

## Mental Health Call Minutes

10/9/2014

10:00 AM – 11:00 AM MST

### **19-2524 Update**

The Central Office 19-2524 thanks everyone you for your support, assistance and hard work.

### **PASRR Update**

Heidi Lasser will be scheduling PASRR level 2 training between now and mid-November. Heidi will send out an email with details once it has been scheduled.

### **eRMETS Update:**

There have been reports of surveys going into user's junk folder. Please contact Kym Schreiber or Vince Rinaldi immediately if this should occur.

Please remember to not enter client names as part of your survey response, but rather use the unique numbers where appropriate.

The eRMETS reports are now being put on the SharePoint site. Program managers have been notified of the new location.

### **Policy Update**

The question was raised about entering an email in a client record, and would it put your email at risk? Casey stated that it does not add any additional risk to your email as email is already subject to discovery.

The documentation policy regarding emails not recommended entering an email into a client record as the correspondence may not contain the complete picture. It is recommended that a summary of the email be entered into the client record instead.

A region asked about using Medifax through Outlook. Casey said it is ok for the pdf to be attached electronically to fax or email as all of the outgoing emails is encrypted, and all of the faxes are logged.

### **WITS Release Notes**

The release items that pertain to Mental Health in release 17.4 and 17.5 were reviewed.

### **Billing**

The issue of Medicare has come up in several regions. DHW is not credentialed to bill Medicare, and as such the client will be billed their fee percent based on the entire claim amount. Regions were reminded to be sure to tell their clients.

For clients that refuse to sign the fee determination for, follow the current policy. The clients will be charged 100%. Mark did the client sign as Yes in WITS and on the Paper copy indicate that the client refuses to sign.

If a client contacts a region with concerns associated with a bill, send an email to the WITS Help Desk along with a copy of the signed fee determination. The WITS Help Desk will research the issue and escalate it to the Central Revenue Unit as appropriate.

The issue of Regional offices collecting payments was brought up. It has been decided that the Regional offices will not be accepting any payments from clients. Central office is working sending prepaid return envelopes to the regions to distribute to clients who attempt to pay at the office.

The issue of adjusting or waving claims has been raised. Currently the policy states that no adjustments or write offs will occur. The policy is currently under review. An claim where the charge to the client is \$1.00 or less will not be processed.

### **Oversight Permission**

Users were reminded that oversight must be justified by a valid business need. The business needs and which regions the user is requesting oversight for must be clearly described on the WITS Security Form.

### **Data Requests**

There is a new section on the SharePoint site, BH>data where users can now enter requests for data, and check on the status of their requests.

### **Support Tickets**

The process for processing Support Tickets where additional information is needed was discussed. The Regions indicated that they would preferred that CO will not close a Support Ticket if additional information is needed, but rather email the requester. The requestor will have five business days to reply to the request, or the ticket will be closed without further notification or action.

### **Approved Changes**

The Regions were polled as to how they would like to see approved changes made to WITS. The Regions indicated that they would like to have advanced notice of when approved changes will be made in WITS so that they can notify their staff of the coming changes. The majority of staff indicated that they would like to have a one month notification prior to the changes being made.

### **Other**

The Regions were reminded to e-mail the WITS Help Desk directly for any questions or problems.