

# IWUG Online Meeting Minutes

April 3, 2014

## Topics discussed:

### Announcements

#### IDOC

- Greg and Lorenzo are rolling out a new program for Parolee Aftercare. The Department of Corrections found extra funding this fiscal year. They thanked Denise and the BPA team for their assistance. A memo from BPA was sent out last week on Parolee Aftercare.
- If the provider network is having a hard time getting offenders to the initial appointment, use the Probation Officers to help you get offenders into treatment.

IDJC-Liza Clinger has no updates at this time.

Idaho Supreme Court-Lynn Proctor has no updates at this time.

BPA-Breena had no updates at this time.

#### DHW-

- Denise reported that the IWUG call on May 15<sup>th</sup> was canceled due to ICADD.
- New instructions for reversing and adjusting claims are forthcoming. We will cover this instruction in a future IWUG call.
- Providers using the new user interface in beta are reminded that the data is live and they should never enter fake data when using the beta sites. Providers are encouraged to use the new user interface to familiarize with the upcoming changes. The user guidance is being changed to reflect the new look of WITS so users are not confused. There is no exact date for rollout. There is an approximate date of April or May.
- The Clinical Dashboard will be covered in the next IWUG conference. The dashboard is not mandatory but it is a helpful tool. It must be set-up in your agency before it can be used so agencies need to understand it.
- Instructions to help providers understand the GPRA deadlines and reporting in WITS are located on the WITS website. Denise reviewed the GPRA specific instructions with providers. GPRA is specific to ATR (DHW) federal reporting. ATR is a closed loop application without an Admission so no discharge is necessary for ATR clients. All other SUD clients require a discharge. ATR has an automated close process that closed cases that meet certain GPRA date parameters. If an ATR case gets closed prematurely, providers can call the WITS Help Desk to have the case reopened.
- The AWA tab contains information on setting up Alerts. Denise covered the Alert instruction types available to agencies.
- The AWA tab also contains information on the permissions to delete certain records. AWA's are encouraged to review the guides for this. Providers are encouraged to call the WITS Help Desk if they have questions or problems.
- Providers are experiencing issues from not closing cases. This problem directly impacts a clinician's ability to download the GAIN successfully. Training on the GAIN 1 to 1 issue is available on the calendar.
- WITS Help Desk is using a new tracking software so providers may be asked for more information than in the past. The software also generates emails to users so providers should not be surprised if they see system generated emails.
- WITS Help Desk will offer classes on the GPRA for providers. There is also an upcoming training on the treatment plan in WITS. This training is being offered on April 14<sup>th</sup>. Additional training opportunities for the Clinical Dashboard are also available.

### System Enhancements and Website Update:

Denise showed users where the system enhancements and website updates are located on the WITS website. Denise showed providers the most recent update for 15.1 and 15.2. The top part of the update lists the current bugs. The bottom part of the update lists system enhancements. There is a new release for 15.3 and 15.4 which just came out and will be

tested in the next few weeks.

**Training**

Denise covered the entire billing process from creation of the Encounter, release of the Encounter, claim items and claim batches. Any encounters prior to 10/1/13, will not be released. It is recommended that providers put these claims on Hold so that you do not continue to review them every week. Denise showed providers the new mass update feature in WITS.

**Q & A**

What are the steps to perform in WITS after completing the GAIN? Denise showed providers to click on the Download/Update GAIN-I Summaries button to get the GRRS and additional data into WITS. The data that downloads into WITS downloads into the Admission.