IWUG Online Meeting Minutes

February 20, 2014

11am-12pm MST

Topics discussed:

Announcements

First part of month billing items will be discussed in the IWUG. Second part of month other items of concern will be discussed in the IWUG.

Lynn Proctor-ISC was able to rule out a lot of correspondence to court providers. Process is going good. If you have questions or concerns let her know.

Joni Ward-IDJC encourages any other staff from agencies to attend the IWUG, especially since it includes training issues and enhancement questions. There was a release in system this morning. The IDJC payment schedule has gotten off. There may be three different payments coming through to providers. IDJC is hiring staff to help Joni. If you have questions, please contact me Joni.

Lorenzo Washington and Greg Lewis-IDOC had a productive meeting yesterday with partners. The more provider participation, the more issues will be addressed.

Brina, BPA-No announcements today.

Denise Williams, WITS Team – We are encouraging all providers and/or staff to attend the IWUG meeting. Help Desk meets every morning to coordinate issues and discuss issues coming into the Help Desk. This meeting helps us determine what topics are discussed in the IWUG.
There is a new user interface coming for WITS. The new interface will change the look of WITS. This change is similar to the change that happens when Internet Explorer upgrades from version 9 to version 10. The substance and function remains intact but it has a new faceplate. BETA testing will be underway soon to test the new user interface. The WITS team is getting provider input on the new interface.

Consents- When a provider receives client records usually a universal consent in WITS is already set-up that includes consenting the Consent records also. This was done to allow providers to see all providers involved in the clients' care. Providers were shown where to look on the Linked Consents and on the Client Search screen where to view the consents.

Calendar- The new March 2014 calendar will be up on the WITS website shortly, including Gain 1 to 1 training so that the GRRS will download correctly into WITS.
IWUG- Providers must register to attend the IWUG. Providers should test the Go To Webinar functionality prior to the IWUG to resolve problems prior to the IWUG.
Duplicate Clients- Many providers already had client records in their agency's WITS Clients List prior to

implementation so if the records were not linked at the time the duplicate referral and authorization showed up, they will have duplicate clients records on their Client Search screen. Most of the old records were marked "Do Not Use" on the client name so providers use the record with the authorization. The WITS Help Desk is working on a project to locate all duplicate client records in the provider agencies in WITS and merge them. The WITS team may be contacting providers to gather information or verify duplication during this process.

System Enhancements.

A new release was just pushed to production. The changes are posted to the website at the bottom of the System Errors tab. Enhancements include the new permission of Payer Adjudication, a switch to the Payer Group and Payer Type on the Client Group Enrollment and the effective date on the group roster.

There is a new landing page on the WITS website. Now users will need to choose Substance Abuse or Mental Health. The Mental Health area of the website is used by the state mental health workers who also use WITS in a two different treatment domains: Adult Mental Health and Children's Mental Health.

Training

Providers are confused about Discharging clients from WITS. Mainly they are confused about when to complete a Discharge and when a Discharge is required. A Discharge is only necessary when an Admission record exists for a client. Admissions are specific to Substance Abuse treatment domain which excludes ATR. ATR cases do not have an Admission option so a Discharge record will never be necessary in ATR. The Treatment Domain is located at the bottom of the Intake and can also been seen on the Episode List.

To Discharge a client, providers must end the Program Enrollment that is in progress. Providers end the Program Enrollment by entering an 'end date' and 'termination reason' before saving the record. Providers can then proceed to Discharge. Providers will complete all bright yellow and light yellow fields in each of the Discharge screens. If providers save each page, they will receive error messages at the top of the screen until they are on the very last page and no yellow fields remain. Once the Discharge is saved and the user clicks 'finish', the user will be asked if they want to close the case. Do not close the case until all Encounter records have been entered and released. Once the Encounter is released, it is turned into a "claim item" and the case can be closed without preventing the claim from being billed. If a provider has a process to ensure records are billed then they should proceed to close the case when asked. A provider can contact the WITS Help Desk if a case is mistakenly closed. When the user chooses to close the case, WITS is actually closing the Intake. If a user chooses not to close the case, the provider agency will need to close the Intake after entering all Encounters and releasing them. To close the Intake, a user must enter a close date at the bottom of the Intake screen and click on the blue 'save and close'.

ATR cases do not need to be closed. There is a processor programmed in WITS to close ATR cases automatically if certain criteria are met. The business rule is dependent on which GPRA interviews have been completed and the length of time that has lapsed since the GPRA completion. The WITS Help Desk is working on guidance to further inform providers about the rules around ATR case closing and addressing steps for providers in entering miscellaneous notes in ATR cases.

<u>Q & A</u>

When will the "new" group roster impact providers? Providers can use the group roster enhancement now. Now providers can enter an effective date if the client referral and authorization have been accepted but the client won't attend group until next week. This allows a provider to build a client roster in advance of the group activity.

Should providers be saving the Consent as set-up with the records that appear on this screen or can providers change which records are consented? On the Disclosure Selection portion of the Consent, the only records that will be consented (regardless of those auto-populated on this field) are those records that exist in on the clients records. If the Consent shows a GAIN-I Summary will be consented but no GRRS has been downloaded into WITS, then no record exists to consent to another agency in WITS. Providers can both add to the Disclosure Selection and delete from the Disclosure Selection as long as there is a hard copy consent signed by the client that mirrors the Consent in WITS.

Are we any closer to a "cheat sheet" for each state agency? A process flow by funding source is being worked on at this time. We do not have an ETA at this time.

Where is TEDS/NOMS information collected and how does this relate to the GPRA? Most of this information is collected in the Admission and Discharge record, although there is a smaller subset collected in other areas for both SUD and ATR. The Admission and Discharge records do not exist on the ATR side but the GPRA uploads required information to the federal government on the ATR side.

Can the default dates be changed or removed in WITS? The WITS Help Desk will take suggestions for change by emailing the WITS Help Desk or submitting a Support Ticket through your Agency WITS Administrator. Be very specific about which screens and fields you would like changed. Suggestions are considered but not all requests can be honored due to programming restrictions, budget, or competing suggestions/considerations.

When should a provider close the Program Enrollment after completing the GAIN? The billing record date of service cannot predate the Program Enrollment start date or fall after the Program Enrollment end date. If the date of service is outside of this date parameter, WITS will give the user a red error message that states "The start date and end date for this encounter must occur within the same program enrollment period".