IWUG Online Meeting Minutes

Wits Functionality

Thursday, February 19, 2015

Topics discussed:

Announcements

WITS Governance Council:

Jaime Teeter

- The WITS Governance Council is a council that includes IDJC, IDOC, DHW and ISC. The WITS Governance Council facilitates the goal to be on the same page for the use of the provider network. Items for discussion include changes in WITS, state changes, changes that another state has funded and Idaho may adopt, or a change desired by a partner. There is a voting structure for the changes discussed, and the goal is to be thoughtful in moving forward in making sure the changes are benefiting the providers. The WITS Governance Council meets twice a month. The Council wants to form a subcommittee made of providers. The subcommittee will be comprised of volunteer members of the provider network. There will be a voting structure for the providers' input. Please email the WITS Help Desk if your agency would like to be involved. There will be a monthly meeting most likely but providers do not need to be local. The goal is to create a wide network across the state. These providers would be speaking on behalf of the provider network. Small subcommittees have participated in the past with great effect so the Council would like to make it a formal subcommittee.

New WITS Automation Program Manager - Introduction

- Jamie introduced Dan Morrow who is the new Automation Program Manager at the Department of Health and Welfare. Dan's job is to oversee the WITS Help Desk. He will be representing WITS on the IWUG.

WITS Help Desk Announcements:

Denise Williams

Gain: Create new treatment episode

The option to create a new treatment episode has been removed from the Chestnut interface in order to aid with keeping the 1:1 Gain and WITS Episode relationship correct. When the GAIN to WITS one to one episode, the GAIN-I Summary will not download into WITS. If users have issues with downloading a second GAIN into WITS, please call the WITS Help Desk for assistance.

New item for feedback:

Now that WITS has been implemented and most providers have mastered the required entry in WITS, user experience and expertise has altered the way providers use WITS. Some of the providers are finding different ways to utilize the system to help accommodate business needs. DHW is soliciting providers to speak at the IWUG to help other providers develop ideas and refine the daily operation. If you or your agency have ideas or suggestions, please email the WITS Help Desk so we can schedule agencies as guest speakers for the IWUG.

WITS Help Desk Updates:

Denise Williams

- On 2/20/15 by 8:00 AM, two new releases will be pushed to production. Users should look to System Updates on the WITS website by close of business today for information on Release 17.12 and 17.13. Changes to WITS include:
- **17.12**
  1. Repaired 15 bugs. Details can be found in the release notes on Wits.Idaho.gov.
  2. **Enhancements:**
     - The GPRA follow up due list has been showing the GPRA follow-up in red prior to the five - eight month window. It has been turning red starting at month six and this issue has been changed. It will now be turn red when the GPRA follow-up is past the eight month window.
     - Authorization functionality is changing for provisional vouchers. Instead of providers entering the end date, it will now be a read only field and will default to a certain number of units set on the service. The unit field will pre-fill with the default unit set on the service code table.

     Q) *What is considered a default unit and how does this correlate to what providers enter on the Encounter?*
     A) The default unit does not correlate to the Encounter. It is just a default set on the service so that when BPA creates an Authorization the units pre-fill to the default which is less data entry for BPA staff. BPA will probably change the default to zero so BPA can enter the appropriate number of units based on the need.
  3. The "unexpended amount" column has been added to the contract summary report. The column will calculate the value of dollars available on a payor group.
- **17.13**
  1. "Denial Reason" is now a drop down option for the authorization change request. This will require some update in WITS and is underway.
  2. H837 Generator refers to Medicaid functionality in WITS. It will aid in resolving batch problems in billing. This will set the item to 'voided' if there's a failure within the batch and only one claim exists in the batch. Previously, the batch would show a Batch Processing Error but FEi assistance was needed to remove the claim and void the batch. If there are multiple items in a batch, users can still remove the one claim producing the error and the batch remains intact. If there is only one claim in the batch, and there is an error with the claim, the claim will be removed and the batch will be voided so the provider can resolve the error. This update will change the status immediately and allow users to recognize there's an issue more promptly.
  3. Group Session Notes will now filter out expired services once the start date is selected.
  4. Payor Plan has a new expended amount to the authorization period tier list.
  5. Users are now required to have the role called 'manage treatment team groups' in order to edit the treatment team for a client. This role will be inherited by AWAs and other WITS administrators to manage the treatment team.

Training:

How to avoid duplicate clients in your agency

Providers need to link records in the Client List (agency records) with records in the Clients with Consents from Outside Agencies (external records) before accepting Referrals on clients. If this step is not taken, a duplicate record is created in the agency. To link the records, user goes to the Actions column and clicks on 'Link' in the client record shown in the Clients with Consents from Outside Agencies (external records). Next, the user will search for the record in the provider agency and click on the 'Link' command. WITS will ask the user to verify the linking of two separate records. If there is a question about whether the client is the same client and more information is needed to verify the information, the user can review the Activity List on the Clients with Consents from Outside Agencies (external records) to view address, etc. Once the records are linked, all information will reside on the agency record. **Q)** *If we didn't link the records first, and end up with two client records, what is the best course of action to resolve the two client records?* **A)** Submit a support ticket. Your AWA can submit a support ticket. The record cannot be linked after the fact in most cases but it really depends on the records. **Q)** *Can the information on one record transfer into the other record?* **A)** No. The authorization is attached to one record, so you can't transfer the authorization to the other record. You can manually re-enter information from one record into the duplicate record but most users do not want to do this which is why we are training providers on this area again.
Q/A: **Q)** *Where are the notes from the IWUG?* **A)** They can be found on the WITS website, under the Idaho WITS User Group (IWUG) tab. You can review the topics discussed, questions, and announcements. You can also receive notifications when the page is updated via e-mail. It is a page by page update process, and there is additional guidance on setting up these settings under the WITS User Guides, under "Other."