IWUG Online Meeting Minutes

July 11, 2013

Topics discussed:

Update on Partnering Agencies

Currently DHW is not doing Authorizations in WITS. Providers have to do Client Group Enrollments. Denise apologized in advance for any delays in Help Desk response because our call volume is large. IDOC continues to make Referrals in WITS on some clients. Paper referrals continue to be made as well. Courts are not going to make Referrals until October. The problems encountered July 1 have been corrected. You should be able to do Release to Billing on any drug court clients now.

Some asked which agencies are live in WITS. Denise replied that all 4 state agencies are live but only IDJC is preparing to start paying providers from Provider Connect. Denise also clarified which client notes need to be put into WITS and displayed the Billable Services report where those can be checked. A person from ProActive asked for clarification on several issues and Denise offered assistance from the Help Desk team.

Update on Provider Agencies

Denise advised considerable progress is being seen. Admissions - This is a critical part of the module prior to treatment. Numbers are increasing substantially. Notes - Release to Billing is critical because that's the way your agency will receive payment effective October 1. Self-Pay clients do not have to be entered in WITS yet but will be included later. Notes are increasing and new providers are joining. Denise reviewed the Client Group Enrollments.

Critical Bugs and Changes – New Release in Training

Announcement regarding GAIN data edits: Providers are currently not able to look up a client because of a change in numbers between WITS and GAIN. Denise advised we expect a resolution to this in the next 3-4 months.

The Release Notes for April and May are available on the WITS website www.wits.dhw.idaho.gov under the WITS Release Notes tab.

Training – Services in WITS

The Help Desk has been receiving many calls asking which services to select on the Program Enrollment screen. The permission required to view information about services and rates is Contract Management (Read-Only). On the navigation panel, click on Agency. Click on Contract Management. Click on Contract Service Rate. If you know which group is paying for the service, make a selection in the Group field. The Contract Service Rate List will display.

Click on Agency. Click on Billing. Click on Authorization List. Filter the list as necessary. The information on the Authorization List is in real time. A clinician expressed concern about this because she has not previously worked with billing. Denise advised we can train her billing staff how to do this. Denise encouraged her to be persistent and we will help everyone get through this. She advised her to send an e-mail to the Help Desk and request individual training, including some dates they're available, and we will accommodate them. Rose mentioned said she has been away from SUD for a few months so she may need some extra help. Denise emphasized that we don't want anyone to struggle. We will gladly assist you and support you, so please call us!