IWUG Online Meeting Minutes

May 16, 2013

Topics discussed:

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Update on Partnering Agencies

Denise asked if any of the partnering agencies on the call would like to speak. Joni Ward at IDJC said they are contacting providers who have completed WITS training and would like to pilot with them. They are sending referrals to about 14 providers, of which approximately 5 are using WITS for every referral. There was no reply from anyone at IDOC. IDOC is also making referrals in the system and doing adjudication with some of the providers. Denise explained that adjudication is the approval or denial of expenditures. IDJC and IDOC are embarking on that process now. Adjudication is the next step in the process.   There was no representative from the Supreme Court. Denise advised the court plans to meet soon and hopefully will get approval to use cost reimbursement. DHW is not making referrals so the provider has to send those to BPA.

Update on Pilot Agencies

Denise reviewed the statistics from the last meeting and today. A Program Enrollment is done to enroll a client in a program initially or when they move from one type of program to another based on level of acuity (steps up and down). Those numbers are increasing. An Admission is done after a client has been assessed and it's determined they need treatment. Those numbers are increasing as well. Some new providers are just starting and are doing well already.   Notes are steadily climbing. Ada County Juvenile Court Services is doing well. We are seeing an incline in Release to Billing. Denise offered that the WITS team will assist with training in whatever capacity the providers need. It's critical that each agency master the Billing process and incorporate this task into their daily routine because it impacts their payment for services provided. Client Group Enrollment can be associated with setting up the client's "insurer." Client Group Enrollment numbers are improving. If you don't create a Client Group Enrollment, you'll get an error when you try to Release to Billing. Denise reported that progress on Discharges is good. Discharge is the end stage of the client's record. If you need help with Discharges or closing Intakes when a client's treatment is complete, please call the Help Desk for assistance. Denise stated that we are very pleased with all the hard work the providers are doing and the progress we're seeing. Rachel Jones at the Supreme Court said their staff is having problems with the Discharge process and asked if we can we do a GoToMeeting with them. Denise replied we'll be glad to do that for them.

Critical Bugs and Changes – Website

Denise advised of the WITS website (www.wits.dhw.idaho.gov) and displayed it on her screen. She explained the various options available there. She recommended that everyone read the FAQs when time is available because they contain a lot of valuable information. WITS Release Notes are posted on the website and include any bugs or changes that are occurring in WITS.

Training – 19-2524 Process

Denise explained that 19-2524's come from IDOC and require an assessment. After the GAIN-I assessment is done, it's necessary to complete a Consent. Denise demonstrated how to fill out the required fields on the Client Disclosure Agreement and Client Referrals screens. Robert added that the Pre-Sentence Investigator's name and the judge's name are required in the Comments field; we also would like to have the PSI's e-mail address but it is not required. The second part of the process is to download the GRRS into WITS. That can be complicated, so please call the Help Desk for assistance if you need it. Rachel Jones asked about the Consent; if a client went from one program to another and the client requested a copy of their previous GAIN-I assessment, is this how that information would be provided? Denise replied yes. Someone asked how they would know if there are Consents in the system. Denise showed how to find that information on the Client Search screen under the Clients With Consents from Outside Agencies section. There are differences between the Mental Health and SUD records. Denise advised that all information that is consented is in Read-Only so is not editable. Brett asked about a client who moves from one agency to another; Denise explained they would do a Consent only, not a Referral. He asked how the client's funding gets transferred to the new agency. Denise showed how to communicate with the funding source: (1) Go to Profile, (2) go to Authorization, (3) click on Request under the Actions column, (4) click on Add New, (5) send a Case Management note with a Comment. (Example: "Client needs referred to another agency (name). Documents sent over." Denise also showed how the funding source would appear on the Authorization Change Request List for information that was sent to them.

Request for Training Topics

None mentioned. Please call or e-mail the Help Desk to submit any suggestions. Denise added the phone number and e-mail address for the Help Desk in the chat box and offered helpwith anything the providers may need.