesting to have a procedure put into place for when these types of issues are identified. The situation on Monday could have been handled better than it was. On Monday we began experiencing intermittent connectivity issues with WITS. WHD was working with FEI and the DHW IT staff to determine if the problem was internal or a problem with WITS. This was a difficult issue to trace as it was not happening consistently. The staff in the regional office was frustrated as they felt communication was lacking and the WHD should have

been providing more frequent updates.

Currently the WHD staff is working to establish a protocol for these types of situations in the future. The goal is to keep users posted at the time of any updates or changes. IF no change, by the close of business each day the issue is occurring.

Follow-up questions via an Email:

Q: Is there a way to fix the tab pattern on the misc. notes? It used to tab from start time to end time but now it tabs through all the other fields that are not necessary. Does that make sense?

A: The change in the Tab pattern was created with the update in release 17.20: [There will be new look to some of the screens in WITS , This occurred when FEI updated WITS to be compatible with JAWS –

Note: JAWS, Job Access With Speech, 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.**

Which is why when tabbing WITS now tabs to **each** field regardless if it is required or non-required field.

Q: Will you be sending us an updated report or should we just filter the report you sent in May?

A: I will not be sending an updated report; you can generate a report for your region by selecting Agency, Billing, Encounter list and in the Search options select a status of "Not Released". This report can then be exported to excel for review if you choose.