IWUG Online Meeting Minutes

August 22, 2013

Topics discussed:

Update on Partnering Agencies

Denise advised that Joni Ward from IDJC was unable to attend today's meeting but sent information to be shared. IDJC and DHW closed out approximately 600 authorizations and did re-authorizations for the clients, so Denise advised the providers to go into WITS and accept those new authorizations now.

Authorizations for IDJC clients who are Medicaid-eligible have been closed. Joanna asked if they should discharge those clients. Denise advised providers will not need an authorization for Medicaid clients. Providers are not required to use WITS for those clients but will be able to do so if they want, and the billing records will transfer to Optum.

IDJC had some delays in the paper authorization process and they are working to remedy those. If you have any clients who were missed, please call Joni Ward.

The four partnering agencies (IDHW, IDOC, IDJC and Problem Solving Courts) are preparing for the changes coming in October. There are lots of meetings and activities in progress. Denise said you may have seen a notice about changes in Services. All state agencies will start using the same bundled services. Denise explained that bundling is also referred to as a parent/child relationship in the WITS system. She advised the Services with IDJC at the beginning are temporary and will be deleted when the bundling process is completed.

Update on Provider Agencies

Denise did not review the providers' current WITS statistics due to problems with accessing the SSRS system from her remote location while traveling.

Training - Contract Service Rate

Denise displayed the Contract Service Rate screen in WITS and explained how to read the information it contains. She also clarified that the parent/child terminology is a WITS term, not related to a client's family relationships.

Training – Billing

Denise displayed the Encounters screen and advised the goal is to keep the encounters moving toward eventual payment for the services provided. She used the analogy of a conveyor belt to help explain the process.

1. On the navigation pane, go to Agency > Billing > Encounter List. You can filter the list by clicking on the blue topic above each category. You can also export the list by clicking on (Export) in the blue bar.
2. Check for unreleased items by changing the Status field on the Encounters screen to All Unreleased. Denise suggested sorting the items by Service Start date. Click on Profile under Actions. Review the encounter information and make any necessary changes so it will be released to billing successfully.
3. On the navigation pane, go to Agency > Billing > Claim Item List. Items can be rejected for correction if necessary. When all items are ready for the next step in submitting them, click on the blue words "Create a Batch."
4. On the navigation pane, go Agency > Billing > Claim Batch List. The last step is to choose whether to Bill It, Hold It, etc. Whatever action you choose here will apply to all claim items in that batch.

Rebecca verified with Denise that, even though a Clinician may do the Release to Billing for an encounter, that item still needs to be added to a batch.

Denise advised that Quick Start Guides are available on the WITS website at www.wits.dhw.idaho.gov . Click on the WITS User Guides tab and look under the Quick Start Guides segment for the topics.

Q & A

Alan asked about training dates. Denise showed where to find the training calendar on the WITS website. She mentioned the WITS team is conducting training in northern Idaho this week, southern Idaho next week, and in the Boise area the following week. There are separate trainings for treatment providers and RSS providers. If you are interested in attending training, please contact the WITS Help Desk to confirm there are seats available and to register.