

IWUG Online Meeting Minutes

Thursday, May 1, 2014

Topics discussed:

Announcements

Idaho Supreme Court - Lynn Proctor announced that as of May 1, 2014 to the end of the fiscal year the Courts are working with IDJC on juvenile Drug Court clients. A Quick Start Guide will be posted in WITS on the ISC tab. Please direct questions or concerns to Lynn Proctor.

Department of Corrections – Greg Lewis presented an update on the progress in Parolee Aftercare referrals. There have been over 100 referrals in the last month.

Department of Juvenile Corrections – No one was present for the IWUG conference.

Department of Health and Welfare – Denise Williams made the following announcements:

- Internet Explorer 9 or lower will no longer be supported by FEi as of October 1, 2014. This means WITS will only be compatible with Internet Explorer 10 or higher. Denise showed IWUG attendees how to locate their version of Internet Explorer. Microsoft is not supporting Windows XP as of April 14, 2014, which means no updates will be provided to users. No updates leaves machines with Windows XP vulnerable as no security patches and bug fixes will continue to be pushed to users. Microsoft does have an application that can be ran on computers with Windows XP that will identify software and hardware issues that need to be resolved prior to updating your operating system.
- The Chestnut site for GAIN access has been compatible with both Internet Explorer and Foxzilla. Chestnut is no longer supporting Foxzilla so the GAIN site will only be compatible with Internet Explorer effective immediately.
- Program enrollments – Agencies are not always closing the program enrollment as clients change levels of care. The purpose of the Program Enrollments is to track federal reporting requirements and show changes to the level of care. Assessment and RSS are different in that no TEDS/NOMS enrollments occurs with these Program Enrollments. The federal government does not consider these steps in the process to be treatment and do not want data collected at these levels. This is also why Assessment and RSS do not require an Admission in WITS. The Program Enrollment should be closed whenever the client is done with that step in the process and is moving to a new level of care. A new Program Enrollment should be created by the provider after closing the old Program Enrollment (level of care). This also includes closing the Assessment Program Enrollment after the client has completed the GAIN. Case Management is considered an RSS Program Enrollment.
- IWUG meetings may be changing. Different quest speakers will be invited to present on different topics in the IWUG.
- WITS team has been merging duplicate client records for providers. Denise showed callers how to link client records to avoid duplicates. If you have duplicate records in your agency, please add "Do Not Use" to the first or last field on the first page of the Client Profile. The WITS team is pulling reports to locate these clients and merge the records. The "Do Not Use" should be placed on the record that does not contain the Authorization. Denise showed providers how to look at the Authorization under Client Profile. Usually, the client without an Authorization has a social security number with all zeroes but providers will still need to check for the Authorization as this is not always true.

System Enhancement

A new release was pushed to production. Denise covered the release notes. A new release is pushed every couple of weeks. One of the releases will focus on bug fixes and the other release will focus on enhancements.

Training

Brina with BPA presented the training on the IWUG call. There is a new section on the WITS website under the User Guides tab. The new section pertains to billing adjustments and corrections. When BPA adjudicates claim batches they will reject any batch that has any obvious error. This allows providers to remove the claim that has the obvious error from the batch and correct the issue without having to re-enter the Encounter. For claims that do not have an obvious error, the batch will be accepted but the claims will be accepted or denied based on the substance of the claim. Claims that will be denied include claims that are over thirty days old and duplicate claims. Once a claim is denied, the provider cannot adjust the claim and it will need to be recreated as an Encounter and rebilled. The provider will need to resubmit a copy of the note from the original submission in addition to the new information. Providers can always submit an appeal to BPA on denied claims. The appeal forms can be found on the BPA website. Providers can contact the BPA Claims Department to find out more on the denials.

Q & A

It was suggested that training could cover managing authorizations and Program Enrollments. Denise will cover these items as requested.

Providers want to know if IDOC will pay for parolees in treatment to have cell phones. IDOC cannot provide parolees with subsidies for cell phones.

When will the new user interface be pushed to production? It is expected this will occur by the end of May.

Joanna with Proactive (Burley) asked what is expected of providers with Parolee Aftercare. IDOC told providers to think of it like prevention. It usually has a ninety day authorization. Detailed information was sent out a month ago by BPA. IDOC will contact Joanna after the IWUG to discuss this matter further.

Joanna with Proactive (Burley) asked how the Authorization close process in WITS operates and what keeps the Authorization open. Denise stated if there is no activity on a record for over 30 days, then the Authorization is closed.

Joanna with Proactive (Burley) asked what qualifies as activity. Denise stated that creating an Encounter should count but that she would need to look up the rule and possibly do some testing. Denise showed Joanna how to view the Authorization List in WITS. She also showed Joanna how to sort the End Date column header to manage the closing dates closer. Denise asked Joanna to have her staff responsible for this area to contact the WITS Help Desk so we can work with them on this issue. Denise will look closer at the issue and contact both Joanna and BPA with the outcome.

UPDATE: After researching the question, it was determined that a Released Encounter Note is the activity that will keep an authorization open and is listed as the Last Activity Date (on the Authorization List).

