WITS USER GUIDE

Recovery Works: Recovery Residences

INDIANA'S FORENSIC TREATMENT PROGRAM

Triple check the SSN and DOB before entering to avoid duplication

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WITS Billing Overview

WITS is the Web Infrastructure for Treatment Services. It is a web-based application that is used to collect participant information and reimburse for services provided. Once a participant receives a referral from a Criminal Justice Provider, the provider must use WITS to submit claims (encounters) for rendered services.

The main steps of billing for a participant are outlined below:

ADD CLIENT

Enter the client's information into their profile.

START EPISODE

The episode is an overview of the participant's enrollment, demographics, and activity list.

CREATE VOUCHER

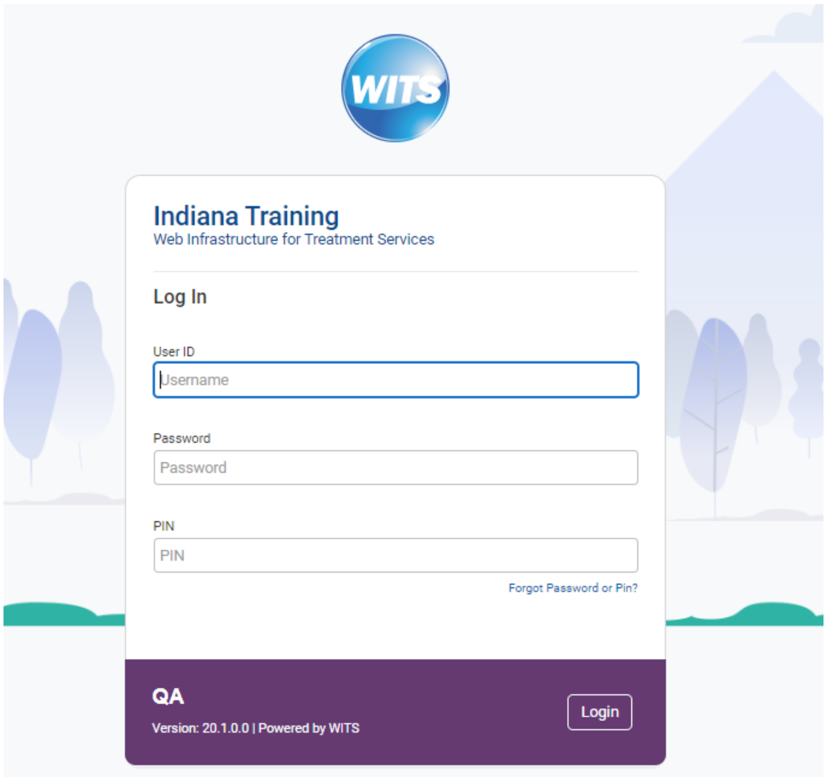
A voucher is created monthly to set aside services and funds based on a treatment plan.

SUBMIT ENCOUNTER

Encounters are submitted each time a service from the treatment plan is provided.

Accessing WITS

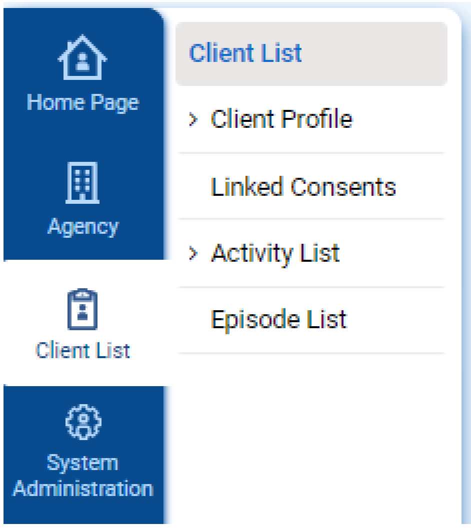
1. Go to the WITS website: https://dmha.fssa.in.gov/atr
2. Log in using your assigned user ID, which was emailed to you when your account was setup
   a. If you do not have a WITS login, please submit the "WITS Setup Spreadsheet" to the Recovery Works help desk at https://dmha.fssa.in.gov/helpdesk/?div=dmha.
   b. *Note: if this is your first time logging in, you will need to set your Security Question to create a password and pin.



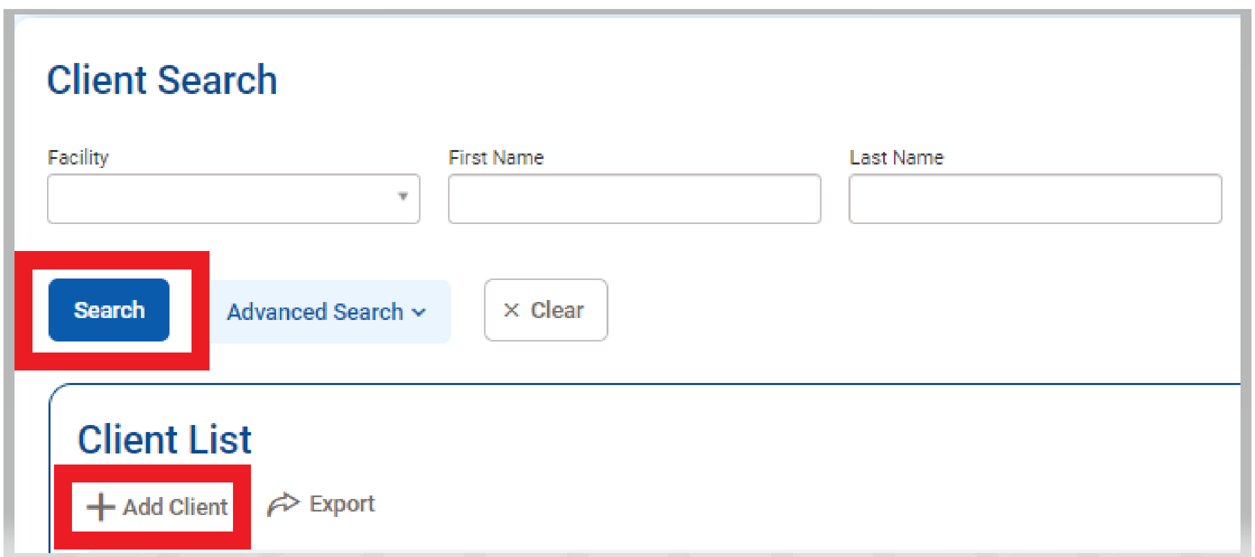
Guided Workflow for Participant Billing

Step 1: Add Client

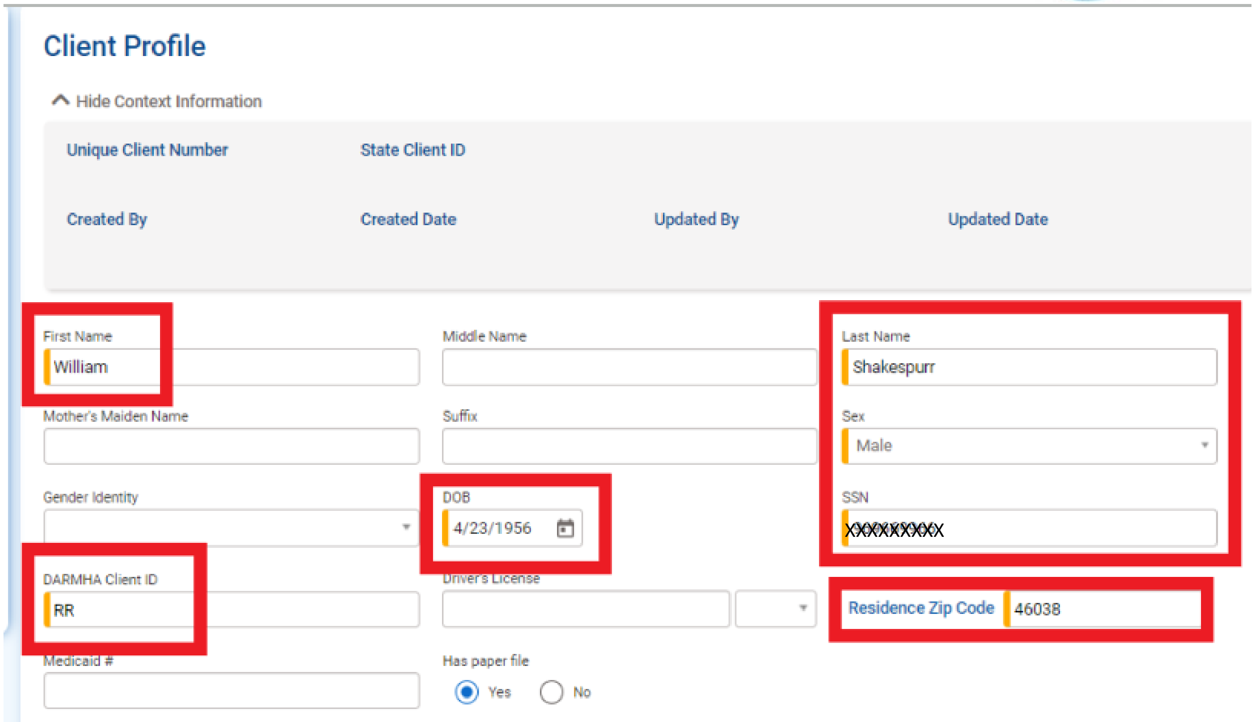
1. Log into WITS
2. Go to **Client List**



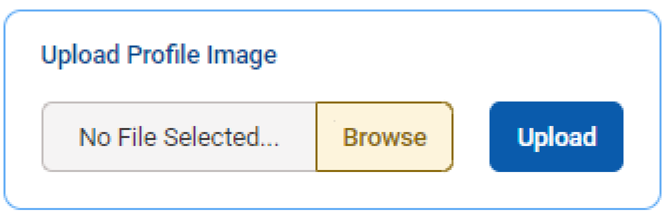
3. Search for the client you need to enter to ensure he/she is not already in the system
4. Click **"Add Client"**



5. Complete the client profile. All information with an orange line must be entered and accurate.
6. In the DARMHA Client ID field, enter "RR" for **ALL** clients.



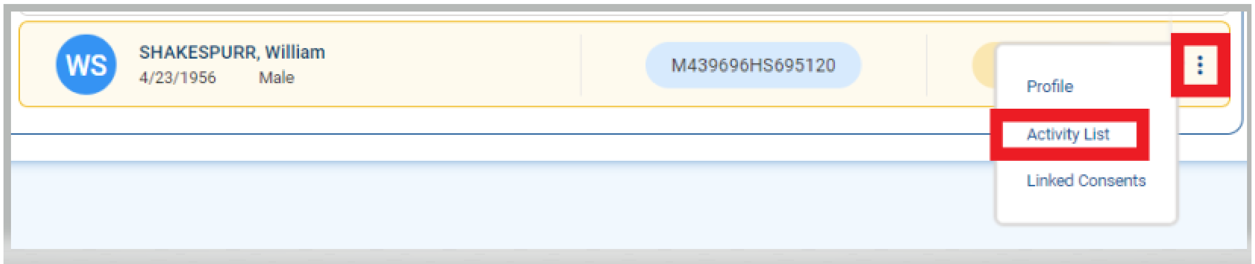
7. You can upload a photo of the client if you would like



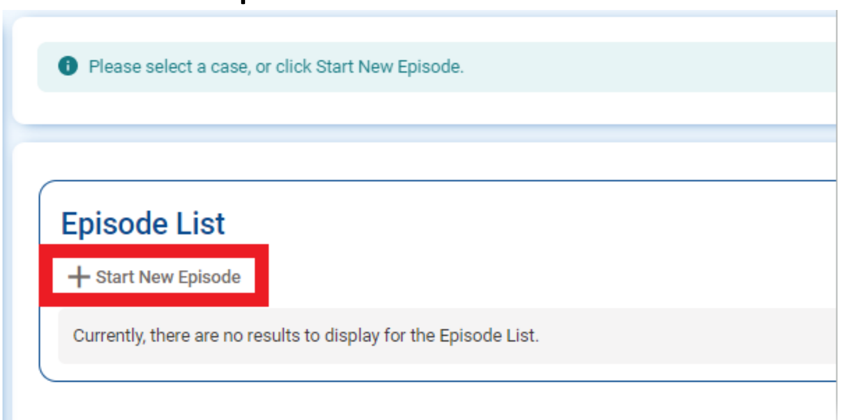
8. Hit **"Save & Finish"** once all required boxes are completed

Step 2: Start an Episode

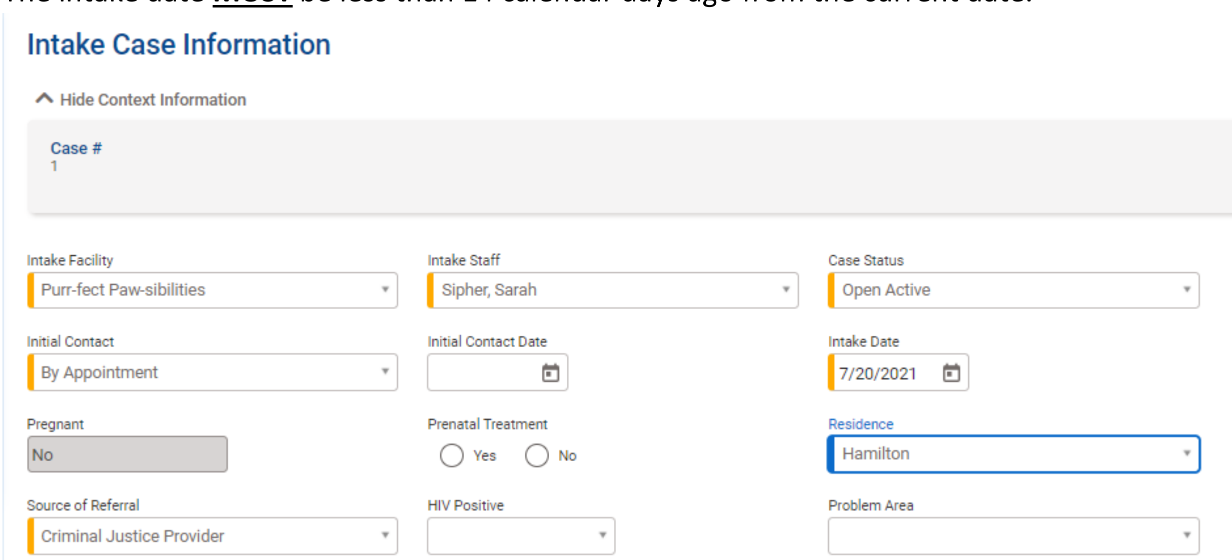
1. From the Client List, search for the client, and **click the ellipsis > Activity List**



2. Click **"Start New Episode"**



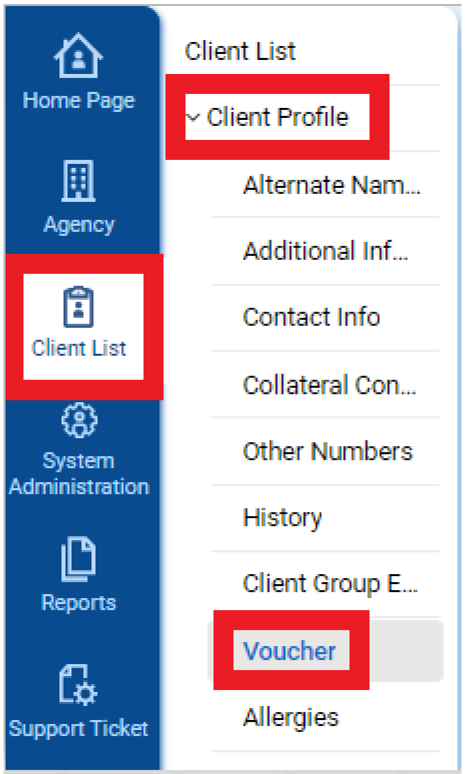
3. Enter all the information with an orange line
4. The intake date <u>**MUST**</u> be less than 14 calendar days ago from the current date.



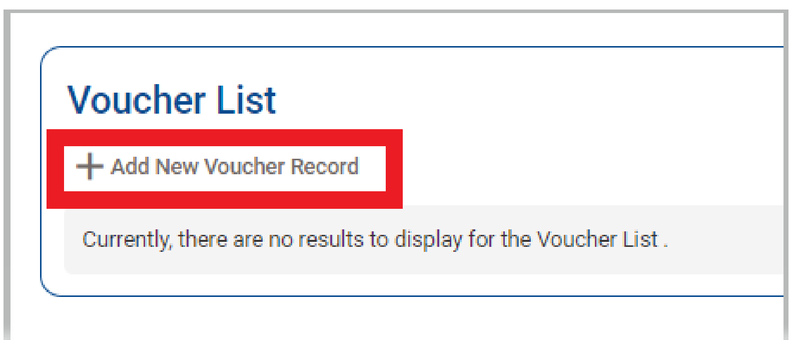
5. Hit "**Save & Finish**"

Step 3: Creating a Voucher

1. Go to Client List > Client Profile > Voucher

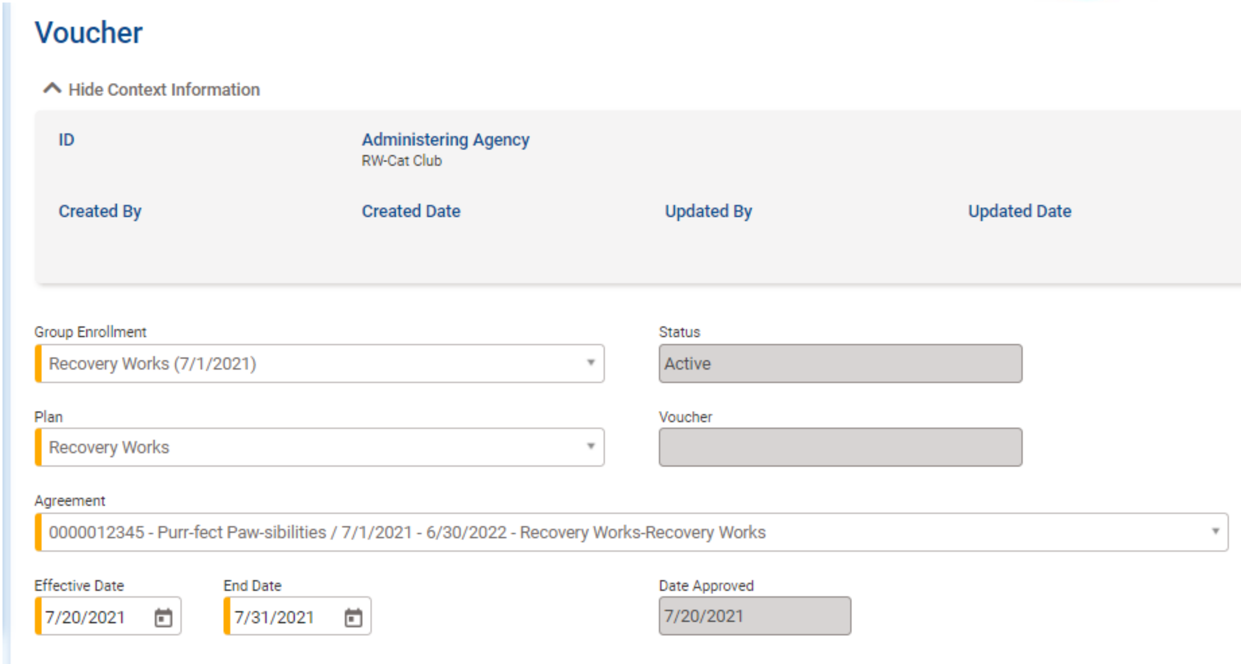


2. "Add New Voucher Record"

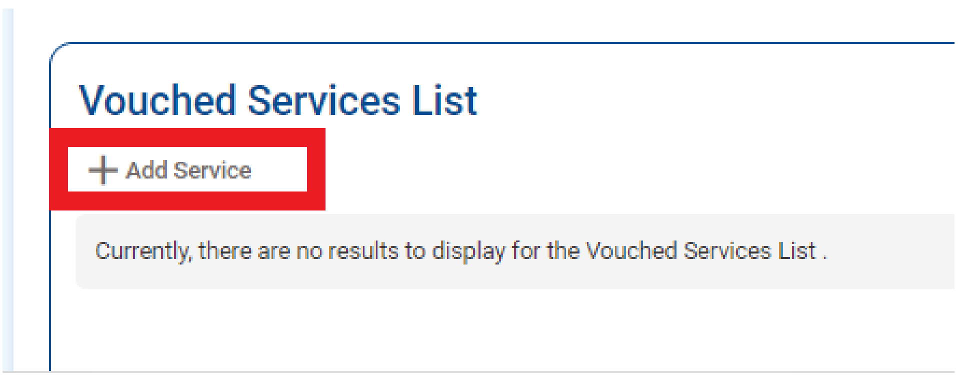


3. Select an agreement, which is the current fiscal year
4. Select an effective (start) date and end date.
    a. The start date **MUST** be less than 10 calendar days ago from the current date. It also cannot be before the intake date.

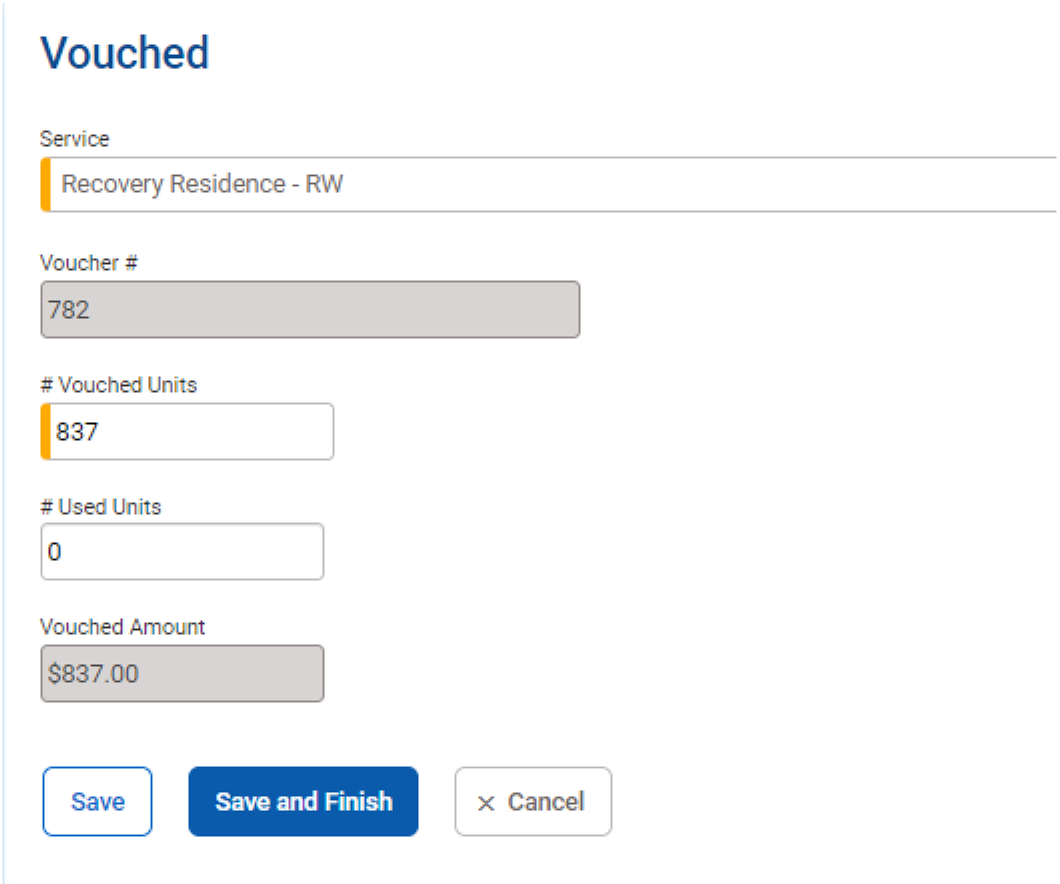
    Vouchers are to be made every 30 days. I recommend always making the end date the last day of the month you are working on



5. Click “Add Service”



6. Add “Recovery Residence – RW” to the voucher
    a. Use the Recovery Residence rate sheet to determine units (1 unit = $1)

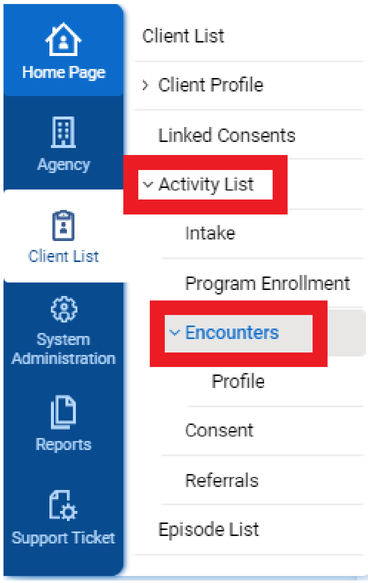


7. Hit **"Save & Finish"**

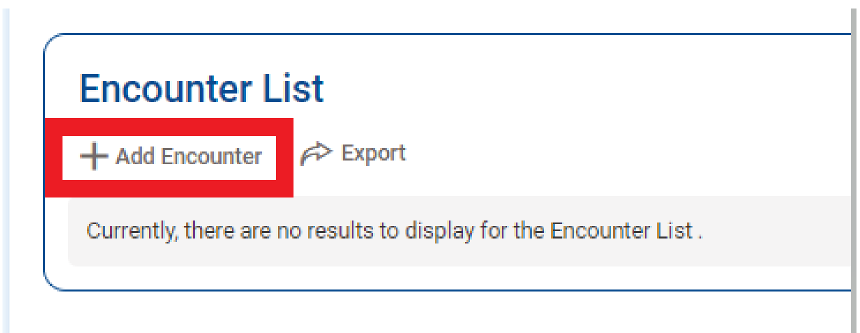
Step 4: Billing an Encounter

Encounters for recovery residence are to be billed once per week.

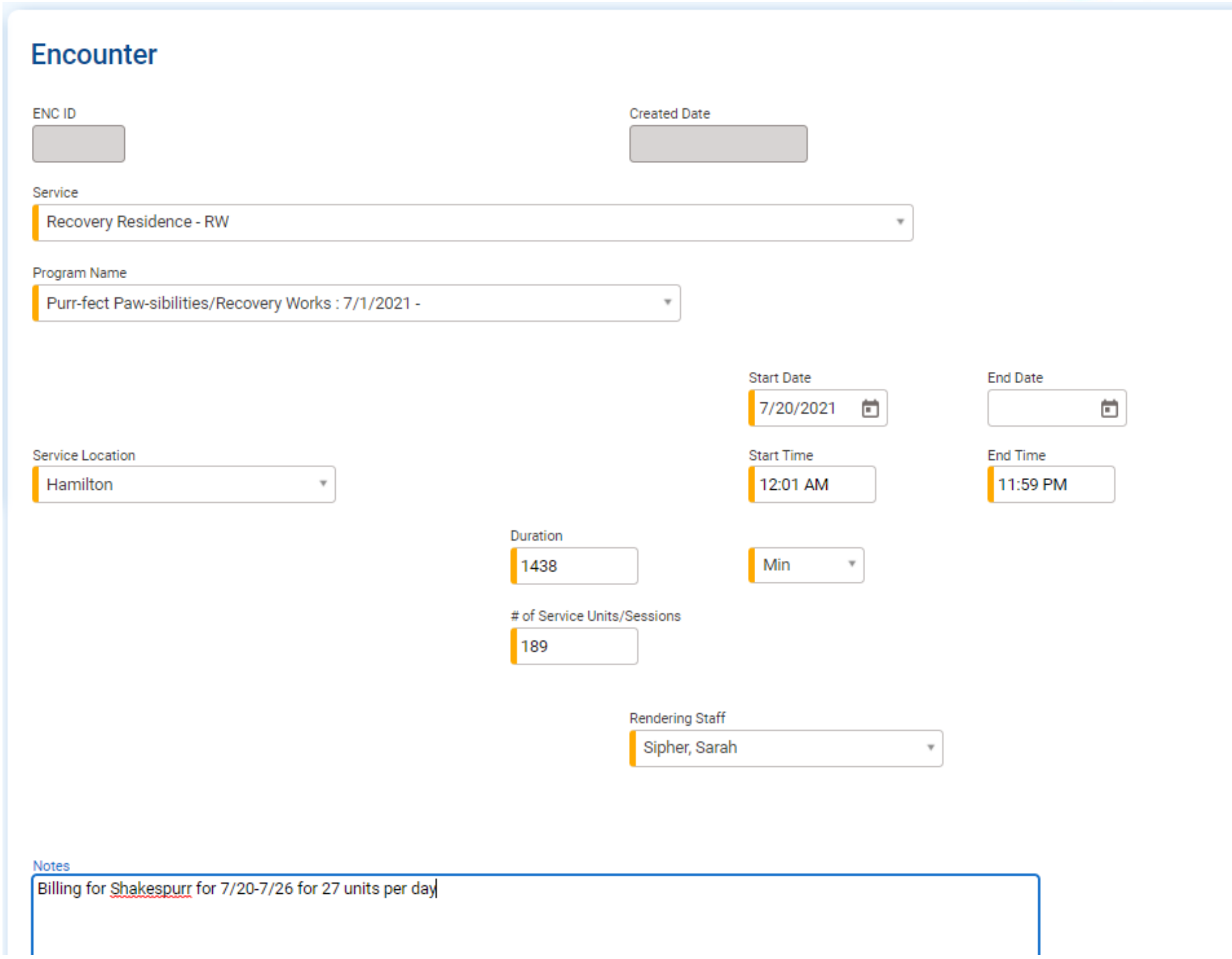
1. Go to Client List > Activity List > Encounters



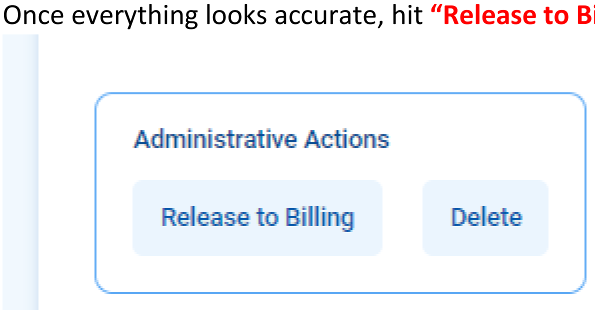
2. Click "Add Encounter"



3. Enter all information for fields with an orange highlight
    a. Start date should be the first day of the week you are billing
    b. End date is to be left blank
    c. Start time is 12:01am. End time is 11:59pm. Duration auto-populates
    d. Number of service units is calculated based on the rate sheet
    e. The notes section **MUST** include the date range for the week you are billing. Ex: 9/30-10/6



4. Hit **"Save"**
5. Once everything looks accurate, hit **"Release to Billing"** under administrative actions.



Encounter Batching/Adjudication & Payments

The Recovery Works batching and adjudication process is automatic, which means the team does not manually review each encounter that is submitted to the system. Encounters are auto-approved unless the system finds it to be a duplicate or time overlap.

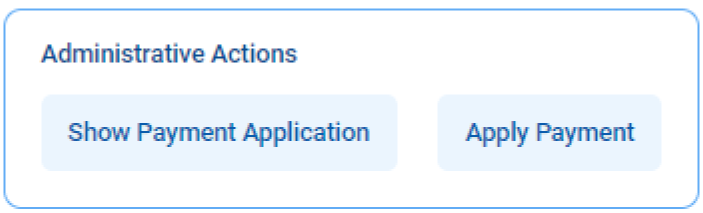
The system auto-adjudicates and creates a batch each week on Fridays at 11pm EST. Any encounters submitted during the previous week will be included on the batch. That batch date will appear in WITS as the **"Posted Date"** under the **Payment List**.

The following Wednesday at 4pm EST, the previous week's batch is processed through the Clerk's office, which begins the payment processing. Payments will be received via direct deposit approximately 35 days after the receipt of the batch file.

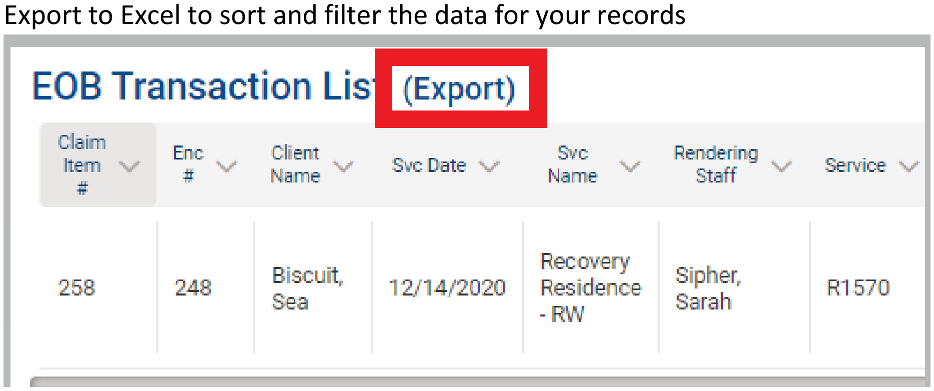
You can match a payment with your direct deposit by the dollar amount received in your account. That amount will match an amount on your payment list.

<u>To review your payments:</u>

1. Go to **Agency > Billing > Payment List**
2. Hit "Search"
3. Click the ellipsis of the payment you want to review and click "Profile"
4. Click "Show Payment Application" to review the encounters included in the payment



5. Export to Excel to sort and filter the data for your records



*Note: for assistance matching payments or help locating missing payments, please submit a help desk ticket