

# IWUG Online Meeting Minutes

April 18, 2013

## Topics discussed:

### Technical Difficulties

Denise apologized for the technical difficulties experienced on previous calls and any potential ones that may occur in the future. We are working on finding the best technology to use that works for everyone, and we appreciate your patience with our efforts.

### Future Agendas

The agenda for the IWUG calls cannot be attached to the Webinar information, but Denise said we will start e-mailing the agenda to everyone in advance so providers can decide which staff members should attend.

### Update on Partnering Agencies

The Partnering Agencies consist of IDHW, IDJC, IDOC and the Idaho Supreme Court (a/k/a Problem Solving Court). IDJC is currently making referrals within WITS. IDOC is also making referrals to providers whom they've selected to comprise a well-rounded group. Referrals may be received in paper form or electronically. IDHW has every population in WITS without a referral. There is a dual process using paper and electronic records currently. When IDJC or IDOC sends a referral, the Client Group Enrollment is already populated in WITS. If a provider agency receives a paper voucher from the Supreme Court or the Department of Health and Welfare, the provider will need to create the Client Group Enrollment in WITS. The Client Group Enrollment is a critical first step in the payment process.

### DHW Website

Denise recommended that everyone become familiar with the DHW website [www.wits.dhw.idaho.gov](http://www.wits.dhw.idaho.gov). She emphasized that security requests need to be submitted on the current forms which are available there. The site also includes FAQ's, the training calendar, announcements, user guidance and other useful resources.

### **Update on Pilot Agencies**

Denise reviewed the agency statistics for each of the steps in the WITS process. Program Enrollments are climbing but those naturally fluctuate because of changes in clients' treatment activity. All agencies will be at various stages of development since WITS is a progressive system. Admissions are increasing which shows additional progress from providers. Notes are a critical point in the process and the numbers reviewed show that providers need to focus on being able to complete a billing note and use the Release to Billing functionality. Releasing the billing notes is a crucial step that providers need to work on in order to be ready post July 1, 2013, when the billing system changes to WITS and provider payment depends on their ability to integrate this function into their daily process. Another area showing improvement is the number of Discharges. This area shows that providers are definitely progressing in the system and have clients that have been processed all the way through WITS from Admission to Discharge.

### **Critical Bugs and Changes – User Guidance and Release Notes**

Denise mentioned that the User Guidance info on our website provides step-by-step instructions and other helpful information to assist providers.

Every month there is a new release. A release is the update to the system with enhancements or resolutions to existing bugs in the system. The process for a WITS release is as follows: 1) the update is pushed to the training site; 2) Department of Health and Welfare central office staff test the changes to verify they work correctly; 3) when the release has been vetted, it is pushed to the production site for use by providers.

### **Training – Billing in WITS**

Denise demonstrated the billing process in WITS. On the Encounter Notes, the Start Time and End Time are determining factors in the amount billed. Rates for services are behind the scenes and connected to the Duration of the encounter.

## Q & A

Mike asked how to find the Notes so they can be released to billing. Denise showed where there are reports available which can be exported to Excel and how to view the Status column on Encounter Notes.

Dena asked if agencies will need the BPA number to be able to bill once all of billing is in WITS. Denise replied that will depend on requirements to be determined by the new MSC.

Mike asked if multiple Notes can be released to billing all at the same time. Denise advised notes are Released individually and there is no bulk release function in WITS for the Encounter Note (not including adjudication)..

Rhonda asked if BPA will be able to receive billing through WITS. Denise advised the MSC will be adjudicating and paying claims through WITS. If the MSC uses another system, it will be up to them to determine how to get information from WITS to any other system.

Mike asked if there are any plans to change the Treatment Plan dropdowns to be more specific to the dimensions. Denise replied that we definitely will be making changes to the treatment plan in WITS and will be putting a group together with providers to review and make recommendations for change. Michelle advised that Ryan Phillips is going to lead a review team. Shannon from CSC and Kris from Nez Perce County Court volunteered to participate.

Denise asked for any suggestions on a training topic for our next call. Mike asked that we train on Discharges on the next IWUG call.