IWUG Online Meeting Minutes

(7/10/14)

Topics discussed:

<u>Announcements</u>

IDOC-Greg Lewis reported that IDOC is working with BPA to distribute a provider network survey. IDOC is also preparing for FY15. Greg gave kudos to the WHD and BPA for doing a great job with FY14 year-end closure.

IDJC- Liza Clinger reported IDJC is working on FY15 set-up.

ISC – Lynn Proctor reported ISC is working on FY15 set-up decisions. Once the final decisions have been made, they will report this information to the network.

BPA-Sharon Burke and Brina Jensen had no announcements.

IDHW-Denise Williams made the following announcements:

- The Scheduler is now ready for provider use in WITS. Providers should look for upcoming Scheduler training on the training calendar.
- Training has slowed down considerably as fewer people are attending the training offered. As a result, less training will be offered to meet the demand level.
- On the Systems Errors tab on the WITS website, providers will see the new release that was pushed to production last week. The WHD is testing another release at this time. Providers are encouraged to review the posted release notes.
- Providers are reminded that each agency has two Agency WITS Administrators (AWA). The AWA in each agency can enable and unlock staff accounts as well as reset passwords and pins. Each agency is encouraged to identify the AWA for their agency to be able to utilize these individuals as needed. AWA that need additional training are encouraged to utilize the AWA tab on the WITS website and take advantage of the training calendar.
- Those submitting support tickets are reminded to review resolution emails carefully as the actions taken by the WHD or actions that need to be taken by the agency are contained within these emails.
- GAIN downloads into WITS continues to be an issue across the network. Providers are encouraged to utilize all resources available to rectify this problem. Agencies are encouraged to have a solid closure process to avoid problems. Stepping clients up and down between levels of care is the responsibility of the providers in WITS and they need to understand this functionality as well.
- A new link on the WITS website allows users to be notified when there is an update on the website. Providers were shown where the link appears on the website. Providers will need to sign up for this service.
- Providers were shown the new Functionality Decision Tree to identify where to get help when needed.
- Providers were shown the Contract Management Overview for Providers which details the relationship between the Contractors (state agencies) and Providers in WITS. A Contract Management Overview for Contractors is also forthcoming to help other state agencies in understanding this relationship in WITS from a Contractor perspective.

Training

The Scheduler was reviewed for providers. The Scheduler is located on the Home Page. The Scheduler can be searched and new appointments/reservations can be put on the calendar. Providers were shown how to use search calendar, make reservations and make appointments. Providers were shown how to search their agency for a client and link the appointment to a specific client. Different fields are required based on the type of calendar item being set-up.

Providers were also shown how to view Linked Consents in WITS from the client search screen and the navigation panel. Providers were also shown how to link consents and unlink consents in certain circumstances. Providers were cautioned on creating duplicate client records and how to avoid creating duplicates. Providers were shown an example of a client record that has multiple consents.

Q & A

Do you recommend linking all consents if for the same client? Yes, if you think of the client record as a file folder, you would want to put all documentation in one folder.

Joanna with Proactive asked what ISC stands for. ISC stands for the Idaho Supreme Court and is also referred to as the Problem Solving Courts.

Joanna with Proactive asked if there is a training outline that can be used with new employees. She does not have the time to train new employees on WITS. She needs a concise guide that walks through the steps of client entry into WITS. A similar document was being worked on at one point and will be investigated to determine the status of this document.

Shannon with CSC asked about the minutes on the website. The status of the minutes will be investigated and the website will be updated.

What do providers do with clients that came in after July 1, 2014 but were authorized in FY14 (on or before June 30, 2014)? Providers will need a new authorization starting July 1, 2014. The authorization for FY14 can be denied or closed.

Providers have been told to wait on accepting the Authorization until the client comes into their agency for treatment so how can providers use the Scheduler when the client record has not been created yet? The WHD will investigate this question and report back to providers on how to approach this issue.

Joanna with Proactive asked if a client record already exists in the agency, can it be linked to the record with the Referral and Authorization. Yes, the records can be linked. The steps to link these records were shown to the providers.

Are providers able to enter self-pay clients in WITS? WITS Team is working on instructions for self and private-pay clients.