

Follow-Up Survey FAQ

- Question 1:** **When do I need to have clients sign the Informed Consent for the Follow-Up Survey?**
Answer: All active clients with IDHW Adult Funding should have an informed consent form completed prior to January 4, 2016. Complete the Informed Consent at the time of Intake for all new IDHW Adult Funding clients beginning January 5, 2016.
- Question 2:** **What do I do if the client will not sign the Informed Consent?**
Answer: Decline the Authorization in WITS, document the refusal on the Informed Consent, and file it in the client's hard copy file.
- Question 3:** **How will I know when I need to conduct a Follow-Up?**
Answer: There is no current alert set up in WITS for the Follow-Up. Utilize the authorization dashboard or the authorization list in WITS to search for pending authorizations for the follow up survey.
- Question 4:** **When will I receive an Authorization for the Follow-Up?**
Answer: BPA Health will create an Authorization in WITS two weeks before the one, six and twelve month anniversary of the discharge. Before accepting the authorization, the provider should make sure that they have a signed consent and current contact information for the client.
- Question 5:** **I am trying to conduct a Follow-Up for a client and the Intake is closed, and I am unable to accept the Authorization. What do I do?**
Answer: Call the WITS Help Desk to have the Intake re-opened.
- Question 6:** **If the client is incarcerated, do I still conduct the Follow-Up?**
Answer: No. Decline the Authorization in WITS, and document the client is incarcerated as the reason for declining the Authorization.
- Question 7:** **What is an Unsuccessful Attempt to conduct the Follow-Up?**
Answer: An unsuccessful attempt is defined as a series of 4 calls or contact attempts, (including calling the client, emailing, texting or conventional mail) that do not result in a successful connection with the client.
- Question 8:** **How do I document in WITS for four (4) Unsuccessful Attempts to conduct the single Follow-Up?**
Answer: [Click here for the WITS Instructions](#)
- Question 9:** **What information should be included in the Encounter Note when documenting 4 Unsuccessful Attempts to conduct the single Follow-Up?**
Answer: Specify the methods that were tried to contact the client (including calling the client, emailing, texting or conventional mail).
- Question 10:** **Do I still need to conduct a six month Follow-Up if I am unsuccessful at completing the one month Follow-Up?**
Answer: No. Clients must be reached at all intervals to remain in the survey.

Version Summary	New Questions Added	Answers Revised
2/2/2016	1-10	n/a