IWUG Online Meeting Minutes

September 5, 2013

Topics discussed:

Update on Partnering Agencies

Denise reminded everyone that agencies who serve state-funded clients will start billing for their services through WITS effective October 1.

Update on Provider Agencies

Denise reviewed the Released Notes numbers for various agencies. She emphasized the importance of releasing all existing Encounter Notes and releasing new ones as they're created to ensure the agencies start with a clean slate on October 1.

Training

Billing

Denise strongly encouraged each agency to review all of their unreleased items and release them now, otherwise those items will remain on future reports.

How to view unreleased items: Click on Agency. Click on Billing. Click on Encounter List. In the Status field, select All Unreleased. In the Service Start field, use the format MMDDYYYY**:**MMDDYYYY to specify the date range (example: 070113:090113). Click on Go.

How to enroll a Medicaid client: Click on Client Profile. Click on Client Group Enrollment. Click on Add Benefit Plan Enrollment. In the Plan-Group field, select Medicaid - OPTUM-Medicaid. On the question "Is the client enrolled in Healthy Connections?" select NO. In the Coverage Start field, enter the date 9-1-2013. In the Responsible Party field, select SELF. This will cause the related fields to auto populate from the client's profile information. In the Subscriber Number field, enter the client's Medicaid number.

Denise explained that the Service codes in parentheses are for Medicaid clients. The codes with numbers only are CPT codes; the codes preceded by the letter H are HCPCS codes. Denise demonstrated Add-On Services, which is a new functionality in WITS.

WITS Information

Denise reminded everyone that the website www.wits.dhw.idaho.gov is very helpful. The Announcements tab contains a lot of new information. Frequently asked questions are addressed on the FAQs tab. The WITS User Guides tab has been updated with some additional Quick Start Guides which include step-by-step instructions for several processes.

Announcements are also posted on the WITS Home Page. They are sent to the existing e-mail address in WITS for each user. To ensure you receive these notices, Denise recommended that everyone add the websites dbhwitshd@dhw.idaho.gov and noreply@witsweb.org to their Safe Sites list in Outlook so the e-mails are not diverted to a junk mail file. She advised call the WITS Help Desk if you need assistance with this. If your e-mail address has changed or you no longer need to receive this information, please contact your Agency WITS Administrator or the WITS Help Desk for changes.

Denise advised that most agencies have one or two Agency WITS Administrators who can assist users with resetting passwords and PINS, creating new accounts, etc. If you don't know who your Agency WITS Administrator is, please inquire to find out. If your agency doesn't have one yet, please call the WIT Help Desk to arrange for one to be designated and to get training for them.

Q & A

Q1. Why didn't I receive an e-mail invitation to today's IWUG meeting?

A1. Denise explained that when a Webinar invitation is sent, it includes a list of several scheduled Webinars. You should accept that invitation, then click on the link under "Add this to your Outlook calendar by clicking the link below" so that all of the scheduled meetings will be added to your Outlook calendar.

Q2. Should I not be releasing Problem Solving Court items?

A2. Denise advised these items should be released.

Effective October 1, you will receive a Referral but not an Authorization, so you will need to create a Client Group Enrollment. To do that: Click on Client Profile. Click on Client Group Enrollment. Click on Add Government Contract Enrollment. Complete the required fields.

To check which contract to use: Click on Agency. Click on Contract Management. Click on Contract Service Rate. Filter the list to suit your needs.

Q3. Someone asked a question about Optum's procedures.

A3. Denise advised the inquirer to call Optum for answers to procedural questions. Their number is listed on the communication we sent out this week.