

# IWUG Online Meeting Minutes

August 8, 2013

## Topics discussed:

### Update on Partnering Agencies

Joni Ward from IDJC reported that all clients have been entered into WITS. If providers discover there are any Referrals or Authorizations missing, please call or e-mail Joni for assistance with those.

Denise reported that we are going to start using bundled services, which will impact everyone in a positive way. There won't be duplicate services in the dropdown anymore.

### Update on Provider Agencies

Denise reviewed agencies' progress in the various WITS categories and reported many of the results continue to improve. She emphasized that it's crucial for agencies to learn and do Release to Billing of their Notes because that function will impact their payments starting in October. She reminded everyone that the providers are responsible for completing this task for all of their billable Notes and cautioned that delay in doing this may create difficulties later.

### Critical Bugs and Changes

Denise displayed the WITS website [www.wits.dhw.idaho.gov](http://www.wits.dhw.idaho.gov) and pointed out the location of the WITS Release tab where the monthly release information is available.

### Training – Bundled Services

Denise demonstrated in the WITS Training site how the Managed Services Contractor (MSC) sends a Referral and an Authorization to a provider. She also showed the process for a provider to accept a Referral and an Authorization in WITS. She then demonstrated on the Encounter Profile screen that the Services dropdown will include only one description of each service instead of duplicates that have caused confusion prior to bundling. Denise clarified the terms "parent" and "child" in relation to bundled services as opposed to individual authorization of services. Denise also showed how to look at the Contract Service Rate under Contract Management in WITS.

## **Q & A**

### **Q1: What do we do if we get an error message when doing the Release to Billing?**

A1: Denise explained that most of the issues are either in fields on the Client Group Enrollment screen, in the Services field on the Encounter screen, or due to having a paper authorization instead of an electronic one through WITS. If the authorization is not received through WITS, the option of Non-Auth is required in the Plan Group field on the Client Group Enrollment screen. The Help Desk is available to assist with any questions or problems.

### **Q2: How can we add information to a signed note?**

A2: Denise advised you can't add to a signed note but you can add another note and sign it. The notes are accumulated in date/time sequence. This can be done as many times as necessary.

### **Q3: Is there a way to correct an item that has already been Released to Billing?**

A3: Denise advised yes, but the user must have the required permission to perform this task, which is usually assigned to an Agency WITS Administrator and/or staff who do billing functions. She demonstrated how to retrieve the item and correct it.

### **Q4: Will you please give us the WITS contact information?**

A4: Denise provided the following:

WITS Help Desk phone number: (208) 332-7316

WITS Help Desk e-mail address: [dbhwitshd@dhw.idaho.gov](mailto:dbhwitshd@dhw.idaho.gov)

WITS website: [www.wits.dhw.idaho.gov](http://www.wits.dhw.idaho.gov)