Preparing for October 1, 2013

In 15 days the entire SUD network will be transitioning to the use of WITS. Over the next few weeks you will begin to receive consents, referrals, and authorizations from BPA in WITS for IDHW and IDOC clients. The referrals and authorizations will come from the DHW Contractor Agency or the Idaho Department of Correction (IDOC) Agency and will be effective October 1, 2013. The referrals sent by BPA on behalf of DHW or IDOC will have a beginning authorization date of October 1, 2013. DO NOT ACCEPT these referrals and authorizations until after October 1, 2013. Preferably you should wait until the client shows up to their next scheduled appointment after October 1, 2013. All authorizations automatically close in 30 days if there is no billing activity. If you accept the referrals and authorizations when they are sent over in WITS, the authorization may close before the client actually shows up for a treatment session. This means you will be unable to bill until BPA sends a new authorization.

How does the October 1st go-live date impact me as a provider?

Per the WITS Announcement dated August 30, 2013, "On October 1, 2013, all treatment and RSS providers must be utilizing WITS. All authorizations for services will be sent to providers from the WITS system. The billing and adjudication of all claims in WITS will be implemented as well. This means that IDHW, IDOC, IDJC, and the Problem Solving Courts will all be using WITS for billing and payment." We also anticipate that the interface between WITS and Optum's billing system should be complete.

What can I be doing to get ready for October 1st?

Prepare for billing:

- 1) Select an Agency Billing representative(s) and make sure that individual has received the appropriate training. Additional on-line trainings are being offered during the months of September and October. The log-in information is listed on our website (no registration is required): www.WITS.dhw.idaho.gov. This individual should understand how to do the following in WITS:
 - a. Claim Items Reviewing/Rejecting/Holding (Released Encounter Notes)
 - b. Batching Creating, Reviewing/Rejecting Claim Items from a Batch
- 2) Release ALL encounter notes to billing. For directions, click here: <u>Creating/Releasing Encounter Notes</u> or here: <u>Releasing Encounters from the Encounter List Quick Start Guide</u>
- 3) If you have chosen to keep your Medicaid-only clients in WITS, make sure all Medicaid-only clients (those reimbursed through Optum) are entered into the correct Client Group Enrollment. For directions, click here: Medicaid Program Enrollment.
- 4) Close/discharge clients who are no longer receiving services from your agency. For directions, click here: Discharge Quick Guide.

Preparing for WITS Implementation

Prepare for accepting referrals and authorizations:

- 1) Select an agency representative(s) to monitor referrals and authorizations in WITS. Additional on-line trainings are being offered during the months of September and October. The log-in or registration information is listed on our website: www.WITS.dhw.idaho.gov. This individual should understand how to do the following in WITS:
 - a. Accept Referrals, Link Consents, and Accept Authorizations
 - b. Manage new Authorizations in WITS
 - c. Request Authorization Changes

Prepare agency staff:

- 1) Select two Agency WITS Administrators to function as WITS "super users" for your agency. This is a requirement for all agencies to assign at least two individuals for this role. Additional on-line trainings are being offered during the months of September and October. The log-in or registration information is listed on our website: www.WITS.dhw.idaho.gov. This individual should understand how to do the following in WITS:
 - a. Create Staff Member Accounts
 - b. Reset Agency Staff Passwords/PINs
 - c. Create Support Tickets in WITS
- 2) The Agency WITS Administrator(s) should make sure all staff have access to WITS with the appropriate permissions to allow them to do the functions of their job.
- 3) Remind agency staff of the <u>WITS SUD Provider eManual</u> located at <u>www.WITS.dhw.idaho.gov</u> and encourage staff to use the manual when questions arise.
- 4) Remind agency staff of the additional on-line trainings being offered during the months of September and October. The log-in or registration information is listed on our website: www.WITS.dhw.idaho.gov.