

IWUG Online Meeting Minutes

(10/16/14)

Topics discussed:

Announcements

New Help Link – Users were shown the new Help Link in WITS. It will appear in production as soon as this release is pushed to production.

E-mail changes - Any staff that are changing their e-mail need to update their security paperwork.

New bugs – Users encouraged to review the system errors tab on the website.

Medicaid Optum – Optum will help providers with DSM 5 requirements to make sure providers have no issues during audit. Providers should call the WHD if there are problems with billing through Connectivity Director.

WITS website – Providers were shown the new document covering security and disaster recovery in WITS.

Scheduler – Providers should accept the referral only which allows them to utilize the scheduler. Providers should still wait to accept the authorization until the client comes in for treatment. This may mean there are Intakes that need to be closed if the client never arrives for the scheduled appointment.

Programs – Users should never add to, delete or make changes to the Programs located under Facility.

Training

Billing items – Users were walked through the billing process from Encounter to billing the batch stressing the importance of the Released status to allow billing matters to proceed to the next step.

Encounters – Billing staff should be looking for unreleased Encounters. If there is a pattern with someone not releasing Encounter, there is training available to cover this process.

Claim Item List – Billing staff should be looking for the released status. If a claim is not in a released status, it should be changed on the claim profile to advance the claim for billing.

Claim batch list – Providers should be looking at all batches to identify claim processing errors, rejected items, voided items, and those accepted or awaiting review.

Q & A

How do providers know which clients will be expiring? Users were shown the Authorization list and encouraged to sort based on column header and export this information regularly to track the authorizations before they close.

Is access to the Authorization List restricted by user permissions? Yes

Will an Encounter show up as encumbered once released? Yes, until it has been accepted and then it moves to the Expended column.

Authorization list not showing on authorization. WHD asked for screenshot to identify what user is referring to.