IWUG Online Meeting Minutes

October 3, 2013

Topics discussed:

Introduction

Denise asked if agencies are communicating the IWUG call information to their WITS users or if we need to do something else to get more attendance on the IWUG calls. She advised that the Help Desk is very busy but encouraged people to continue to call for assistance.

Jamie reported that things are going well and we have lots of training scheduled. We're working with Ryan Porter at the courts to send an announcement out to providers about Cost Reimbursement.

Shannon spoke to Michelle about problems with permissions for a particular user. They will talk after the call.

Announcements

Denise reviewed some important announcements.

- Medicaid billing – We had hoped to have it done by October 1 but we've experienced issues in testing that are almost all resolved. We've had success in billing an 837. She advised you aren't required to bill Optum through WITS but you can if you want to.
- Authorization – The Authorization needs to be accepted from the client's Profile screen. Accept the Referral first, then accept the Authorization. Please DO NOT accept Authorizations from the Authorization List. Do not create a Client Group Enrollment. When the Referral is accepted, the Client Group Enrollment will automatically be created. The exception is the courts because of Cost Reimbursement. Providers should accept the Referral and then create a Client Group Enrollment. Please watch for the communication that is forthcoming for details.
- Documentation about how to do a Change Request to an Authorization is available on the WITS website. Information about how to do a Level of Care change will be provided later.

Update on Provider Agencies

Denise reviewed the Number of Released Encounters statistics. She advised we have several Batching & Billing trainings available this month and encouraged people to attend; information is available on the WITS calendar. We are seeing definite success across the network.

WITS Website

Denise displayed the WITS website www.wits.idaho.gov. She advised that the Help Desk has extended hours for the month of October. She showed the WITS calendar and explained that clicking on the training topic will display the information about that class. She pointed out where the Release Notes are and recommended checking there for bugs you may encounter. She pointed out the WITS Forms tab where security forms are located and advised everyone to be aware of who their Agency WITS Administrators are.

Shannon mentioned that the bug concerning Secondary and Tertiary Substances on the Substance Use screen is still happening. She said the workaround does work.

Training – Authorizations

Denise advised that you should not accept an Authorization from the Authorization List because that will cause the Client Group Enrollment to not move over correctly. An Authorization should always be accepted from the client's Profile. Denise emphasized the importance of following the training procedures exactly. Accept the Referral first, then the Authorization. You will never have to create a Client Group Enrollment for a DHW, IDOC or IDJC client anymore because it is automatically created when you accept the Referral.

If you have trouble with Release to Billing, please call the Help Desk for assistance.

Shannon verified with Denise that you should search for the client in the Client List prior to accepting the Referral. This will help prevent creating a duplicate record. If the client's record already exists in the Client List, and they are listed in the Clients with Consents from Outside Agencies, it's important that you link the records together. If you don't link them, a duplicate record will be created.

ATR

Jamie advised there's an announcement in WITS about this. For ATR clients, when you go to the Episode List, you should always choose the Substance Abuse domain until we notify you that the ATR domain is ready for use. We will do a file conversion to make GPRA's go to the ATR domain. We anticipate ATR being ready November 1.