WITS BILLING FAQ

For a more detailed explanation of Recovery Works guidelines, visit our website, www.RecoveryWorks.fssa.IN.gov and navigate to "manuals," where you can find the Policies and Procedures manual. There are also many helpful resources under "resources" – "forms" or "resources" – "webinars".

Creating Vouchers:

The designated service provider is responsible for creating vouchers for the client's services. Vouchers must be built for **30 days** or less. It is expected that providers are realistic with the amount of units placed on the voucher because the voucher will hold aside the funds for the client. It is the provider's responsibility to close out the voucher **15 days** after the end date to free up unused funds for the client.

The start date of the voucher must be within **10 calendar days** of when the provider begins serving a participant.

Once units are encumbered or expended on a voucher, you will not be able to edit the voucher. You will need to submit a request to JIRA with the voucher number, client number, and service to be added.

Billing Encounters:

Encounters should be billed on either a daily or weekly basis (7-day increments).

Encounters must be released within **15 business days** of a voucher's end date. The service date of the encounter must be within the date range of the open, active voucher.

However, just because a voucher is open, does not necessarily mean you can bill from it – the start date of the voucher still has to be within the filing limit. Although the system may allow you to claim for the service because the voucher is open, payment will not be made ultimately because of the filing time limit.

For Example: Today's date is 9/19. You have an open voucher covering dates of service 8/1-8/31. The voucher is still open because you have not closed it yet. You go to bill an encounter for an AOD screen that was done on 8/27 from the voucher covering dates 8/1-8/31. Because today, 9/19, is past the filing limit, you should not bill for this service.

Batched Encounters:

Once an encounter is released to billing, it cannot be edited at all. If you realize you have entered an encounter incorrectly, such as wrong number of units, incorrect service, or incorrect rendering staff, you can send the encounter number through JIRA and ask for it to be rejected entirely. This will reject the encounter back to you and allow you to correctly bill for the right information.

If you do not notify us prior to adjudication (12PM Friday), then it is likely the encounter will already be batched and be in the process of payment. If this is the case, you will have to reimburse for the service.

Reimbursements should include a check for the amount of refund and a spreadsheet including the client's WITS ID, the encounter number, the service being reimbursed, and the amount for that client. Reimbursements can be sent to the following address:

Division of Mental Health and Addiction: Attn – Recovery Works
402 West Washington Street
Rm. W353
Indianapolis, IN 46204

Missed Deadline:

If the client is not entered into the system within the 10 calendar day frame, you can still create a voucher for them, as long as it is not an unreasonable amount of time past the initial intake. You will need to create the voucher with the current date, and then you can submit a request to JIRA for Recovery Works to backdate the start date of the voucher to the actual date of intake. We do not always approve this – it is a case by case situation. We will need to know why you were unable to enter the client in the correct time frame.

Late Billing:

Agencies are not allowed to contact Recovery Works to request an extension for billing unless it meets the following circumstances:

- In the case of insurance denials, in which the agency will need to provide a copy of the denial with a valid reason for denial, as determined by the Recovery Works team;
- In the case of login issues – if Recovery Works does not reset logins promptly, which results in providers being unable to complete billing, a late billing phrase may be provided.

JIRA: Help Desk

JIRA is our help desk that we use for better tracking of completed requests. Please utilize JIRA for all WITS and DARMHA related requests. You can access JIRA at https://dmha.fssa.in.gov/helpdesk/?div=dmha. Once on the website, you will enter your email and click the "create ticket" button. Enter all required fields. For the related application section, please choose WITS – Recovery Works (if it automatically does not choose that for you). In the summary box, please enter what you are requesting (add units, remove units, account creation, etc). For the description, you can enter the details of the request, such as client's ID number, voucher number, number of units, encounter number, etc. You should include attachments as well.

If the help desk states you are not a help desk user, you can contact the Recovery Works team at Recovery.Works@fssa.IN.gov to be added as a user.