

# IWUG Online Meeting Minutes

(8/21/14)

## Topics discussed:

### Announcements

- Users are encouraged to register for WITS meetings. The registration links are on the WITS website.
- There are two agencies experiencing GAIN problems. The issues appear to be different and confined to the agency networks. If other agencies have issues, please obtain all details about the problem to assist the WHD, Chestnut and FEi in triaging the issue. Verify that you have set-up your machine correctly and followed the guidance about GAIN prior to calling the WHD.
- WITS has regular updates so users should be looking for these changes located under the System Errors tab on the WITS website.
- The new user interface is expected to be pushed to production within the next month. Trainings are still being offered for users and the new interface is already in training if users want to get familiar with it.
- There has been a functional problem with the substance abuse screen in WITS when nicotine is chosen as a problem substance in the GAIN and the GAIN-I Summary is downloaded into WITS. Since the federal government does not want nicotine to be reported as an addiction substance and due to the functional problem, it has been removed from the WITS code tables to resolve the issue.
- Users are encouraged to use the new Decision Tree on the User Guide tab of the WITS website. This document was created to help users understand the resources available to get help on specific functional problems.
- Authorizations will now be opened by BPA. Users must call the WHD first if the Intake needs reopened. This new process is also covered on the Decision Tree.
- Medicaid billing is functioning in WITS. Agencies wanting to use WITS to bill Optum will need to take the training to get set-up and understand billing unique to this functionality.
- Agencies are reminded there are two Agency WITS Administrators (AWAs) in each agency. AWA are considered Tier 1 technical support for WITS. AWA has their own manual and their own training. Agencies are asked to identify these individuals to all agency staff and utilize the AWA to take advantage of their enhanced training and permissions.
- When completing an Authorization Change Request (ACR) and more than one intake (episode) is open, WITS will automatically take the user to the Episode List so the user can identify which Intake the ACR pertains to. Click Review on the correct Intake.

## **Training**

Users were shown how to enable and use the built-in spell check in Internet Explorer 11. The spell check is located under Tools, Manage Add-Ons. Spell check should be enabled for United States-English. When you are typing in the web browser, the misspelled words are underlined in red (just like in Microsoft Word). The user can right-mouse click to correct the spelling. The built-in spell check is available starting in Internet Explorer 10. The new user interface does not interfere with the spell check feature.

Consents continue to be an area of confusion. Agencies need to understand the difference between a Consent and a Referral. Often times a Consent may be needed but a Referral will not accompany the Consent. This will occur when a client is moving to a new agency where the old agency is providing records to allow the new agency to see what work has been done with the client. With the exception of 19-2524 clients and ATR provisional vouchers, only the Contractors (IDJC, IDHW, IDOC) send out Referrals. Users need to understand the dates on the Activity List to be able to complete the Consent Earliest Date field in WITS. This field mimics a paper release where the client chooses the dates of release for their records. Often a client will go back in time to allow information to be shared with another treatment provider. A paper release always has a start and end date for the dates that the release will cover. Users were shown where these dates exist on the Consent in WITS. Providers must also confirm on the Consent that there is a Consent signed. Providers need to make sure they have a paper release with a client signature and it should mirror the WITS Consent substantively.

## **Q & A**

Can the spell checker be used when completing the GAIN? Yes

What web browser should users utilize to access both WITS and GAIN?

Providers should use Internet Explorer because it is the only tool that is compatible with both WITS and GAIN sites. Firefox is not officially supported by WITS. Google Chrome is not officially supported but seems to work in WITS. Google Chrome is absolutely not compatible to edit the GRRS.

Is the new user interface officially compatible with Google Chrome?

Although it appears to work fine with Google Chrome, it is not officially supported. For those users accessing the GRRS who are in Google Chrome, they would have to logout of WITS and GAIN and log back into WITS/GAIN with Internet Explorer to be able to edit the GRRS.