IWUG Online Meeting Minutes

July 25, 2013

Topics discussed:

<u>Update on Partnering Agencies</u>

Denise acknowledged there has been some confusion about Encounters and which Services to select. We are working on making the Service choices more consistent for all providers. IDOC currently uses bundled services; DHW and IDJC are joining, and we are waiting for a response from the courts. If all of the partners are using bundled services, that will allow everyone to have the same options in the dropdowns, alleviating the duplication of the same services displayed differently.

There were no participants on the call from any of the partnering agencies today.

Denise advised that all IDJC referrals are being sent through WITS. She recommended that you call Joni Ward if you have any questions about those referrals.

<u>Update on Provider Agencies</u>

Denise reviewed the agencies' numbers on Admissions, Notes, Client Group Enrollments, and Discharges and gave explanations of why the numbers fluctuate.

Denise asked Joanna how their recent training session went. Joanna said they had technical difficulties that day so they need some more help. Denise said she or Michelle will contact Joanna to set up another time to do additional training with them. Denise offered the team's assistance with any training the providers may need and encouraged them to call us as often as necessary.

Denise advised that DHW will be providing training to RSS providers in August and September.

Michonne said they've encountered problems with Release to Billing. Denise advised those problems are usually either due to the Service selected on the Program Enrollment screen or the selections chosen on the Client Group Enrollment screen. Joanna questioned the difference between Program Enrollment and Client Group Enrollment. Denise explained that Program Enrollment is associated with the level of care provided to the client. Client Group Enrollment relates to the group which covers payment of services for the client. Denise also explained basic Contract Management.

Denise emphasized that it's critical for everyone to integrate the Discharge and closure of Intakes into their regular process as soon as possible. If this isn't done correctly, we may not be able to correct the problems this creates and may never be able to link the GAIN to the client's records. If a client returns for treatment later, a new episode of care should be opened for them.

Critical Bugs and Changes – New Release in Training

Denise explained the term "release" is computer language which means a bundle of program changes that are pending. The monthly release includes system bugs that are found and changes that are requested. There is a collective group of WITS users who meet monthly and decide which changes they want made and who will fund the costs involved. When the changes are implemented in WITS, the WITS team tests them in the Training site first, then they are pushed to the Production site. Michelle advised of a new bug in the June release that was discovered in the last half hour, and Denise demonstrated the problem and the workaround for it. Denise displayed the WITS website www.wits.dhw.idaho.gov and pointed out the Release Notes tab.

Training – Billing Information

Denise demonstrated how to use the Encounter List to view billing information. It is shown in "real time," which means updates are visible immediately; the changes occur within 5 minutes of input. The Encounter Data report, which is available under Reports, includes only information entered prior to 5:00 p.m. MST that day. At 5:00 p.m. MST, the database is backed up, so any information entered after that time will not be available until the next day.

The Authorization List shows which authorizations are active versus pending and the status of your agency's funds. Its location on the navigation pane is: Agency > Billing > Authorization List. It also shows the Vouched Amount (amount that has been Released to Billing), Encumbered (amount pending payment, already deducted from available funds), Available (amount left after item was deducted from Encumbered). When the item has been paid, the Expended column will show the amount of payment you will receive.

The Claim Item List shows the items that have been Released to Billing. Its location on the navigation pane is: Agency > Billing > Claim Item List. You can retrieve an item that has been Released to Billing and either correct it or reject it. You can also view batches of claim items. Training on batching will be provided in the future.

Not everyone has access to the billing information. If the Billing option isn't visible on your navigation pane, that indicates you don't have the necessary permissions for it. If you have a need for this, please contact your Agency WITS Administrator.

Speak Up!

Denise encouraged everyone to participate during the IWUG calls and to contact any of the WITS Help Desk team for assistance. If you have a question, it's likely others have it too, so please feel welcome to ask for any information or training you need. We are here to help you through this process.