

IWUG Online Meeting Minutes

June 27, 2013

Topics discussed:

Update on Partnering Agencies

Joni Ward from IDJC advised she is still entering the Authorizations for all the providers. She has a team consisting of Crystal, Paul and April who are working with her. Send her an e-mail if you have any problems. You will see Authorizations split between the two fiscal years, one ending June 30 and one starting July 1. She is entering current clients in treatment.

IDOC is currently using a dual process. The BPA process for Referrals will continue until 10/1 or whenever new MSC is on board. They are also making Referrals to some providers. You may see Referrals either on paper or in WITS.

DHW will start making Referrals. Idaho Supreme Court will use Cost Reimbursement so you won't need an Authorization. This will start in October.

Update on Provider Agencies

Denise reported that we are seeing several new providers participating. Program Enrollments show fluctuation, which is good. Admissions show a substantial increase for some agencies. Notes are improving. Released Notes are critical because payment to your agency depends on this. Client Group Enrollments are good. Denise explained the Discharge process and why Intakes are so important.

Critical Bugs and Changes – New Release Notes Posted

Denise advised that new Release Notes for April and May have been posted on the WITS website at www.wits.dhw.idaho.gov. She displayed the site and showed where to find that information. There were 13 bugs that have been repaired in this release.

Training

Linking Outside Consents to Client Record

Denise demonstrated how to link a client's consent from an outside agency to an existing client record. (Example: If a client already exists in your agency's Client List, and then you receive a Referral for that client, you need to link them together. If you don't link them, there will be two records for the same client with different information in each.) Denise emphasized that it's imperative to check the Client List before you accept a Referral to prevent duplication and combine the records correctly.

Reset Logons

Denise advised that each agency should have 1 or 2 Agency WITS Administrators who can reset logons for users. This is a convenient option that's available in addition to the WITS Help Desk being able to do this for you.

Support Tickets

Denise explained that the Agency WITS Administrators can enter support tickets for anyone in your agency. She demonstrated how to submit a support ticket and move it to Tier 2 for action.

Q & A

A question was asked about problems with the GAIN Core and whether to call the WITS Help Desk or Chestnut about those. Denise advised to submit very specific information to the WITS team via support ticket, including a screenshot if possible, so we can research it and pursue the problem with Chestnut if necessary.