WITS
Frequently Asked Questions (FAQs)

May 13, 2013

QUESTION: Current IDAPA requires that Progress Notes contain documentation that justifies the client meets criteria for admission, continued stay, and discharge. Are we required to put this information in WITS?

ANSWER: The current rule requiring providers to have Progress Notes containing documentation that justifies the client meets criteria for admission, continued stay, and discharge will expire June 30, 2013. Starting July 1, 2013, the new IDAPA Rule will require the following documentation on Progress Notes (all of these requirements are met using the Encounter Note in WITS): Date of session; Beginning and ending time of session; Description of the session; Signature of person conducting the session.

QUESTION: Is it possible to have hands-on practice with WITS?

ANSWER: Yes, providers who would like access to the WITS Training site should email the WITS Help Desk at dbhwitshd@dhw.idaho.gov.

QUESTION: Are Domestic Violence and Mental Health notes differentiated in WITS?

ANSWER: Funding for domestic violence offender intervention services as a recovery support service was discontinued as of March 21, 2013. Mental Health notes are not a funded service according the Rate Matrix. Encounter Notes (billable notes) for domestic violence and mental health should not be entered in WITS for state funded SUD clients.

QUESTION: Are RSS Voucher Requests ready to use at this time in WITS?

ANSWER: IDOC is working with a few Treatment Providers to pilot the process for requesting RSS services for a Stand Alone RSS Provider in WITS. Currently all providers must continue to submit the required paperwork to BPA. When we transition to fully using WITS, all requests will be captured and maintained electronically using WITS.

QUESTION: Are we able to use WITS for Medicaid and private pay clients at this time?

ANSWER: Providers should only add SUD funded clients into WITS at this time. Many details need to be worked out before non-SUD funded clients are entered into WITS including WITS setup, training, and the use of the WITS provider agreement. The date for entering non-SUD funded clients is TBD.

QUESTION: Is it true that billable notes must be released to billing within three (3) days of the service?

ANSWER: No, providers do not need to Release Encounter Notes (billable notes) in WITS within three (3) days of the service. However, WITS does include a business rule that will deny payment of any Encounter Note when it is Released to Billing 30 days after the service date. Providers are encouraged to release billable notes within five (5) business days in WITS. Please keep in mind, these timeframes may change when the SUD system is fully implements WITS.

QUESTION: Would it be possible to share my password as an Agency WITS Administrator with my business partners so we can all have access to make changes in WITS?

ANSWER: Please, never share your password and pin with anyone, as this is considered a HIPAA and 42 CFR privacy violation. When a staff person is granted access to Idaho WITS, they are required to sign the Idaho WITS User Agreement. The Agreement states: *"I understand my Idaho WITS Password and PIN are confidential and must be protected from unauthorized access. They are to be used only by me and I am prohibited from sharing my individual security information"*. Your business partners can each have their own individual WITS account allowing them the permissions needed to make changes in WITS.

QUESTION: Where should we send our group lists so they can be set-up in WITS?

ANSWER: Each agency with a designed Agency WITS Administrator has been empowered to determine which staff in your agency should have the permission in WITS to complete the initial set-up of your groups. Once staff in your agency are granted the appropriate permissions, the WITS Help Desk can assist your staff in creating your Group Types and the initial Group Profiles.

QUESTION: Why should I send our active client list to the WITS Help Desk?

ANSWER: The majority of SUD Providers have been utilizing WITS to complete GAIN-I Assessments for over two years (a complete Client Profile and an open Intake are required). In the past, SUD Providers were not aware they should close the Intake for a client when they were no longer receiving services with their agency. Most SUD Providers have a large number of clients in WITS with open Intakes that should be closed. The WITS Help Desk is able to assist each agency with closing Intakes in WITS for clients that are no longer receiving services. Please email your active client list to the WITS Help Desk at dbhwitshd@dhw.idaho.gov or fax it to (208) 332-7305. If you email please be sure to encrypt the email for security and privacy. The WITS Help Desk will work with each agency to close intakes for non-active clients in your agency.

QUESTION: Will the 5% hold back be in WITS?

ANSWER: No, WITS billing is not currently configured to allow for the 5% holdback.

QUESTION: How will I know when staff are ready to use WITS as the billing record?

ANSWER: Staff will be ready to utilize WITS as the client billing record when their computers are configured for WITS and GAIN, they have the access to WITS, and they have attended training.

Computer Configuration for WITS and GAIN

Always utilize Internet Explorer to access Idaho WITS and the GAIN ABS site. Idaho WITS and GAIN ABS will work intermittently with Google Chrome and Firefox, but the GRRS is not compatible with these internet browsers.

1. Configure each staff member's Internet Explorer to allow pop-ups from Idaho WITS and GAIN ABS (see the Security Settings Quick Start Guide at www.wits.dhw.idaho.gov under User Guides).
2. Designate Idaho WITS and GAIN ABS as safe sites for Internet Explorer (see the Security Settings Quick Start Guide at www.wits.dhw.idaho.gov under User Guides).
3. If staff are using Internet Explorer Version 9 or 10, designate Idaho WITS and GAIN ABS as sites to be viewed in compatibility mode.

Staff Access to WITS

1. Two staff members are designated as your Agency WITS Administrators. WITS Security Access forms for each Agency WITS Administrator (and a signed Idaho WITS User Agreement if necessary) are submitted to the WITS Help Desk. The WITS Help Desk creates or updates WITS user accounts for the Agency WITS Administrators.
2. The Agency WITS Administrators will update all existing WITS staff accounts (per the updated WITS Security Access form). The Agency WITS Administrators will submit signed WITS Security Access form for each staff member (and signed Idaho WITS User Agreement if necessary).

Staff Readiness

1. Agency staff will attend the Basic Agency Training modules which include: Core, Billing & Consenting, and Discharge & Closure.
2. Staff begin using WITS as an EHR by entering clients, creating billable encounter notes, and other processes as taught in the trainings.

QUESTION: What do I need to enter in WITS for an existing client (without an authorization in WITS from IDOC or IDJC) so I can create Encounter Notes (billable notes) and Release them to Billing?

ANSWER: Add the following information for each existing client in WITS.

Client Record Readiness (existing clients without an Authorization in WITS for IDOC or IDJC)

1. Create a Client Group Enrolment for the client (Client Profile, Client Group Enrollment, Add Government Contract Enrollment).
2. If the client is receiving Treatment Services, create the Admission (Client Activity List, Admission).
3. Create a Program Enrollment for the Treatment Level of Care (OP, IOP, Residential, etc.).
4. Create a Program Enrollment for RSS Services if the client is receiving RSS Services at your agency.
5. Create Encounter Notes and Release them to Billing.