

Idaho



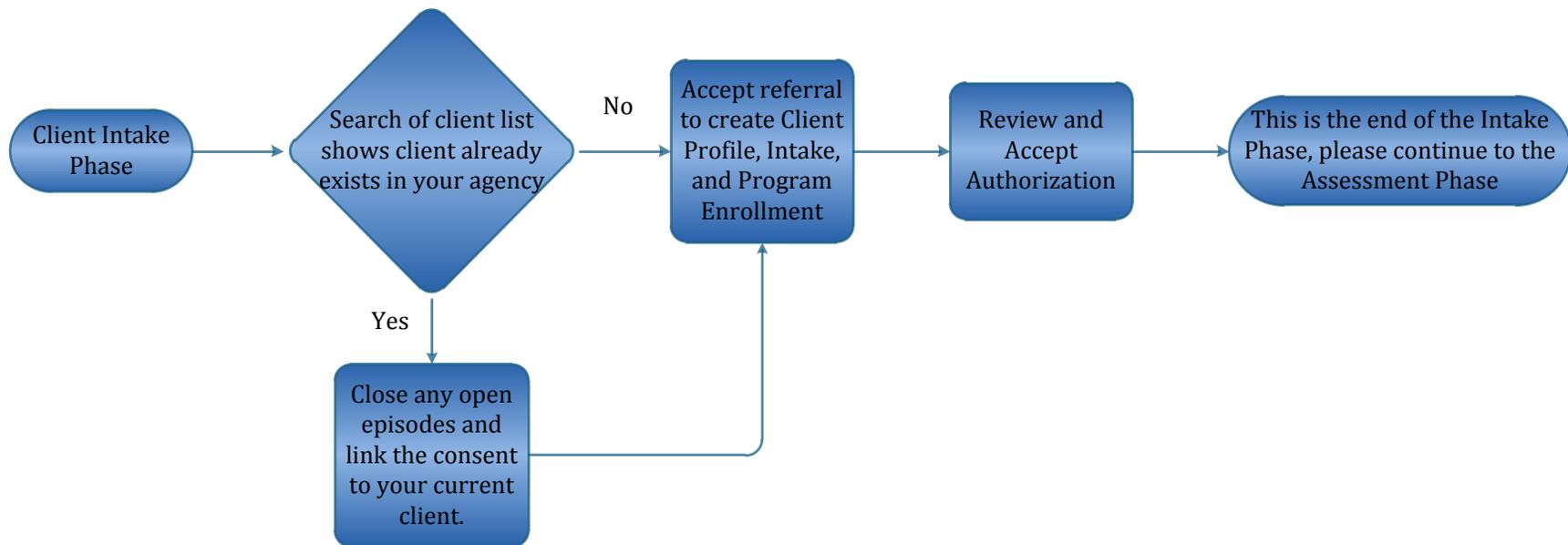
Recovery Support Services (RSS) Provider Client Flow

	Access to Recovery 4 (ATR4)	Idaho Department of Health and Welfare (IDHW)	Idaho Department of Correction (IDOC)	Idaho Department of Juvenile Corrections (IDJC)	Idaho Supreme Court (Courts)	Medicaid/Optum	Private Pay/Self Pay
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The WITS Treatment Provider Client Flow provides the basic process a provider will follow when a state funded client enters the Substance Use Disorder (SUD) network. Additional information is available at wits.idaho.gov. Links to the [WITS eManual](#) and [WITS User Guides](#) are provided throughout this document. If you need additional assistance, please view the [Decision Trees](#), also located at wits.idaho.gov.



ATR4 Client Intake Phase

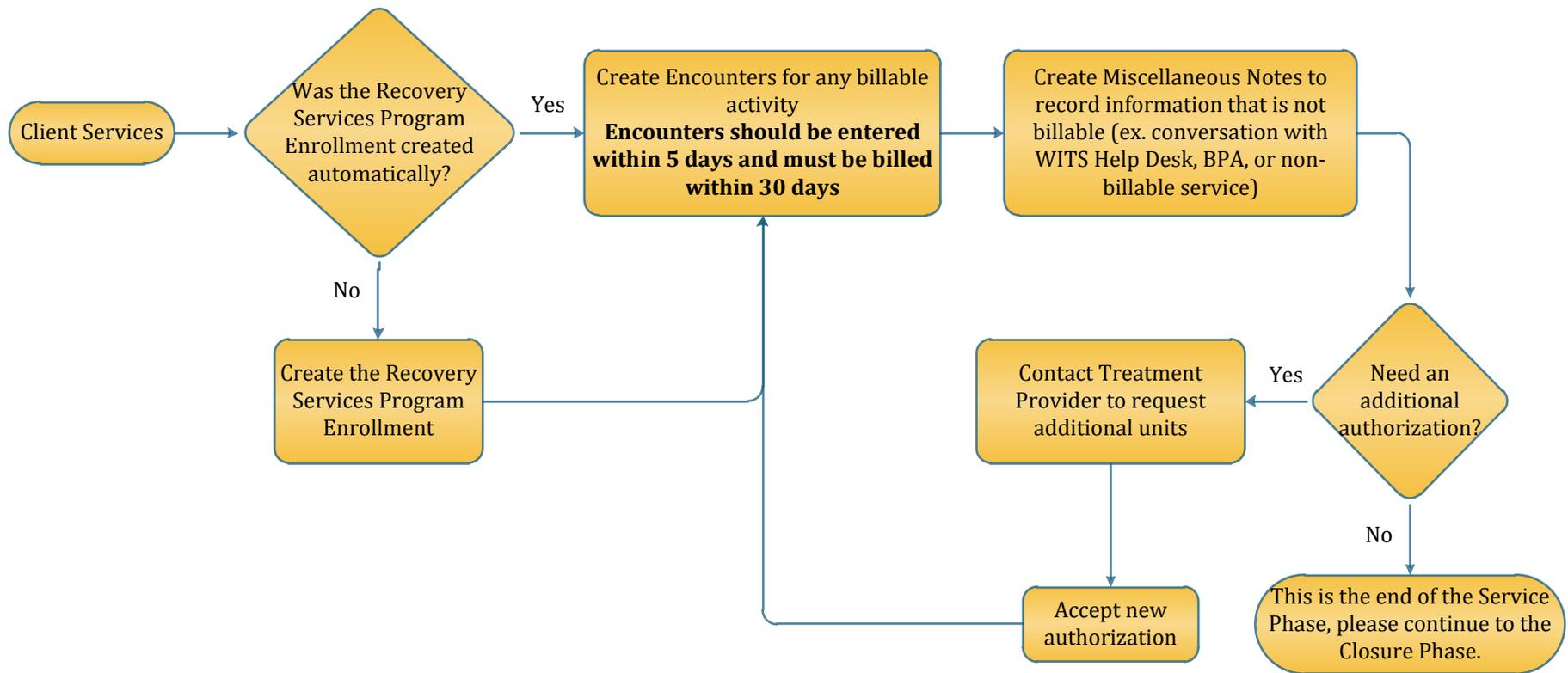


Description:

1. A prospective client is referred by the Treatment provider. The RSS provider can contact the client by viewing the contact information that was consented to them in WITS.
2. When the client comes to the first appointment, the RSS provider searches WITS to see if the client has a profile in their agency. If there is a profile from a previous episode, [link](#) the clients consent from an outside agency to the client in the provider agency. [Close any open episodes](#), then [accept the referral](#). If the client is not in WITS, the provider will only need to [accept the referral](#).
3. Accepting the referral will create a Client Profile, Intake, and Program Enrollment. Once this is created, the provider can [review and accept the authorization](#).



ATR4 Client Services Phase



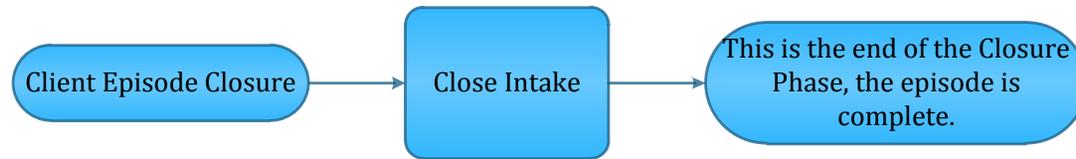
Description:

1. [Create encounters](#) for billable services. Providers can check the authorization to see which services are billable. It is recommended encounters are entered within 5 days, but if they are not [billed](#) within 30 days, the claims will be denied.
2. [Create Miscellaneous Notes](#) to record information in WITS that is non-billable. This may be used to track things such as conversations with BPA or the WITS Help Desk as well as record any non-billable service.
3. When the client requires updates, changes, or additional services, the RSS provider will need to request the change directly from the Treatment provider. The RSS provider will accept the authorization and continue to bill for services.



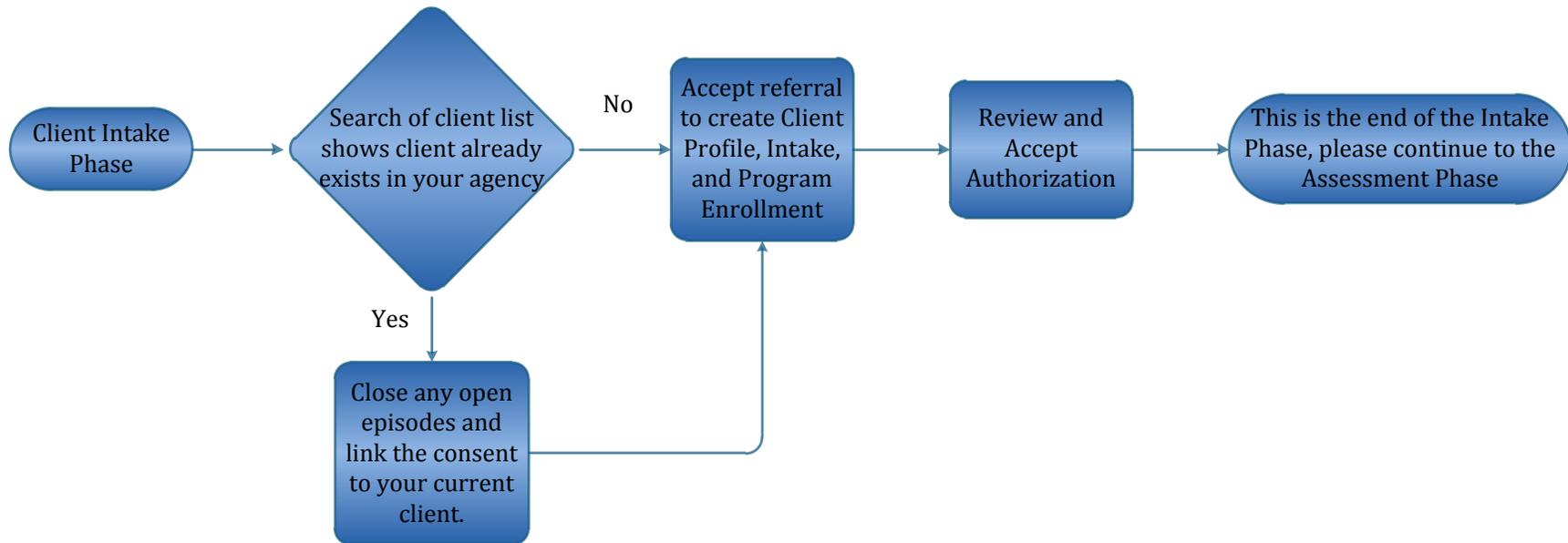


ATR4 Episode Closure Phase



Description:

1. The provider must close the Intake.

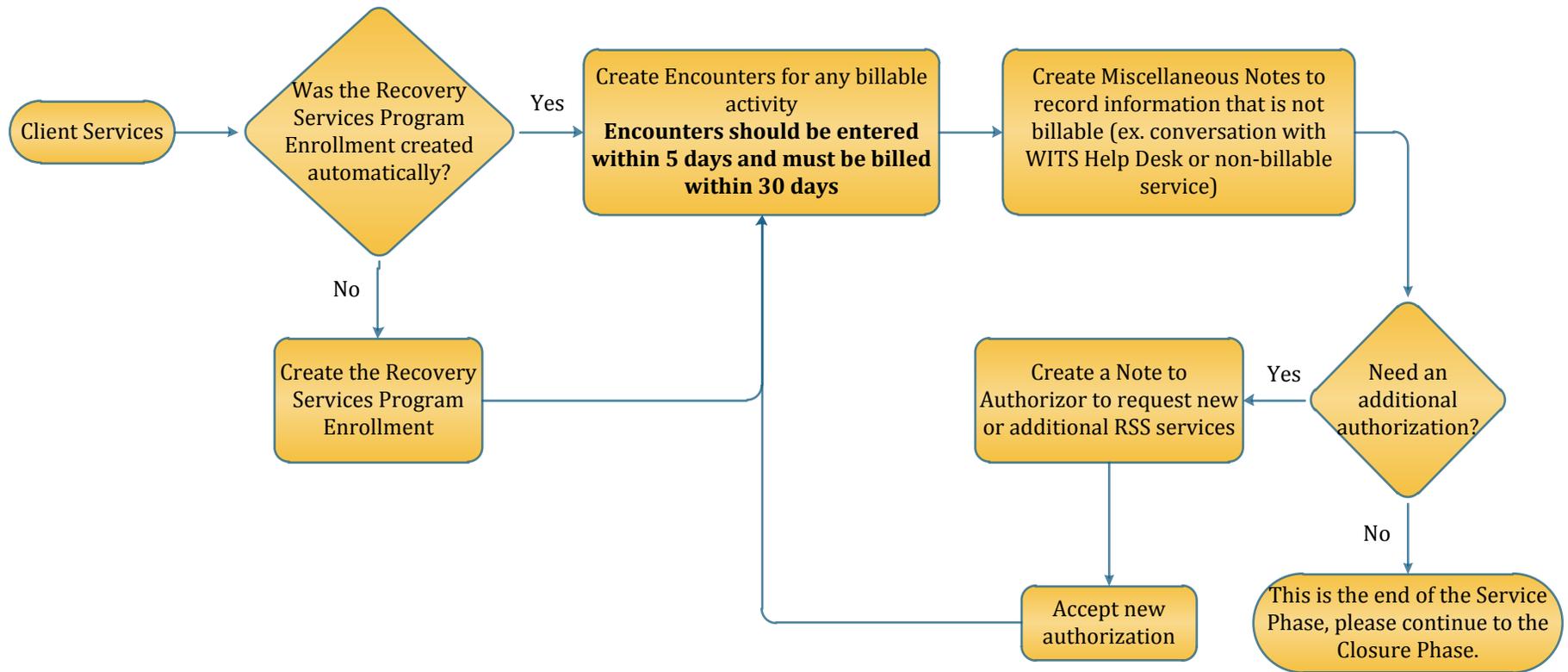


Description:

4. A prospective client is referred into WITS by BPA. The provider can contact the client by viewing the contact information that was consented to them in WITS.
5. When the client comes to the first appointment, the provider searches WITS to see if the client has a profile in their agency. If there is a profile from a previous episode, [link](#) the clients consent from an outside agency to the client in the provider agency. [Close any open episodes](#), then [accept the referral](#). If the client is not in WITS, the provider will only need to [accept the referral](#).
6. Accepting the referral will create a Client Profile, Intake, and Program Enrollment. Once this is created, the provider can [review and accept the authorization](#).



Department of Health and Welfare Client Services Phase

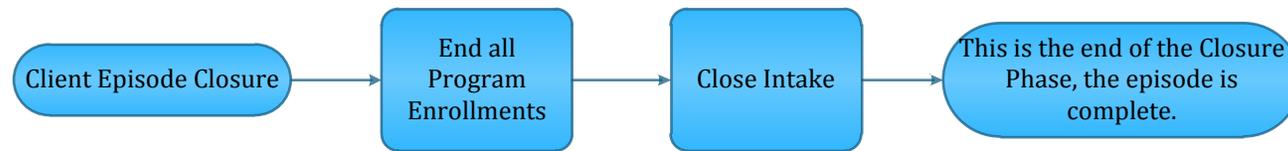


Description:

4. If the program enrollment was not created, [create a Recovery Support Services program enrollment](#).
5. [Create encounters](#) for billable services. Providers can check the authorization to see which services are billable. It is recommended encounters are entered within 5 days, but if they are not [billed](#) within 30 days, the claims will be denied.
6. [Create Miscellaneous Notes](#) to record information in WITS that is non-billable. This may be used to track things such as conversations with BPA or the WITS Help Desk as well as record any non-billable service.
7. When the client requires updates, changes, or additional services either the Treatment provider or the RSS providers will need to create an Authorization Change Request (ACR) type of [Note to Authorizer](#). The RSS provider will accept the authorization and continue to bill for services.



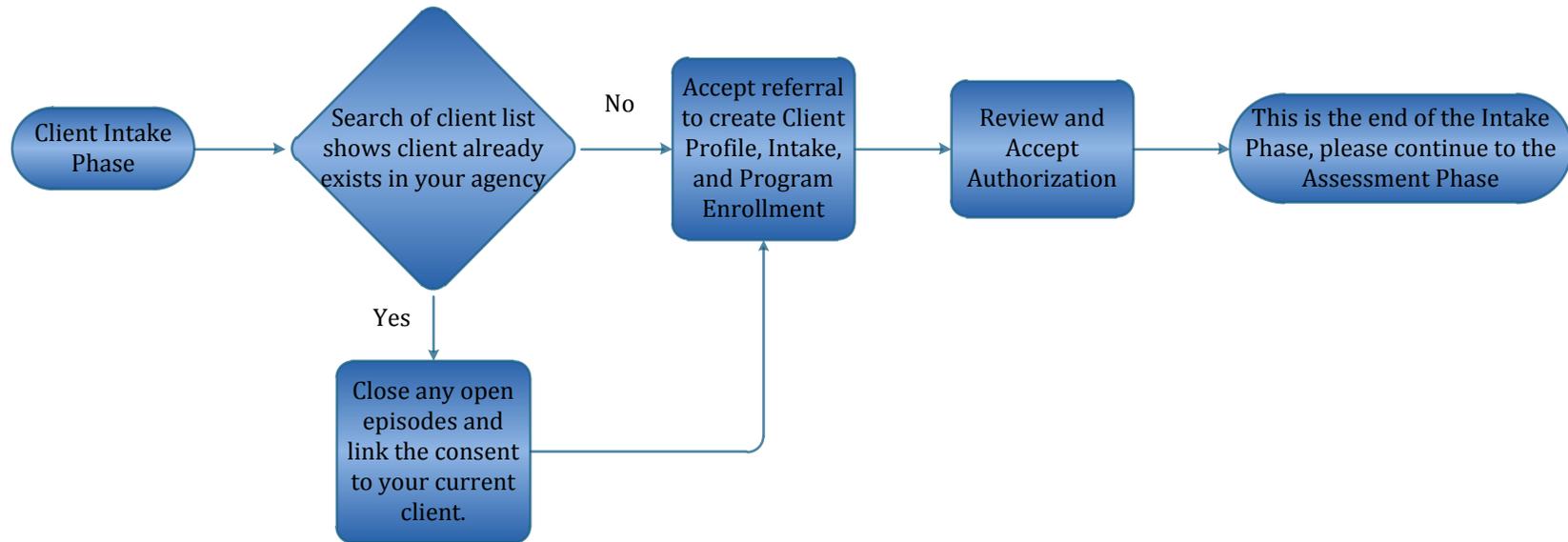
Department of Health and Welfare Episode Closure Phase



Description:

2. The provider must [end all Program Enrollments](#) and close the Intake.

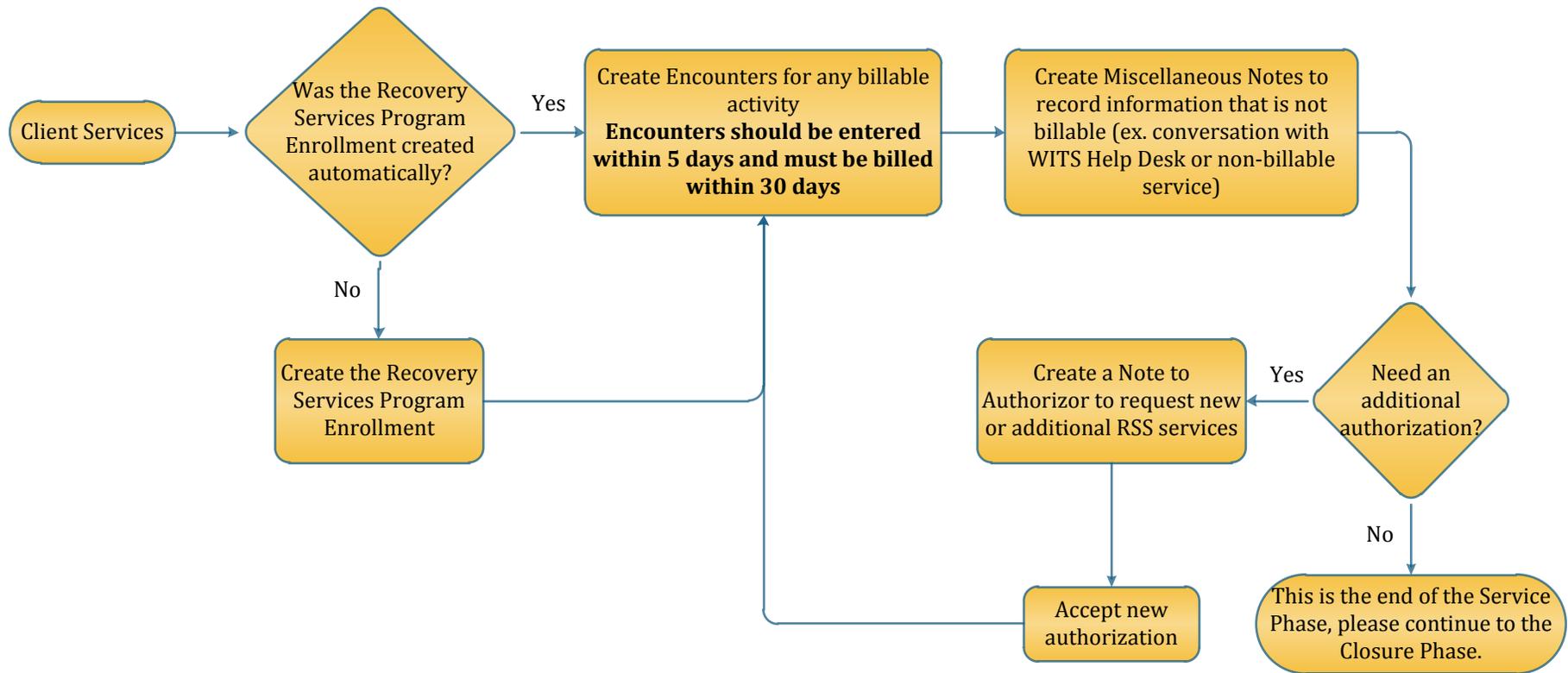
Department of Correction Client Intake Phase



Description:

1. A prospective client is referred into WITS by BPA. The provider can contact the client by viewing the contact information that was consented to them in WITS.
2. When the client comes to the first appointment, the provider searches WITS to see if the client has a profile in their agency. If there is a profile from a previous episode, [link](#) the clients consent from an outside agency to the client in the provider agency. [Close any open episodes](#), then [accept the referral](#). If the client is not in WITS, the provider will only need to [accept the referral](#).
3. Accepting the referral will create a Client Profile, Intake, and Program Enrollment. Once this is created, the provider can [review and accept the authorization](#).

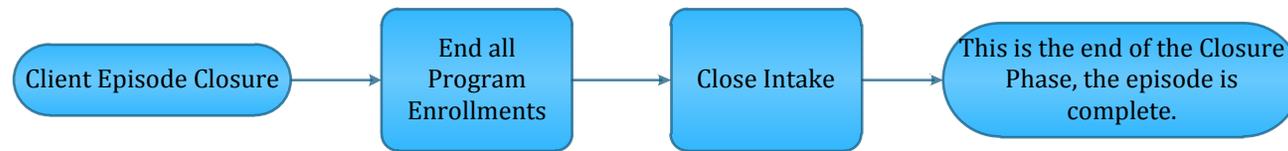
Department of Correction Client Services Phase



Description:

1. If the program enrollment was not created, [create a Recovery Support Services program enrollment](#).
2. [Create encounters](#) for billable services. Providers can check the authorization to see which services are billable. It is recommended encounters are entered within 5 days, but if they are not [billed](#) within 30 days, the claims will be denied.
3. [Create Miscellaneous Notes](#) to record information in WITS that is non-billable. This may be used to track things such as conversations with BPA or the WITS Help Desk as well as record any non-billable service.
4. When the client requires updates, changes, or additional services either the Treatment provider or the RSS providers will need to create an ACR type of [Note to Authorizer](#). The RSS provider will accept the authorization and continue to bill for services.

Department of Correction Episode Closure Phase

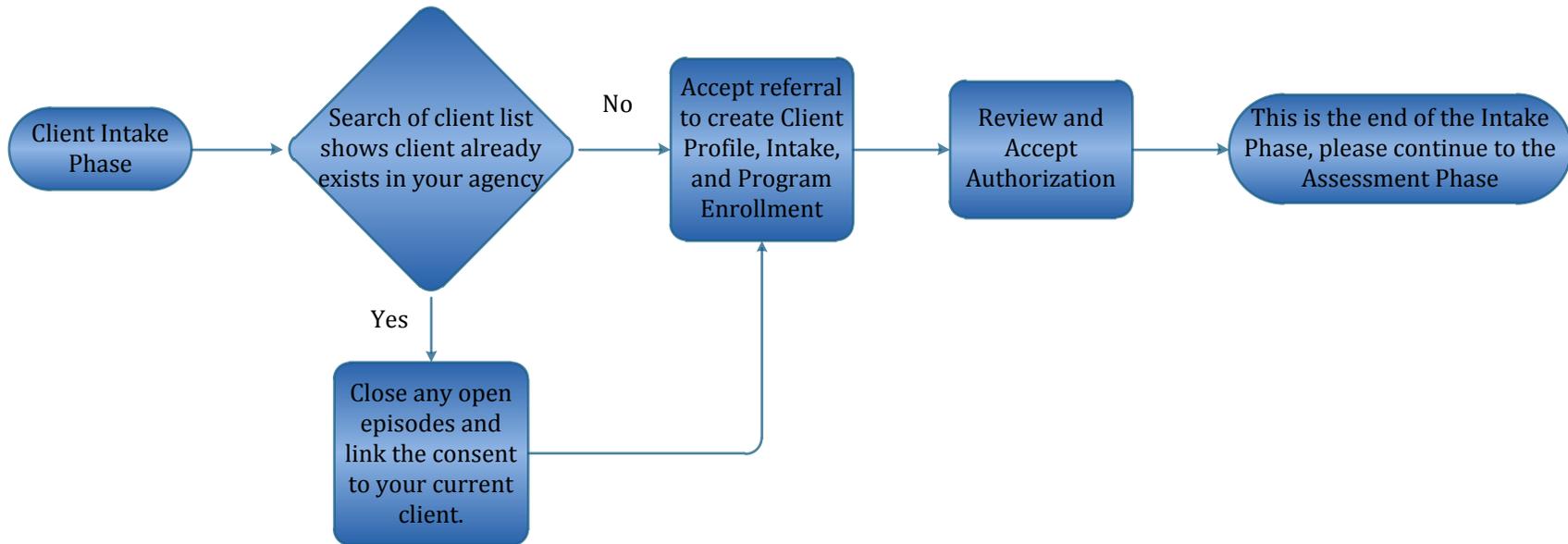


Description:

1. The provider must [end all Program Enrollments](#) and close the Intake.



Department of Juvenile Corrections Client Intake Phase

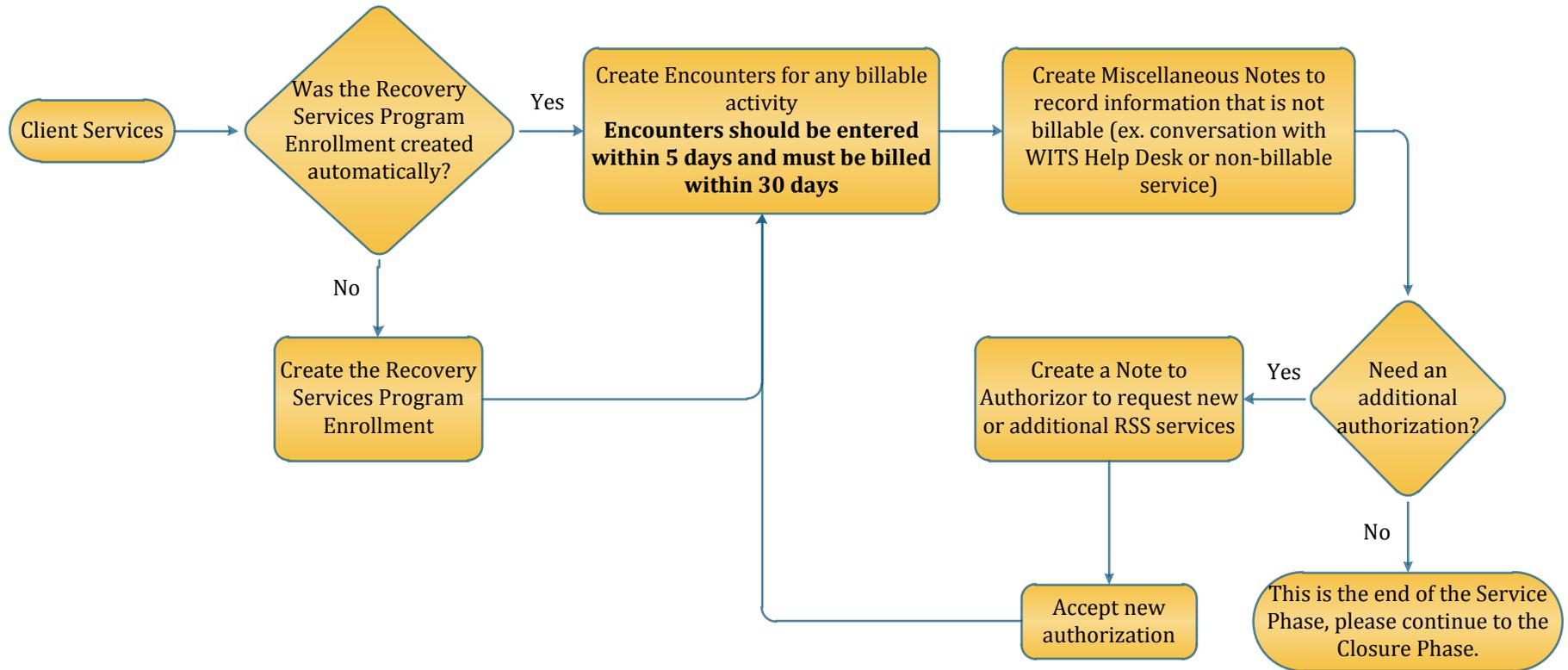


Description:

1. The provider can contact the client by viewing the contact information that was consented to them in WITS.
2. When the client comes to the first appointment, the provider searches WITS to see if the client has a profile in their agency. If there is a profile from a previous episode, [link](#) the clients consent from an outside agency to the client in the provider agency. [Close any open episodes](#), then [accept the referral](#). If the client is not in WITS, the provider will only need to [accept the referral](#).
3. Accepting the referral will create a Client Profile, Intake, and Program Enrollment. Once this is created, the provider can [review and accept the authorization](#).



Department of Juvenile Corrections Client Services Phase

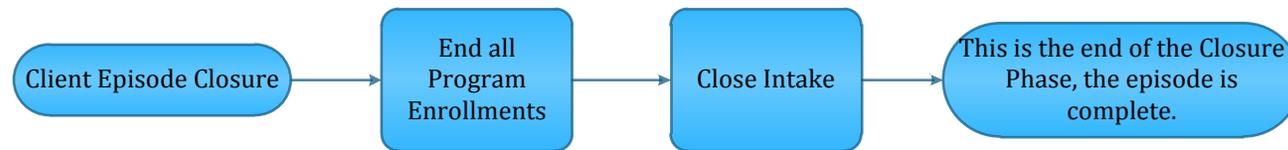


Description:

1. If the program enrollment was not created, [create a Recovery Support Services program enrollment](#).
2. [Create encounters](#) for billable services. Providers can check the authorization to see which services are billable. It is recommended encounters are entered within 5 days, but if they are not [billed](#) within 30 days, the claims will be denied.
3. [Create Miscellaneous Notes](#) to record information in WITS that is non-billable. This may be used to track things such as conversations with the WITS Help Desk as well as record any non-billable service.



Department of Juvenile Corrections Episode Closure Phase

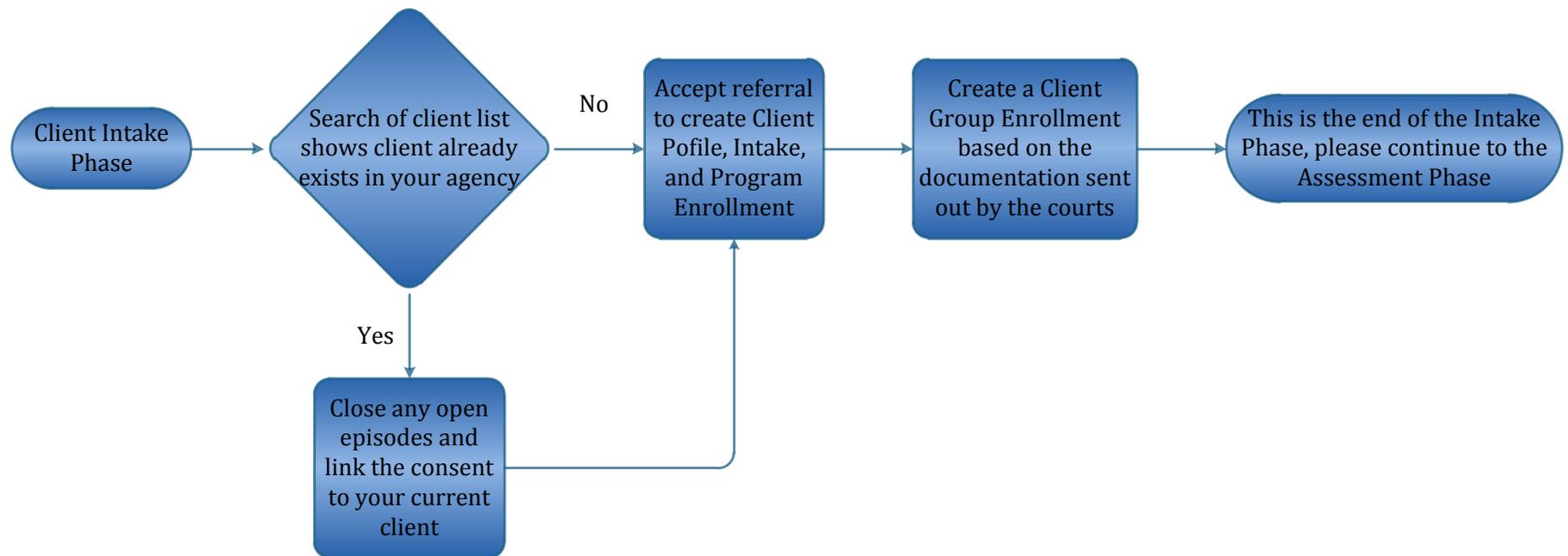


Description:

1. The provider must [end all Program Enrollments](#) and close the Intake.



Idaho Supreme Court Client Intake Phase



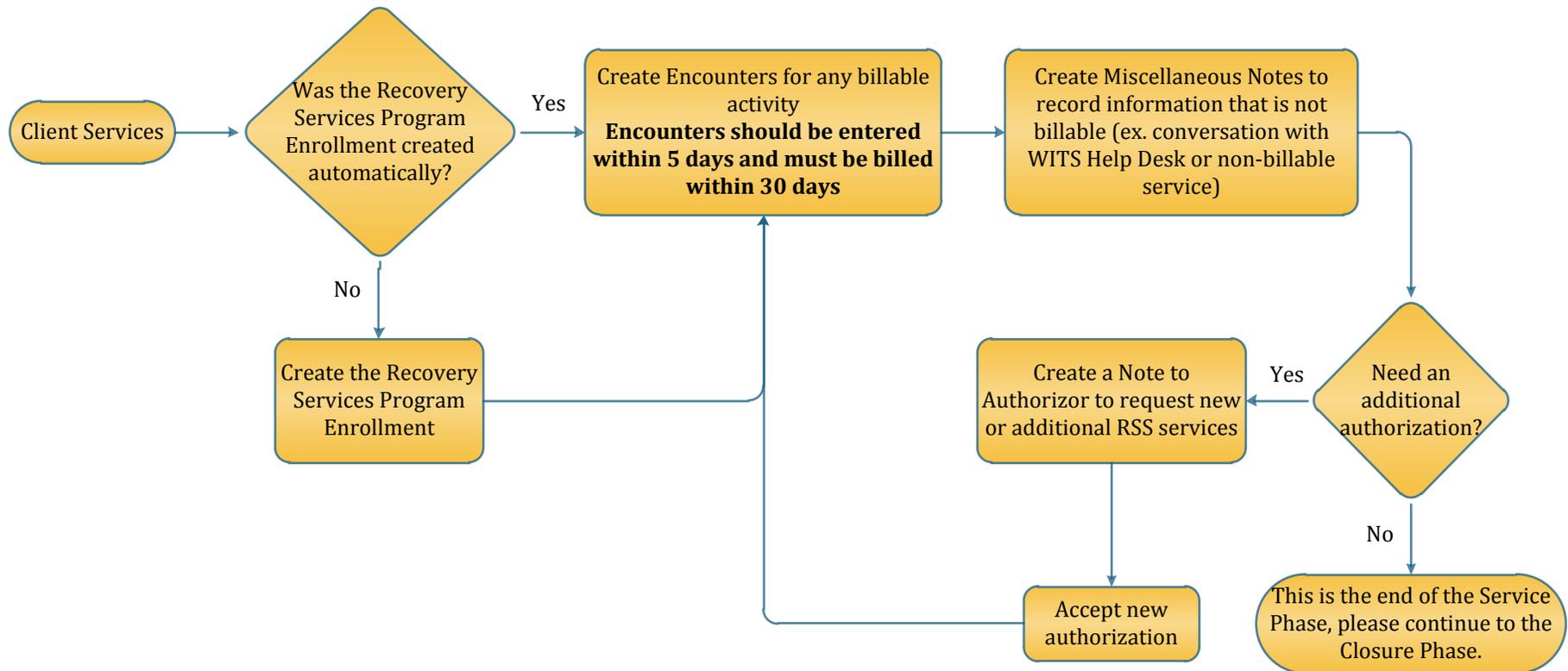
Description:

1. A prospective client is referred into WITS by Court Coordinators. The provider can contact the client by viewing the contact information that was consented to them in WITS.
2. When the client comes to the first appointment, the provider searches WITS to see if the client has a profile in their agency. If there is a profile from a previous episode, [link](#) the clients consent from an outside agency to the client in the provider agency. [Close any open episodes](#), then [accept the referral](#). If the client is not in WITS, the provider will only need to [accept the referral](#).
3. Accepting the referral will create a Client Profile, Intake, and Program Enrollment. Once this is created, the provider can create the Client Group Enrollment based on the documentation provided by the courts.





Idaho Supreme Court Client Services Phase

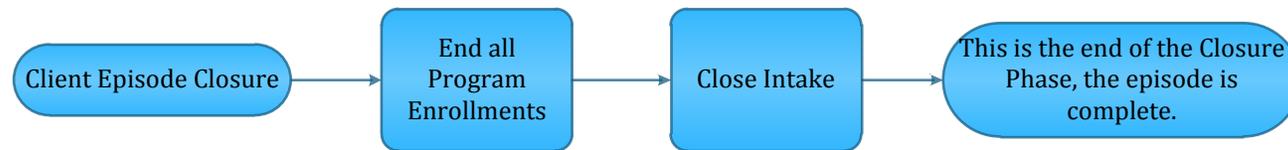


Description:

1. If the program enrollment was not created, [create a Recovery Support Services program enrollment](#).
2. [Create encounters](#) for billable services. Providers can check the authorization to see which services are billable. It is recommended encounters are entered within 5 days, but if they are not billed within 30 days, the claims will be denied.
3. [Create Miscellaneous Notes](#) to record information in WITS that is non-billable. This may be used to track things such as conversations with ISC or the WITS Help Desk as well as record any non-billable service.



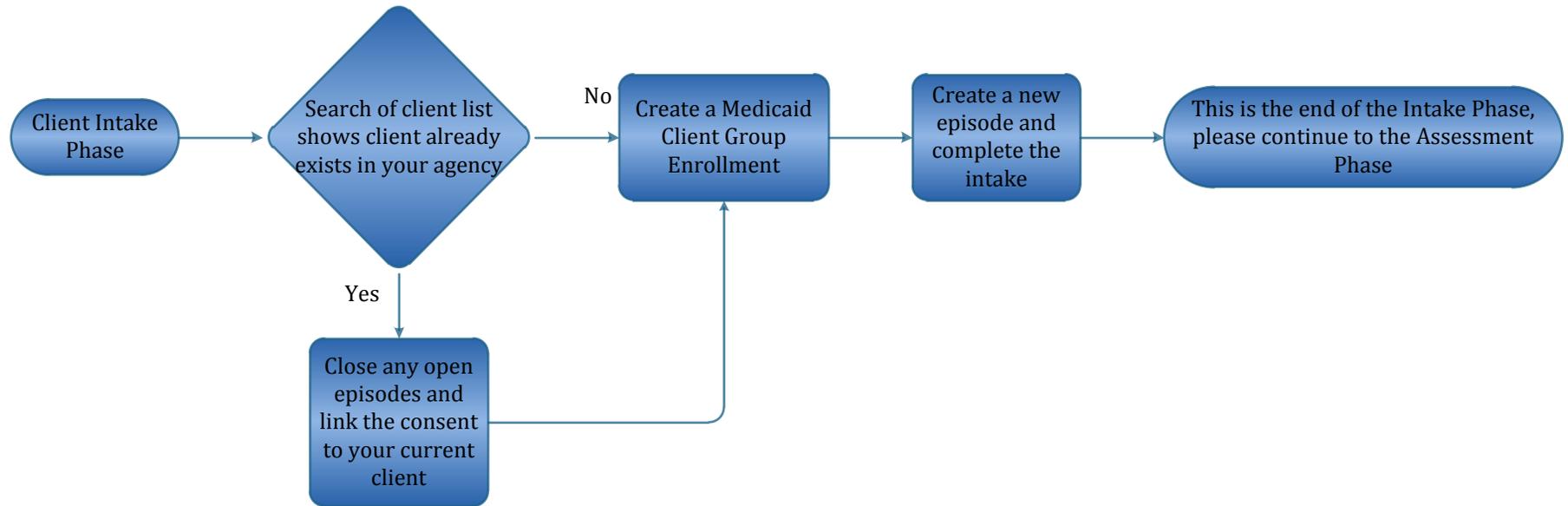
Idaho Supreme Court Episode Closure Phase



Description:

1. The provider must [end all Program Enrollments](#) and close the Intake.

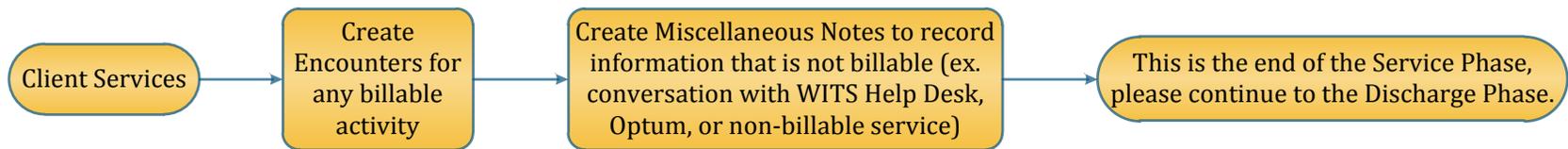
Medicaid/Optum Client Intake Phase – *Not required in WITS*



Description:

1. When the client comes to the first appointment, the provider searches WITS to see if the client has a profile in their agency. If there is a profile from a previous episode, [close any open episodes](#). [Link](#) the clients consent from an outside agency to the client in the provider agency if there are any. If the client is not in WITS, [Add Client](#) to create a new profile.
2. [Create a Medicaid Client Group Enrollment](#).
3. [Create a new episode](#).

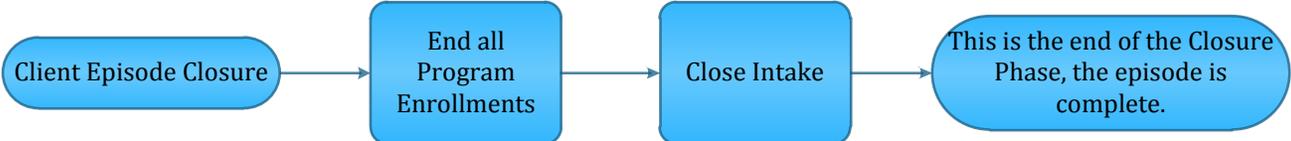
Medicaid/Optum Client Services Phase – *Not required in WITS*



Description:

1. [Create a Medicaid program enrollment.](#)
2. [Create encounters](#) for billable services.
3. [Create Miscellaneous Notes](#) to record information in WITS that is non-billable. This may be used to track things such as conversations with Optum or the WITS Help Desk as well as record any non-billable service.

Medicaid/Optum Episode Closure Phase - *Not required in WITS*

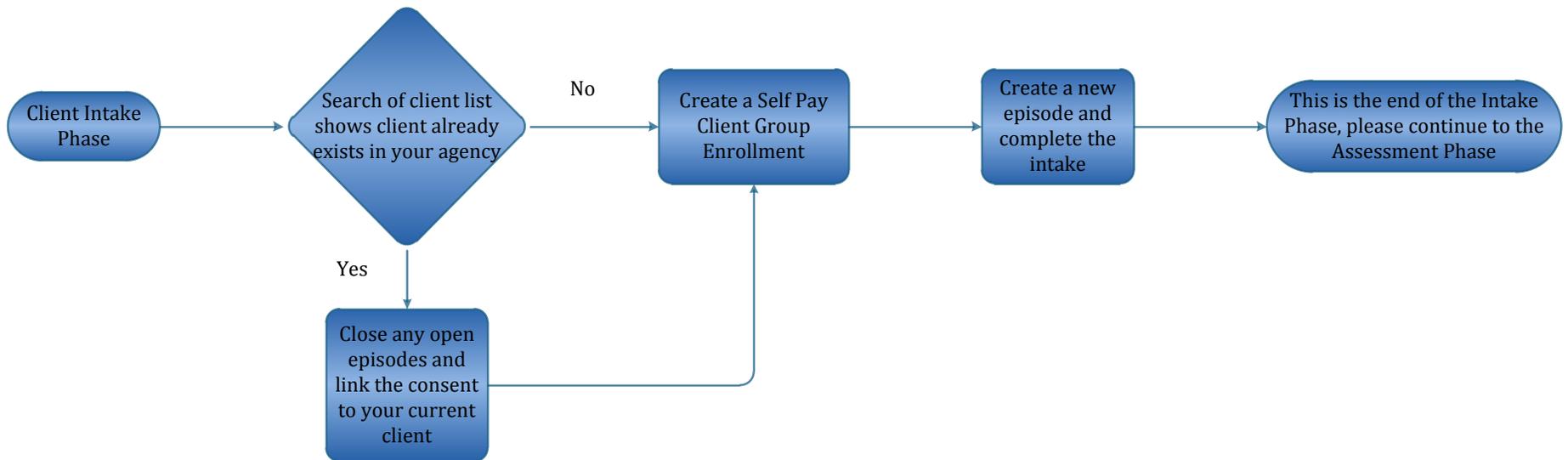


Description:

- 1. The provider must [end all Program Enrollments](#) and close the Intake.



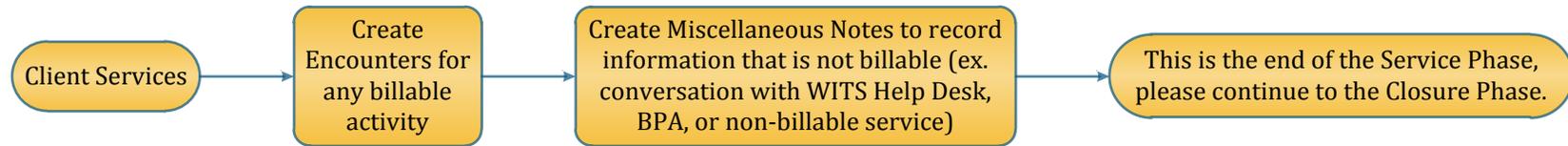
Private Pay/Self Pay Client Intake Phase – *Not required in WITS*



Description:

1. When the client comes to the first appointment, the provider searches WITS to see if the client has a profile in their agency. If there is a profile from a previous episode, [close any open episodes](#). [Link](#) the clients consent from an outside agency to the client in the provider agency if there are any. If the client is not in WITS, [Add Client](#) to create a new profile.
2. Create a Self Pay Client Group Enrollment.
3. [Create a new episode](#).

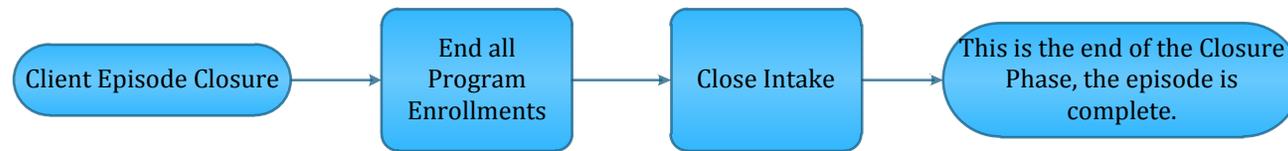
Private Pay/Self Pay Client Services Phase – *Not required in WITS*



Description:

1. Create a Private Pay/Self Pay program enrollment.
2. [Create encounters](#) for billable services.
3. [Create Miscellaneous Notes](#) to record information in WITS that is non-billable. This may be used to track things such as conversations with BPA or the WITS Help Desk as well as record any non-billable service.

Private Pay/Self Pay Episode Closure Phase – *Not required in WITS*



Description:

1. The provider must [end all Program Enrollments](#) and close the Intake.