New Recovery Support Services (RSS) Provider Required WITS Training Descriptions

Training Name	Which staff should attend?	What does this training cover?
New RSS Provider Training Part 1	All staff	WITS websites, HIPAA and CFR 42 compliance, logging into WITS, basic WITS navigation, viewing the Home Page, using the Client Search screen, viewing the Activity List, viewing the Episode List, Intake, Program Enrollments, Encounter (billable) Notes, Group Notes, Miscellaneous Notes, Authorization Change Requests, and closing client records.
New RSS Provider Training Part 2 *(Agency Billing)*	Billing staff	Using the Encounter List, viewing the Claim Item List, changing the status of claim items, rejecting a claim item, creating batches, removing claim items from a batch, submitting batches to the payor, reprocessing a batch, viewing the Payment List, payment application, and viewing claims on the EOB Transaction List.
New RSS Provider Training Part 3 *(Agency WITS Administrator Training [AWA])* ***This Training is <u>OPTIONAL</u> for New RSS Providers***	Each agency may designate two staff members as AWAs	Creating and updating staff profiles, revoking staff permissions, resetting passwords, disabling staff accounts, security forms for WITS and GAIN, viewing staff usage, basic WITS navigation, creating and reviewing support tickets, deleting Encounters and Notes, creating and viewing alerts, security settings and compatibility, HIPAA and CFR 42 compliance.