DARMHA and WITS User Manual

Recovery Works: Treatment Providers

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SECTION ONE: DARMHA ENROLLMENT

DARMHA Enrollment Overview

All Recovery Works participants, who are receiving treatment at a Recovery Works treatment provider facility, MUST first be enrolled in DARMHA (Data Assessment Registry Mental Health and Addiction). Once a participant is enrolled in DARMHA, agencies may bill in WITS (Web Infrastructure for Treatment Services).

The following steps are required for a Recovery Works participant to be fully entered into DARMHA and pushed to WITS:

- Create Participant on Consumer View page
- Start Episode
- Enter and Close Assessment
- *Either* of the following:
    - Complete NOMS & Diagnosis OR
    - Complete SUD Treatment *recommended*
- Submit to WITS

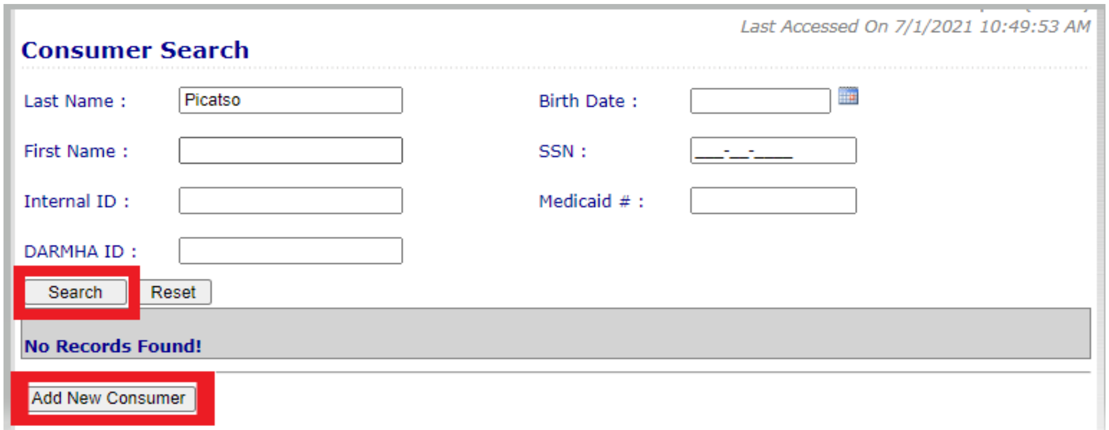
Follow the instructions below to enter a participant into DARMHA:

Accessing DARMHA

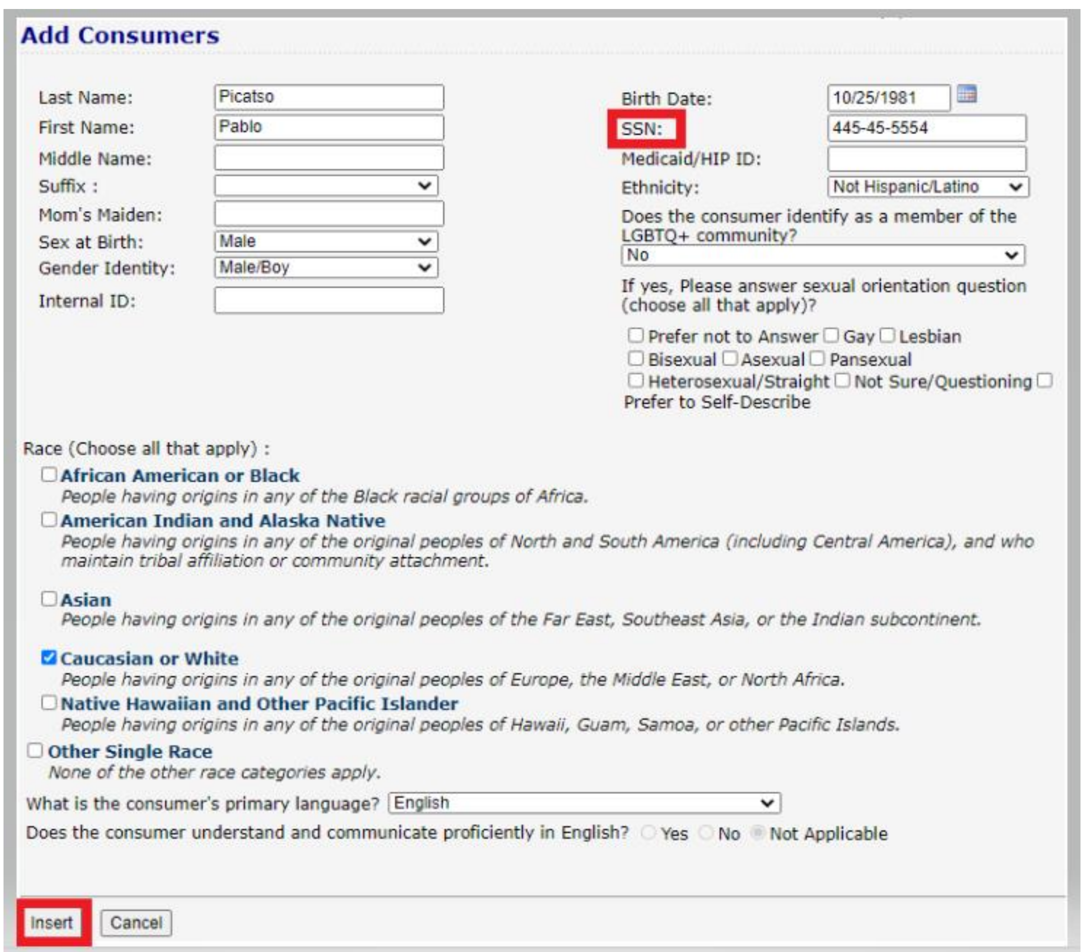
1. Go to the DARMHA website: https://dmha.fssa.in.gov/DARMHA
2. Log in using your unique login information. This information would have been assigned and sent to you via email when your agency was setup with Recovery Works.
    a. If you do not have a DARMHA login, please fill out a "DARMHA New User Form" and submit the Recovery Works help desk at https://dmha.fssa.in.gov/helpdesk/?div=dmha
    b. If you believe your agency was not setup in DARMHA during your application process, please contact Recovery Works at Recovery.Works@fssa.in.gov

Create Participant

1. Begin on the consumer search page
2. Enter criteria in the fields to search for the individual you would like to add
3. If there are "No Records Found", click **"Add New consumer".**
    a. If they exist, select their profile, and move to starting a new episode.

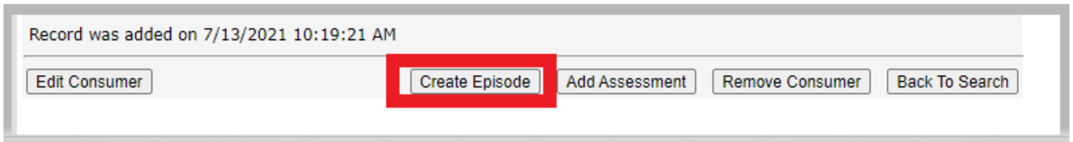


4. Enter all information on the consumer view page, and click **"Insert"**
    a. Note: SSN is a requirement for Recovery Works participants

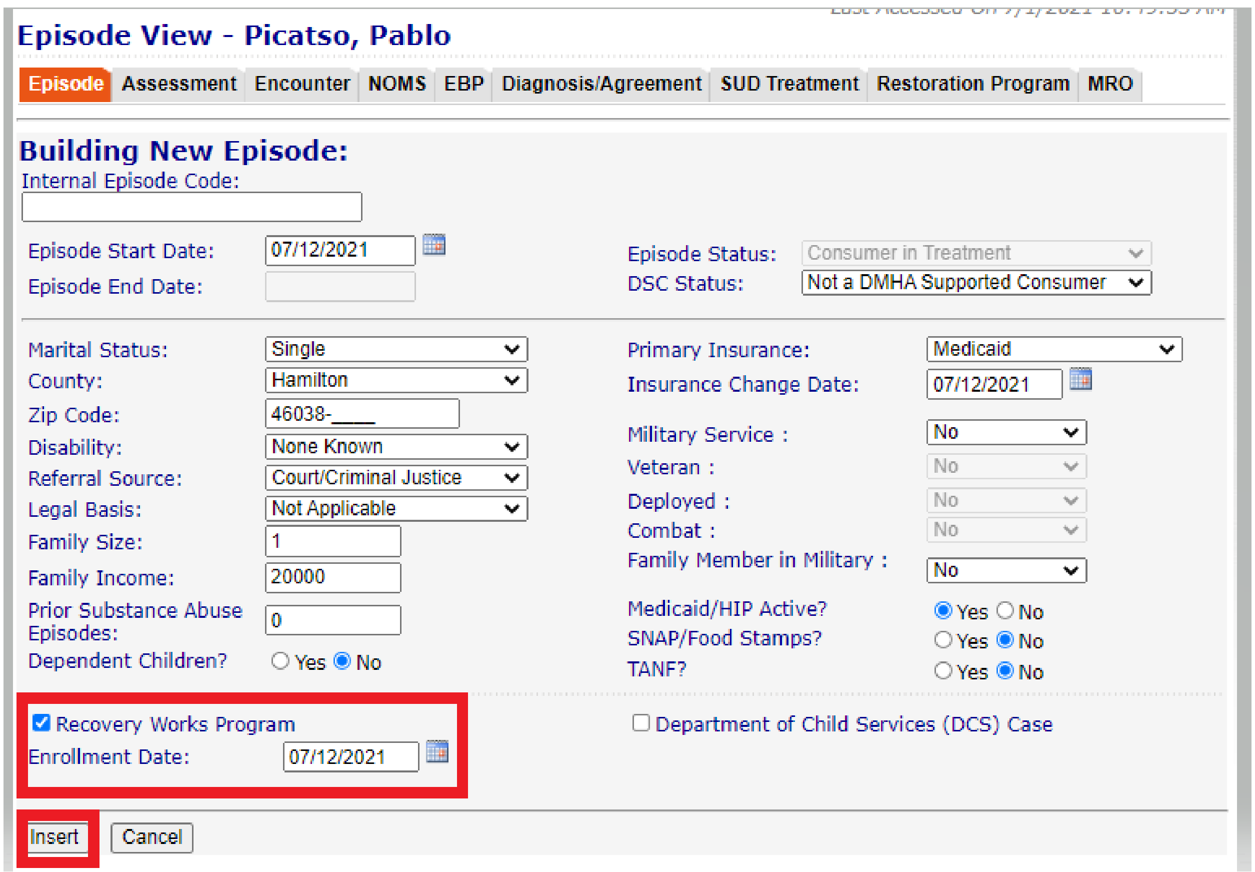


Start Episode

1. Still on the consumer view page, click **"Create Episode"** near the bottom



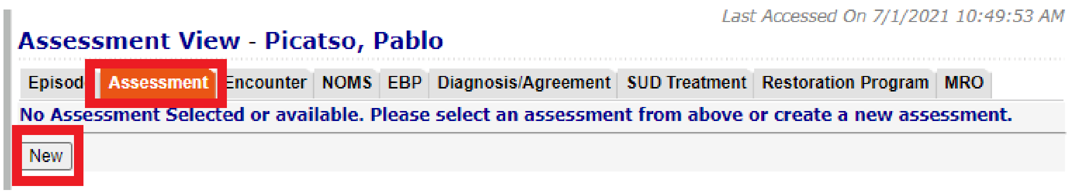
2. Fill the participant's information on the episode page out
   a. Click the **"Recovery Works Program"** checkbox
      i. Enrollment date is the date you received the referral
   b. Finish by clicking **"Insert"**



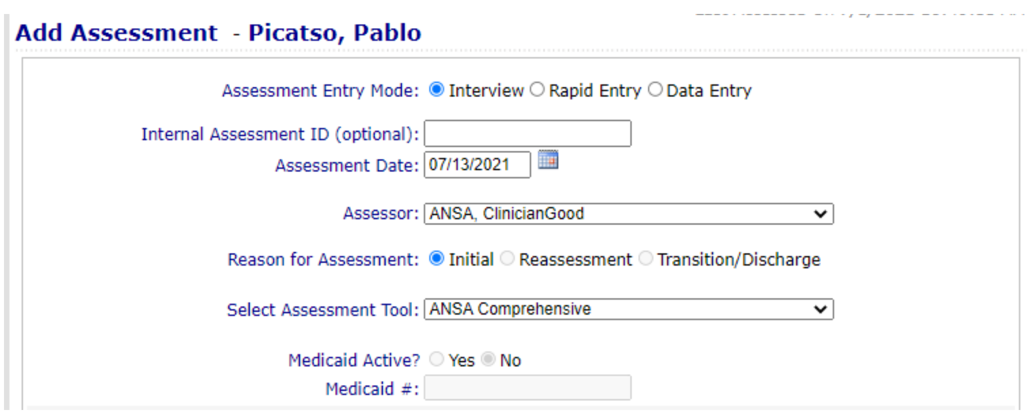
Enter and Close Assessment

Before being able to complete an assessment, a staff member must be ANSA certified and an active user in DARMHA, so he/she can be selected as the clinician.

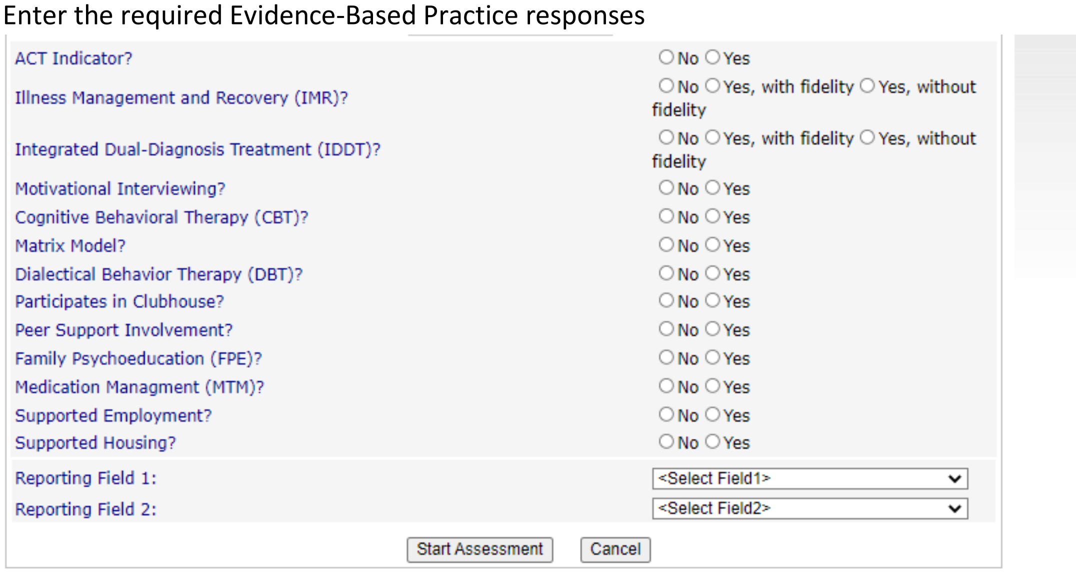
1. Click the “Assessment” tab
2. Click “New”



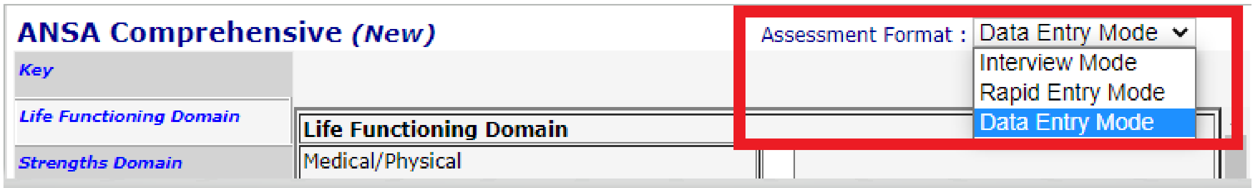
3. Select your preferred mode for entering the ANSA:
   a. Interview Mode – view questions and record answers
   b. Rapid Entry Mode – only provides domain and bubble for recording score
   c. Data Entry Mode – only provides domain and box to enter score number



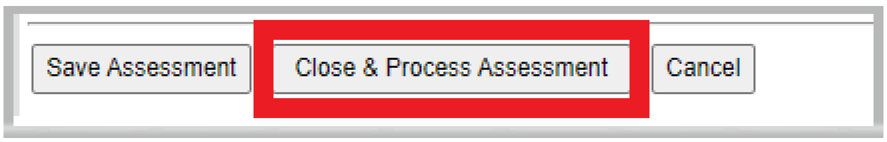
4. Enter the required Evidence-Based Practice responses



5. Click **“Start Assessment”**
   a. *Note: You can change your assessment mode at any time at the top of the screen

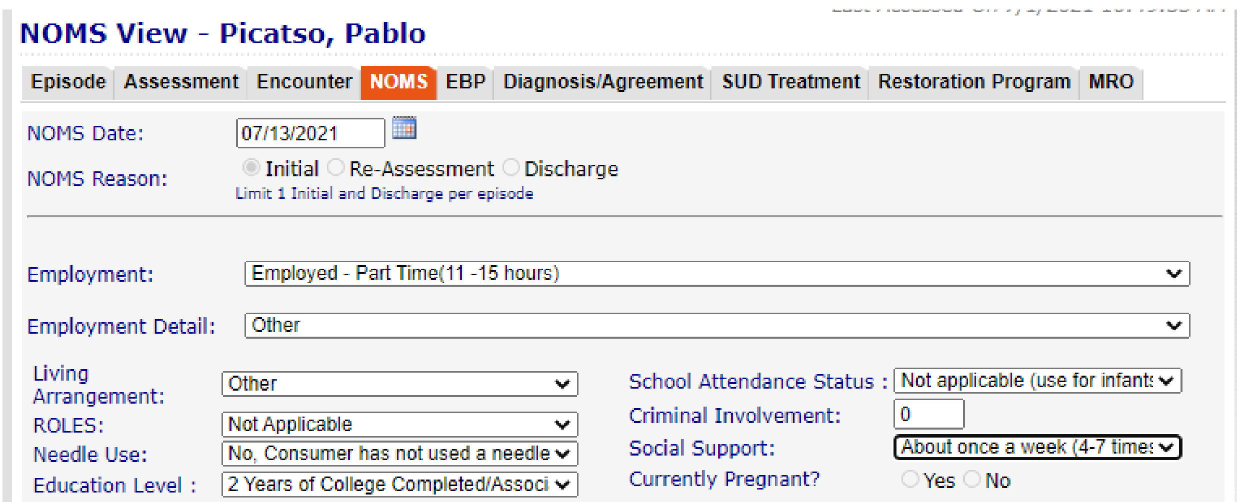


6. Complete all domains and required questions with a score
   a. If you need to stop during the middle, make sure to click "Save Assessment"
7. Once the entire assessment is complete, click **"Close & Process Assessment"**
   a. This step is VERY important! You will be unable to push the client to WITS without closing the assessment.

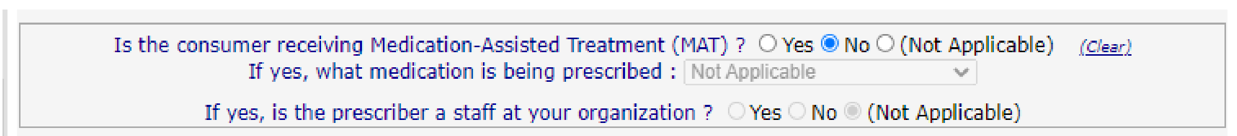


Option 1: Complete NOMS & Diagnosis

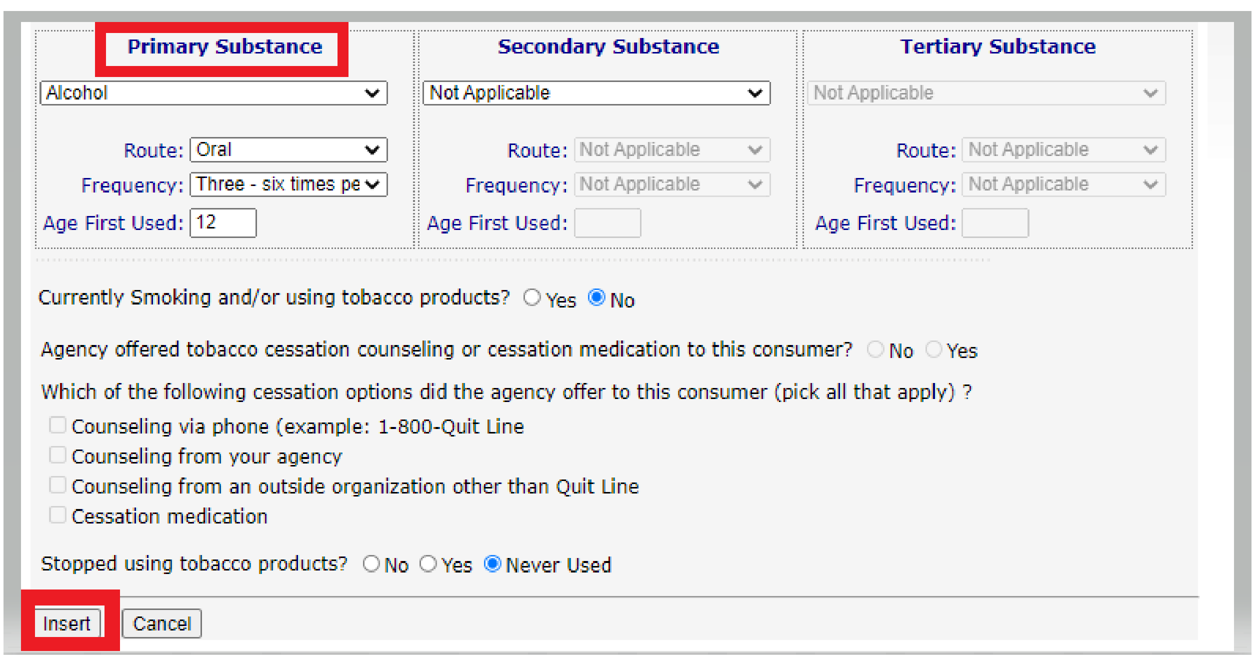
1. Select the "NOMS" tab
2. Click **"New"**
3. Complete the fields



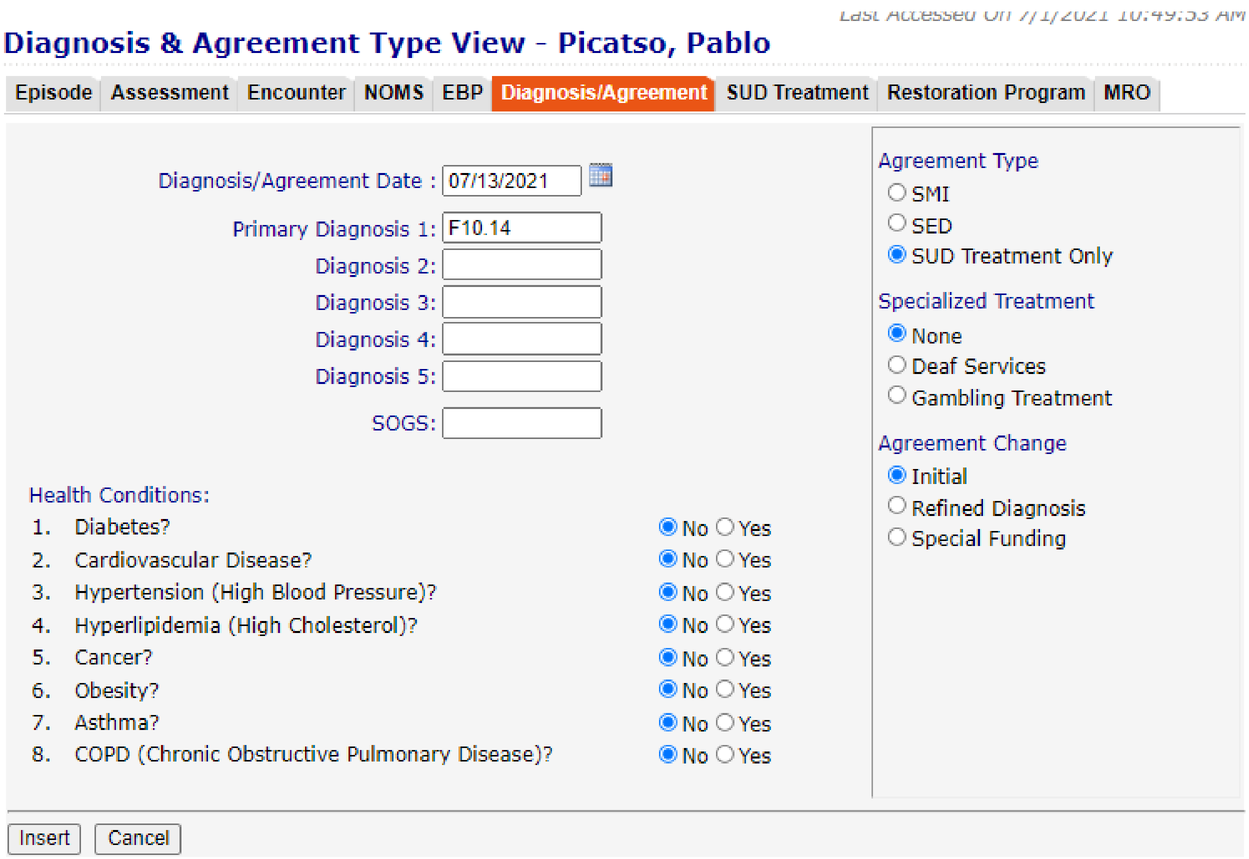
4. Answer the questions regarding Medication Assisted Treatment



5. Enter the information about substances and smoking
6. Click **"Insert"**



7. Select the **"Diagnosis/Agreement"** tab
8. Click **"New"**
9. Enter the required information about the diagnosis
10. Click **"Insert"**



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Diagnosis & Agreement Type View - Picatso, Pablo

Episode | Assessment | Encounter | NOMS | EBP | Diagnosis/Agreement | SUD Treatment | Restoration Program | MRO

Diagnosis/Agreement Date : 07/13/2021

Primary Diagnosis 1: F10.14
Diagnosis 2:
Diagnosis 3:
Diagnosis 4:
Diagnosis 5:

SOGS:

Health Conditions:

1. Diabetes? ● No ○ Yes
2. Cardiovascular Disease? ● No ○ Yes
3. Hypertension (High Blood Pressure)? ● No ○ Yes
4. Hyperlipidemia (High Cholesterol)? ● No ○ Yes
5. Cancer? ● No ○ Yes
6. Obesity? ● No ○ Yes
7. Asthma? ● No ○ Yes
8. COPD (Chronic Obstructive Pulmonary Disease)? ● No ○ Yes

Agreement Type
○ SMI
○ SED
● SUD Treatment Only

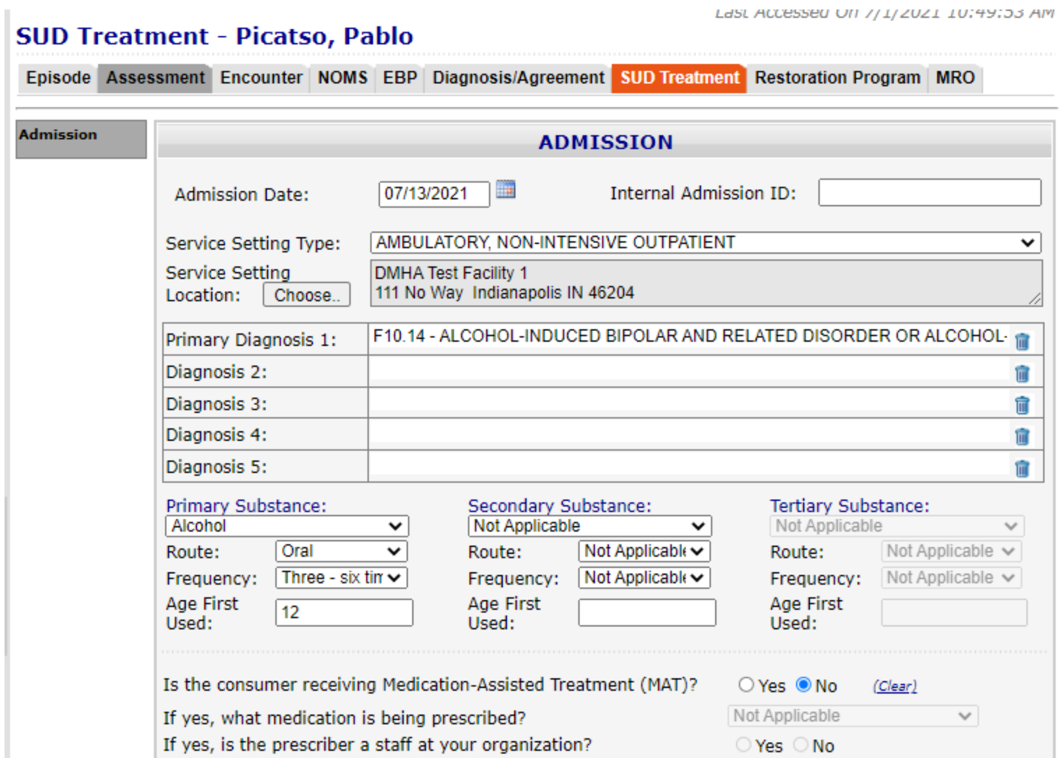
Specialized Treatment
● None
○ Deaf Services
○ Gambling Treatment

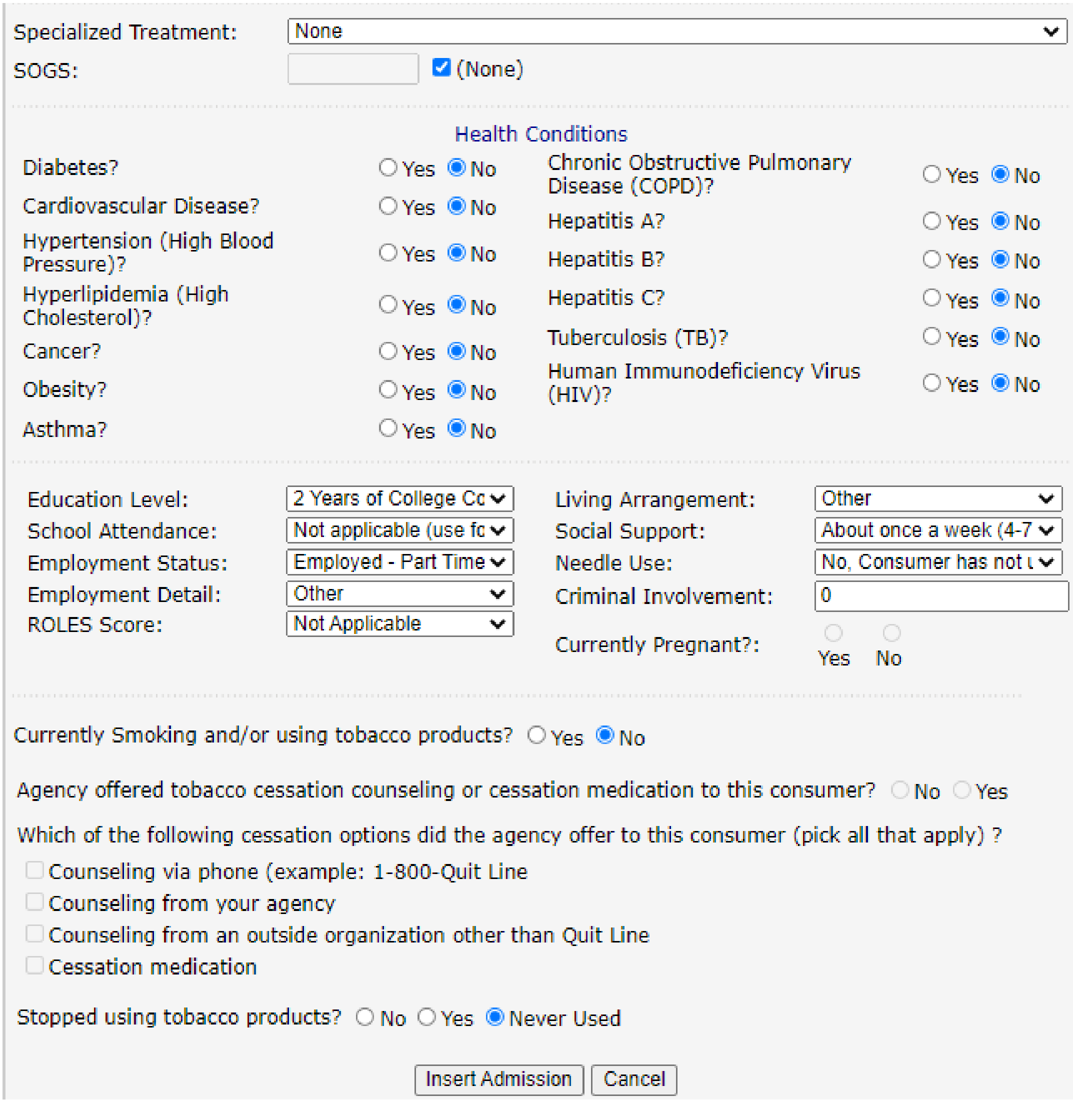
Agreement Change
● Initial
○ Refined Diagnosis
○ Special Funding

Insert | Cancel

Option 2: Complete SUD Treatment

1. Click the “SUD Treatment” tab
2. Click “New Admission”
3. Enter the required admission information, which is essentially a combination of the NOMS & Diagnosis information





Specialized Treatment: None
SOGS: (None)

Health Conditions

Diabetes?	Yes No	Chronic Obstructive Pulmonary Disease (COPD)?	Yes No
Cardiovascular Disease?	Yes No	Hepatitis A?	Yes No
Hypertension (High Blood Pressure)?	Yes No	Hepatitis B?	Yes No
Hyperlipidemia (High Cholesterol)?	Yes No	Hepatitis C?	Yes No
Cancer?	Yes No	Tuberculosis (TB)?	Yes No
Obesity?	Yes No	Human Immunodeficiency Virus (HIV)?	Yes No
Asthma?	Yes No		

Education Level:	2 Years of College Co	Living Arrangement:	Other
School Attendance:	Not applicable (use fo	Social Support:	About once a week (4-7
Employment Status:	Employed - Part Time	Needle Use:	No, Consumer has not u
Employment Detail:	Other	Criminal Involvement:	0
ROLES Score:	Not Applicable	Currently Pregnant?:	Yes No

Currently Smoking and/or using tobacco products? Yes No

Agency offered tobacco cessation counseling or cessation medication to this consumer? No Yes

Which of the following cessation options did the agency offer to this consumer (pick all that apply) ?

- Counseling via phone (example: 1-800-Quit Line
- Counseling from your agency
- Counseling from an outside organization other than Quit Line
- Cessation medication

Stopped using tobacco products? No Yes Never Used

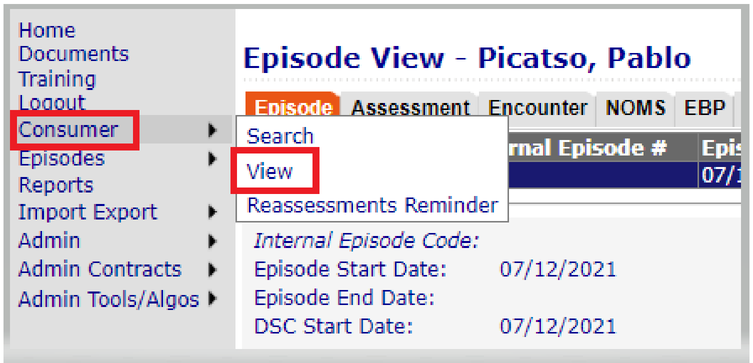
Insert Admission Cancel

4. Click **"Insert Admission"**
5. **Please note: once the participant leaves, you must complete a SUD discharge**

Submit to WITS

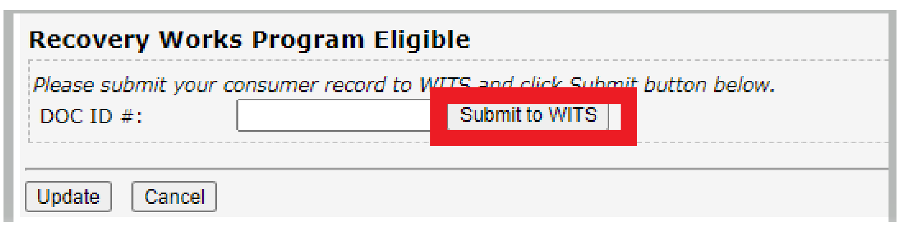
This is the FINAL step for Recovery Works participants. You MUST push them to WITS in order to bill for their services.

1. You are likely on the episode page, and we need to go to the consumer view page.
2. On the left menu bar, hover "C**onsumer"**, then click **"View"**

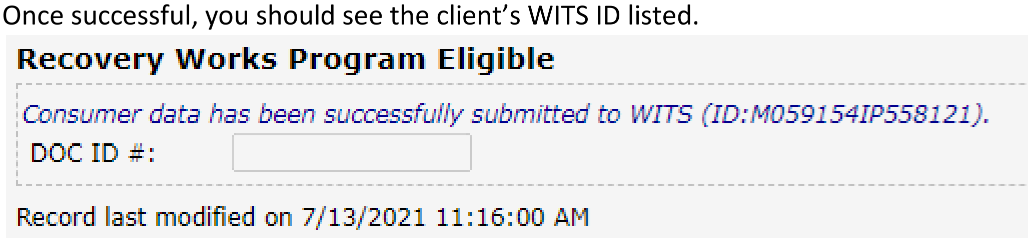


3. Click **"Edit Consumer"**

4. A box should pop up that says "Recovery Works Program Eligible" and there should be a **"Submit to WITS"** button
   a. *Note: if you do NOT see this box when you clicked "Edit Consumer" then you are missing on of the required tabs
5. Click "Submit to WITS"



6. Once successful, you should see the client's WITS ID listed.



SECTION TWO: WITS BILLING

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 is pushed from DARMHA to WITS, the provider must use WITS to submit claims (encounters) for rendered services.

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

START EPISODE

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

CREATE VOUCHER

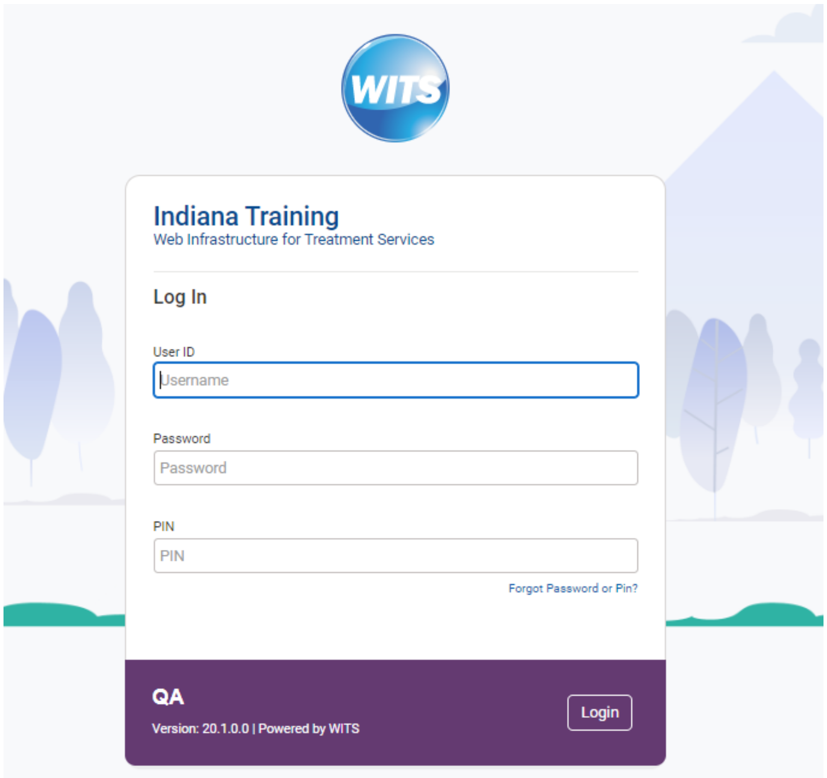
A voucher is created monthly to set aside services and funds based on a treatment plan.

SUBMIT ENCOUNTER

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

Accessing WITS

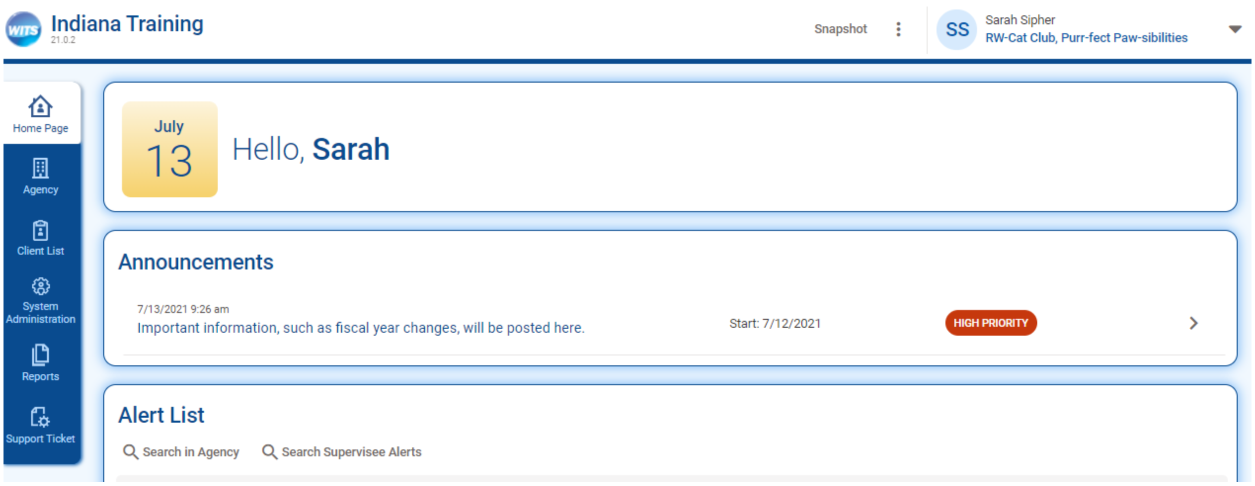
1. Go to the WITS website: https://dmha.fssa.in.gov/atr
2. Log in using your assigned user ID, which was emailed to you when your account was setup
    a. If you do not have a WITS login, please submit the "WITS Setup Spreadsheet" to the Recovery Works help desk at https://dmha.fssa.in.gov/helpdesk/?div=dmha.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



Home Screen

The home screen is typically the first screen you will see when you log into WITS. It provides general information, such as announcements, alerts, or updates in schedule.

The announcement section will have helpful information from the Recovery Works team. Click the arrow to view details of the announcement.

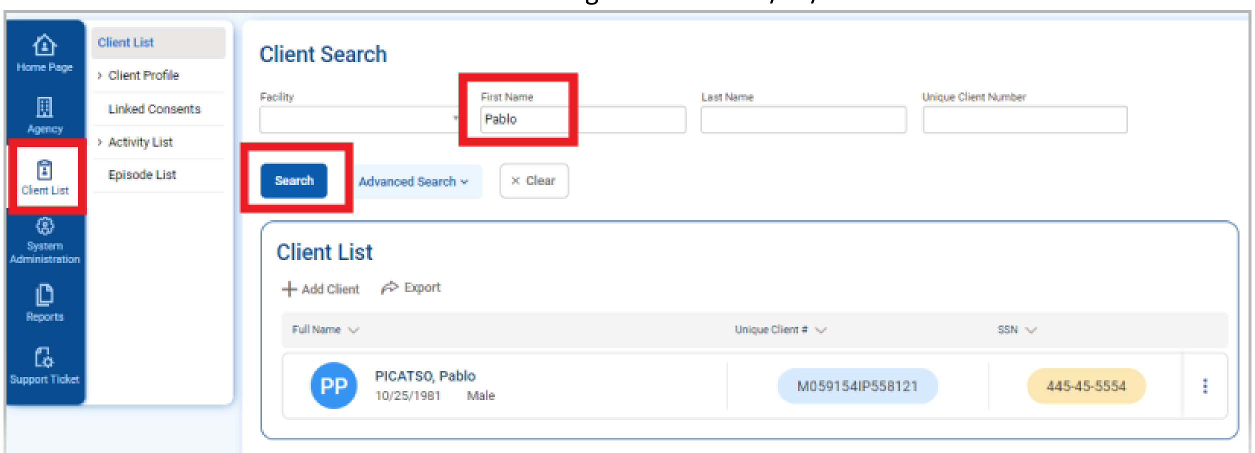


Recovery Works providers do not utilize the Alert List or Scheduler at this time, so disregard those areas.

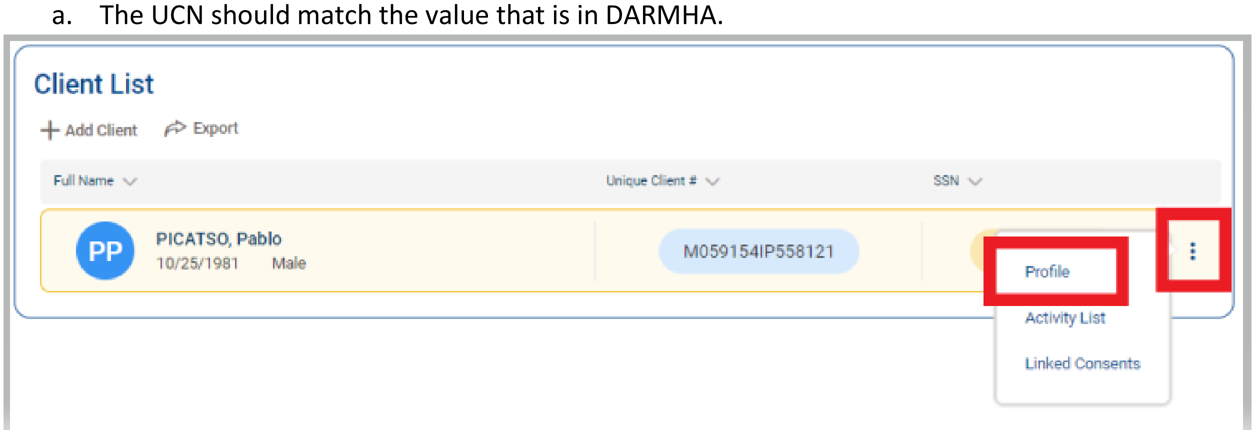
Client Search

The WITS process always starts with the client you are treating. This section walks you through ways to locate the client and review the information that was automatically created when you pushed the client from DARMHA to WITS.

1. To search for a specific client, click on the **"Client List"** link in the left navigation menu. A blank Client List will appear.
    a. Search by first/last name or unique client number (UCN).
    b. Click **"advanced search"** to search by DOB or SSN.
    c. Click **"search"** to process the search.
        i. You can also enter a partial name (or other field) following by an asterisk (*). This is called a wild card search. For example: if you search for the last name "Smit*", you will get people with the last name "Smith", "Smitty", or "Smithson"
        ii. For date fields, you can use conditional searches, such as ">01/01/1990". This would return results with a DOB greater than 01/01/1990.



2. Look for your client in the client list. If you find the right person, pull up the profile by clicking the ellipsis and selecting Profile.
    a. The UCN should match the value that is in DARMHA.

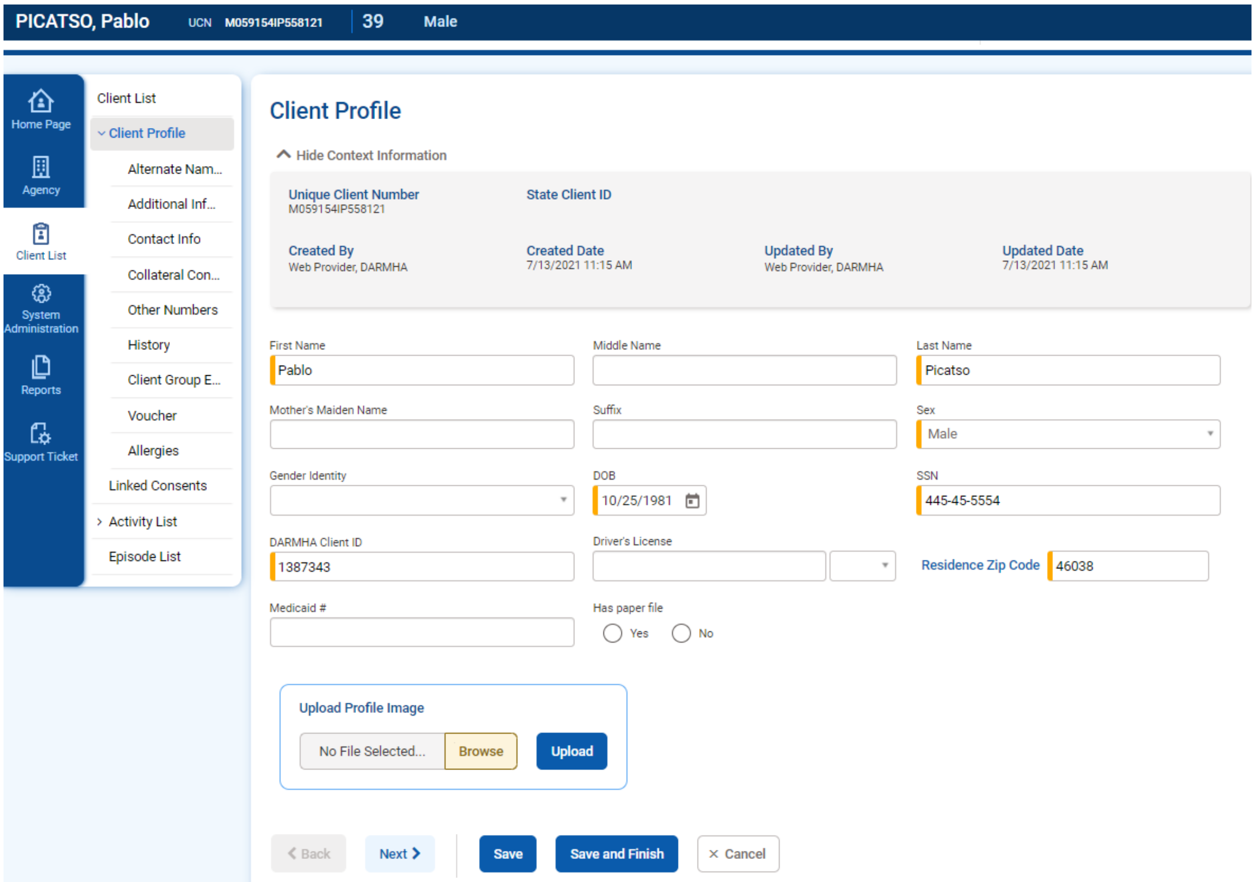


3. If you do not find the client by name, SSN, DOB, or UCN, please contact the Recovery Works help desk for assistance.
4. You can also hit **"Search"** without any search criteria, and it will pull a list of ALL clients.

Client Profile

The client profile provides an overview of the client's demographic information. This information is being pulled from the information you entered into DARMHA.

The DARMHA client ID field will match the client's DARMHA ID in DARMHA. You will notice the Record Created By field has a value "Web Provider, DARMHA", which indicates that the profile was generated from DARMHA information.



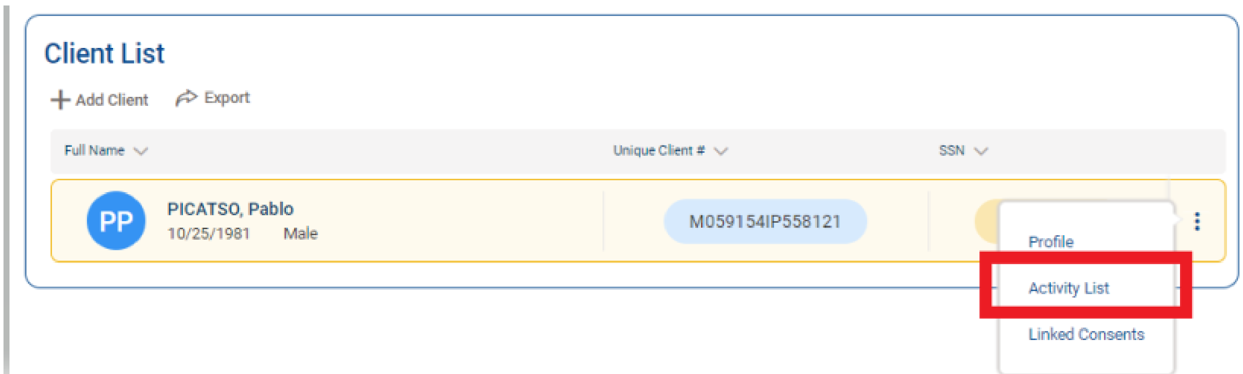
Guided Workflow for Participant Billing

All fields with an orange mark are required fields.

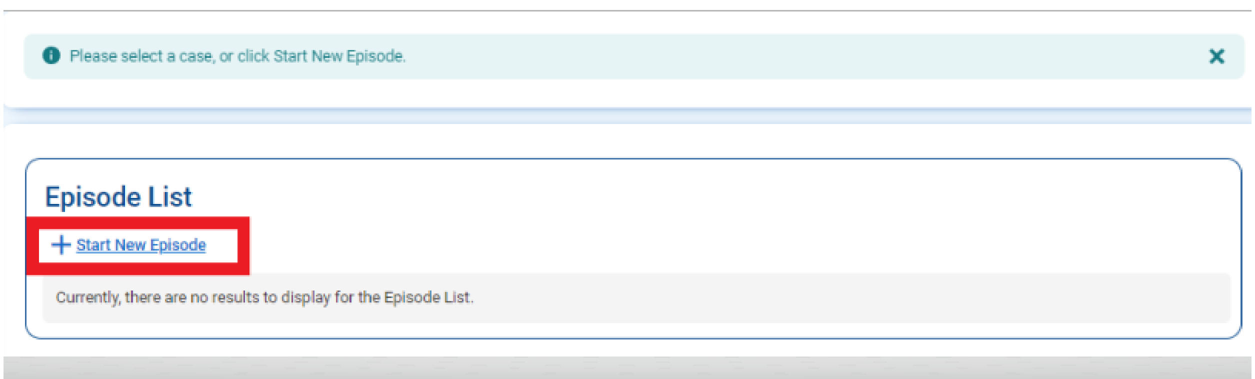
Step 1: Starting an Episode in the Client's Activity List

The Client Activity List provides an overview to the entire client's profile, episode (intake), encounter, and program enrollment information. To begin logging services in WITS, **you must start an episode**. This is only done ONCE, unless the client leaves treatment and later receives a new referral.

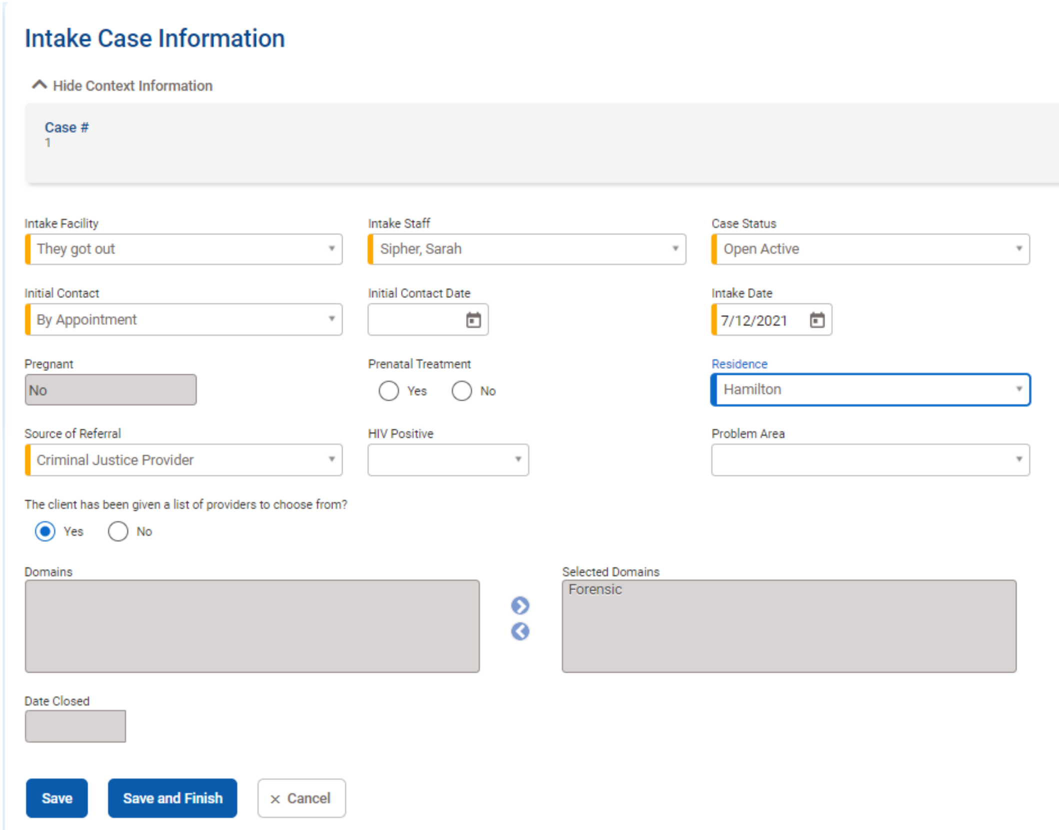
1. Select the appropriate client from the Client List by clicking the ellipsis and selecting **"Activity List"**



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



3. Complete the required fields on the intake information screen
    a. <u>Initial Contact:</u> Select the most appropriate value
    b. <u>Residence:</u> Select the county of residence of the client
    c. <u>Intake Date</u>: Change this to the date the client received a RW referral
        i. Cannot be more than 14 days ago from the DARMHA intake
    d. <u>Referral Source:</u> Select most appropriate value – usually Criminal Justice Provider
    e. <u>Intake Staff:</u> Select the provider who did the assessment



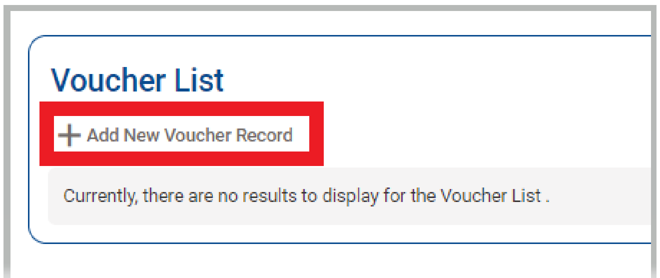
4. Click **"Save and Finish"** and you will be returned to the Client Activity List
5. See next section for Creating Vouchers

Step 2: Creating a Voucher

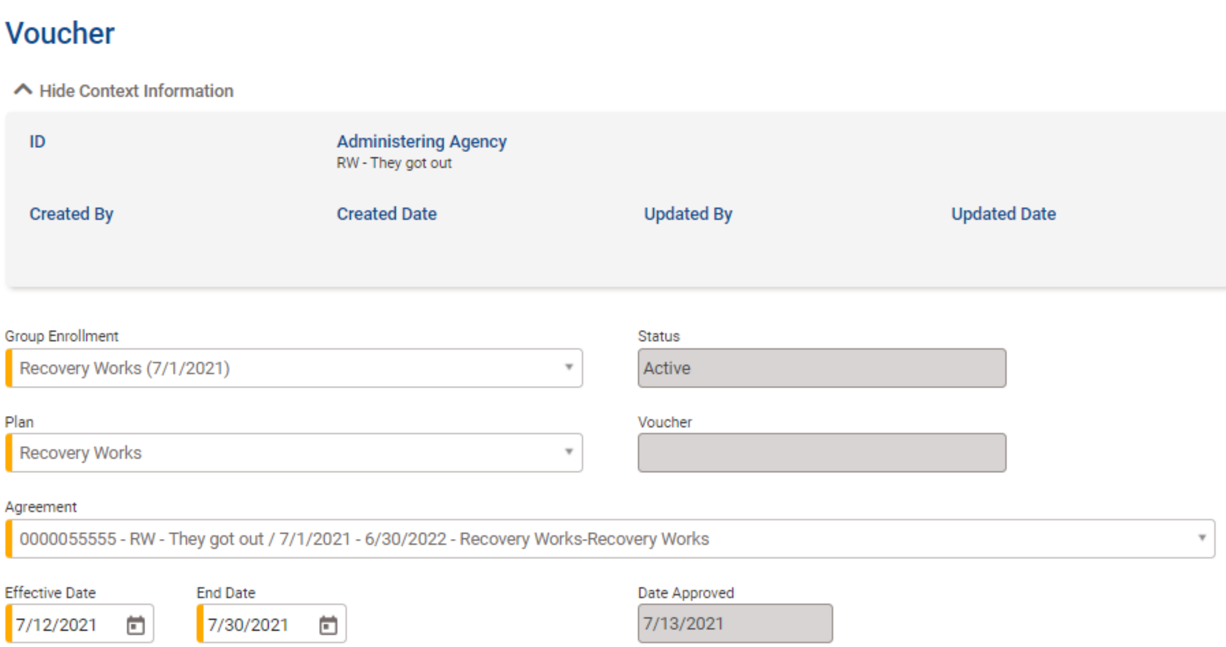
A voucher is essentially an estimate of the services you think you will provide to the client during a 30-day period. The dates of the voucher should not exceed a single month's time. You can alter the start date to be 10 days ago from the current date. We recommend making the end date the last day of the current month, and then starting a new voucher on the 1st of each month.

**Note: You cannot make a voucher until an episode has been started.*

1. From the Client Activity List screen, click **"Client Profile"** on the left menu bar
2. Click **"Voucher"** > **"Add New Voucher Record"**



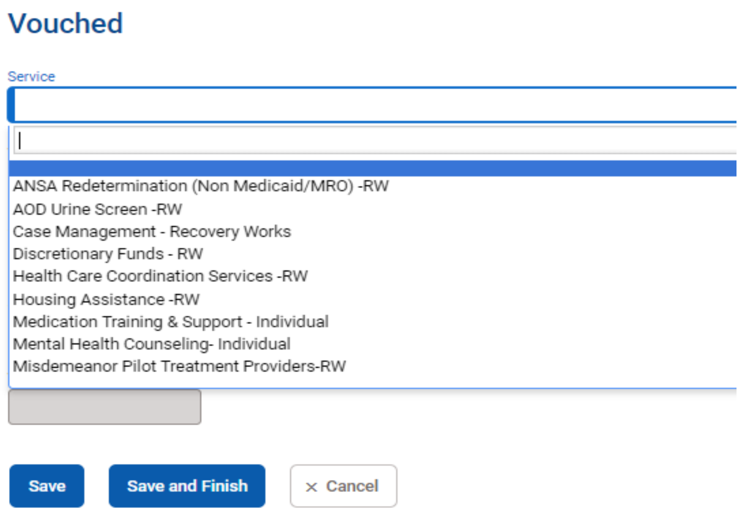
3. Alter the **effective (start) date** of the voucher to the date you need. It defaults to the current date.
    a. *Note: you can only go back 10 days
4. Alter the **end date** to be the last day of the current month
5. Select the agreement to the current fiscal year if it does not auto-populate for you



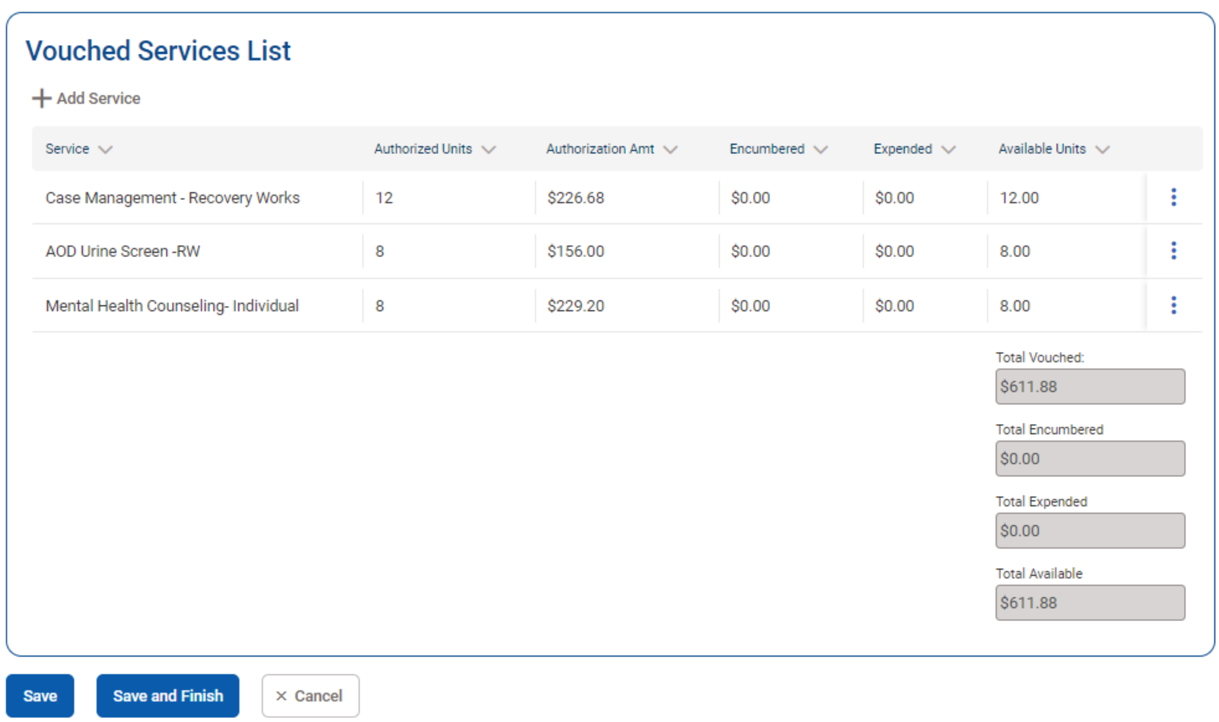
6. Hit "Save"
7. Click **"Add Service"** to add services from the client's treatment plan to the voucher

a. Utilize the Recovery Works Rate Sheet Appendix to determine the services and units you need to add
    i. If you need assistance calculating units, please contact the RW help desk

b. Only services that are listed on your agency application will appear in the dropdown



8. Once all the services are added to the voucher, click "Save and Finish"
9. Your voucher should look something like the image below:



10. Hit "Save and Finish" to return to the Voucher List screen
11. See next section for Submitting Encounters

**Note: You can edit the dates, services, and units on a voucher at any time UNTIL dollars have been encumbered or expended. If you have already billed an encounter and an additional service or units, please submit a help desk request asking for it to be added to the voucher.*

Important Terminology:

- <u>Total Vouched:</u> the total dollar amount set aside for services for the date range of the voucher
- <u>Total Encumbered</u>: the total dollar amount that has been submitted to billing, but has not been processed to be paid out
- <u>Total Expended:</u> the total dollar amount that has been paid out from the voucher
- <u>Total Available:</u> the remaining dollar amount after services have been encumbered and expended

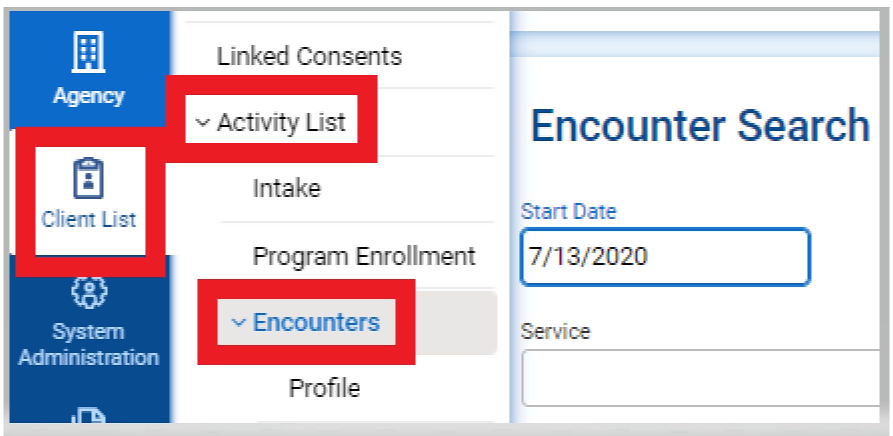
Step 3: Submitting an Encounter

It is required to submit an encounter in order to be paid for the service. Encounters will pull dollars from your voucher to claim for the service that has been rendered.

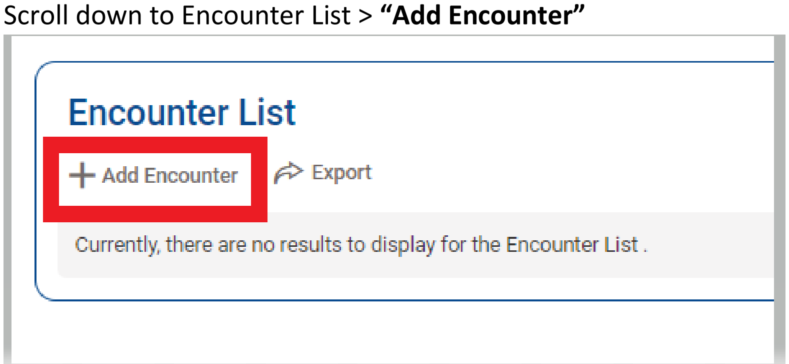
For each service provided, an individual encounter must be submitted. **Bulk billing is not allowed.** For example: If the client received case management on Monday and Wednesday, then that would be two separate encounters – one for Monday, and one for Wednesday.

Encounters can be submitted during any time while the associated voucher is open – but they MUST be submitted no more than 10 days after the end date of the voucher. For example: If the associated voucher has dates of 7/13-7/31, then you must finish submitting encounters for that voucher by 8/10. Once the voucher is closed, encounters can also not be submitted.

1. Select the client you are working on from the Client List screen (select Client List on left meu bar)
2. Open the **Activity List** using the ellipsis
3. Select **"Encounters"**



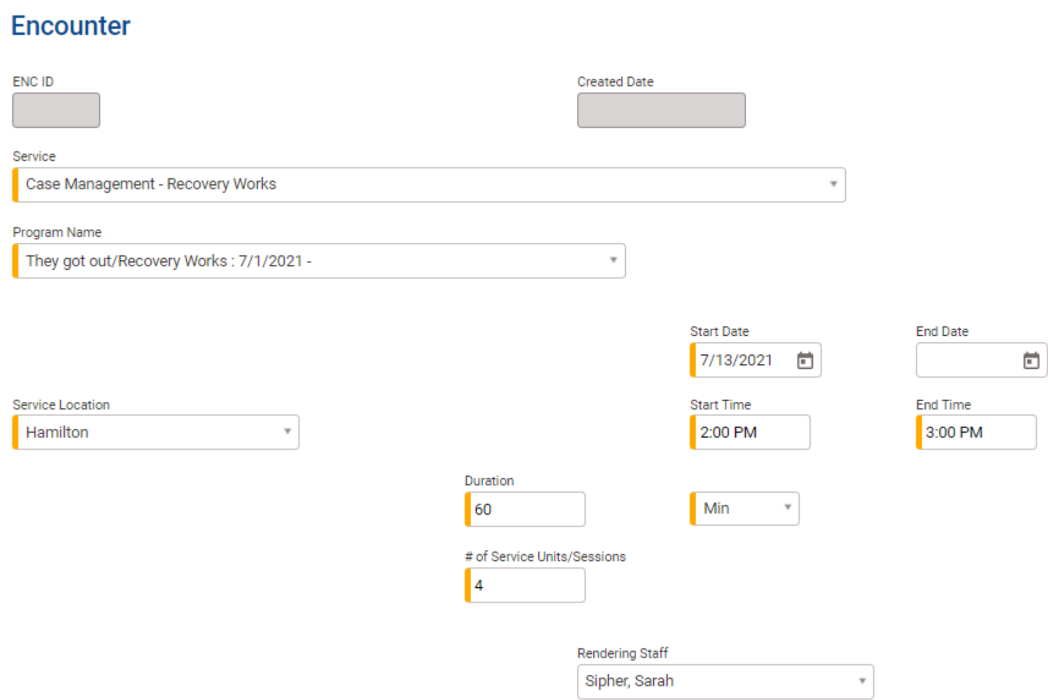
4. Scroll down to Encounter List > **"Add Encounter"**



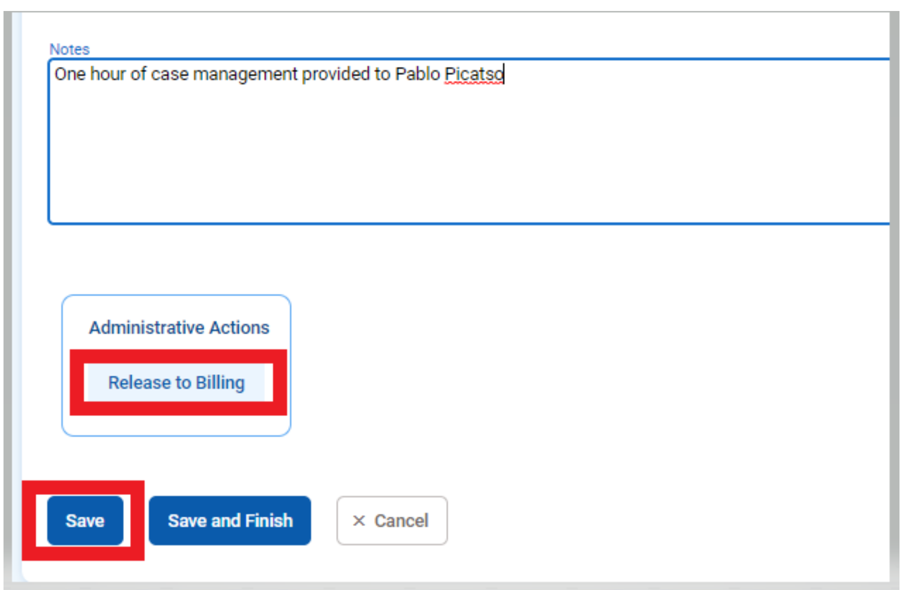
5. All fields with an orange mark are required:
   a. Service: Select the service you are claiming
   b. Service Location: Select the county of service
   c. Start Date: Choose the date of service – should match the day the service was provided
   d. End Date: Leave blank
   e. Start Time: Time the session started
   f. End Time: Time the session ended

g. Duration: Auto-populates the amount of time
h. # of Service Units/Sessions: Calculated based on the rate sheet
i. Rendering Staff: Staff member who provided the service
j. Notes: Not required if they are in the client's physical file

6. Once all fields are filled out, click **"Save" > "Release to Billing"**



7. You MUST click **"Release to Billing"** as the final step



**Note: It is important to stay on top of encounters and bill on time. Once the 10-day grace period passes, you will be unable to submit claims and will not be paid for the service(s).*

Consent/Referral Process

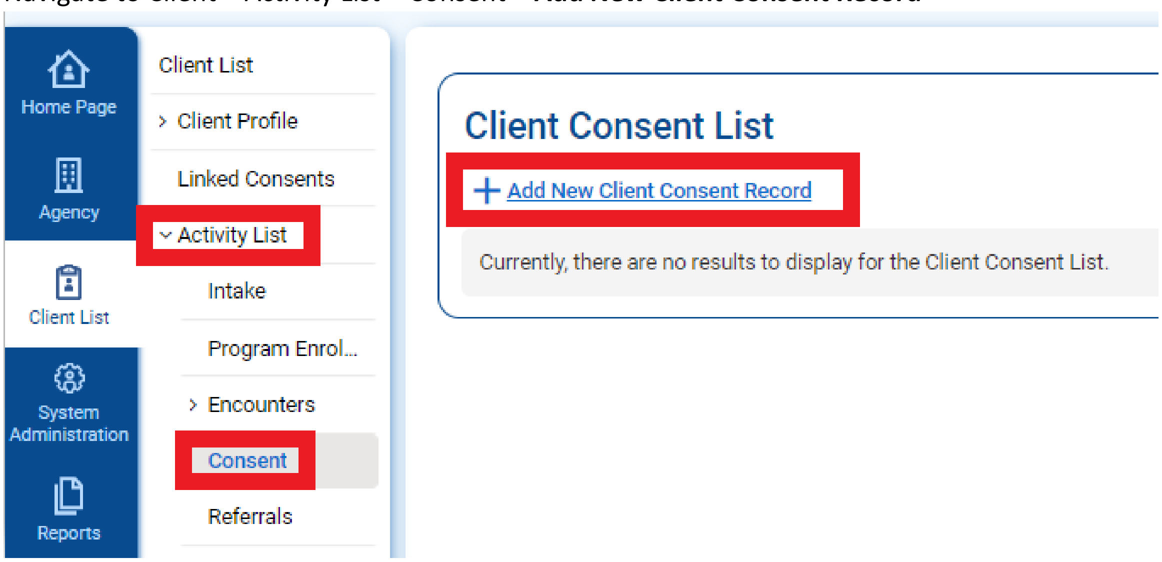
The consent/referral process is NOT a required process – but it provides a mechanism for two agencies (a primary agency "treatment provider" and a secondary agency "recovery residence") to share a client electronically.

WITS allows client information to be consented or "shared electronically" within the system. This is accomplished by:

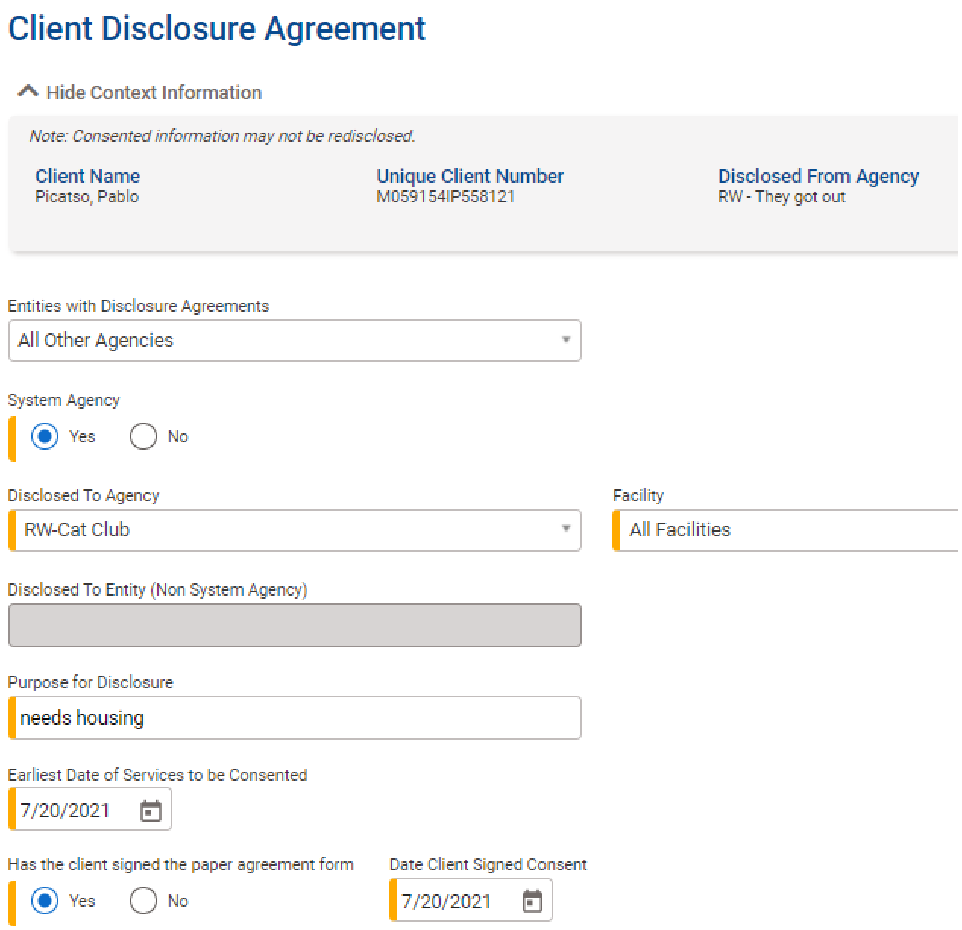
1. WITS admin setting up an agency disclosure to create a template for consent for both the primary and secondary agency
2. Primary agency creating a consent record at the individual client level
3. Primary agency creating an active electronic referral by selecting the secondary agency to which you are referring ("sharing") the client
4. Primary agency setting up an authorization (voucher) for the secondary agency
5. Secondary agency accepting the referral
6. Secondary agency accepts the authorization (voucher)

Create Consent Record

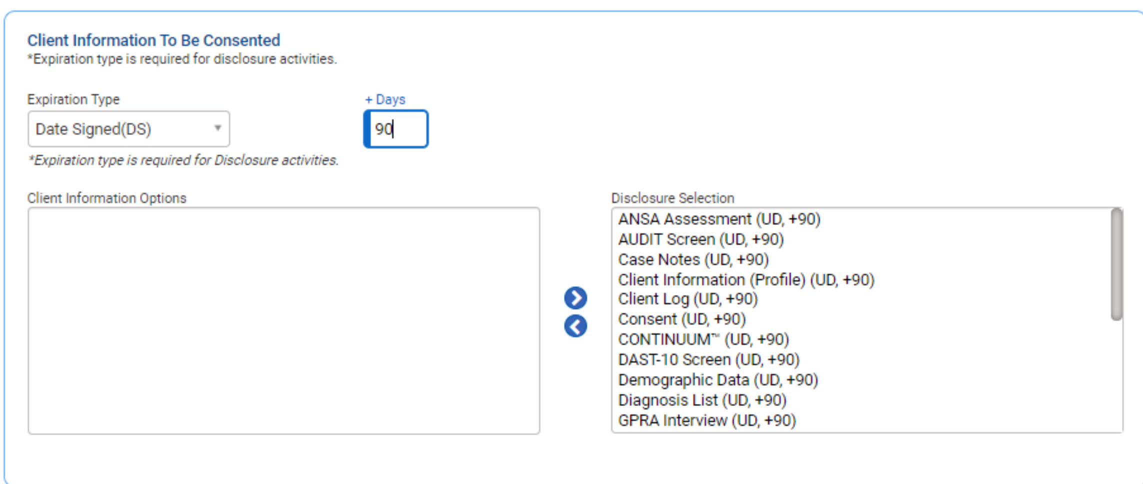
1. Navigate to Client > Activity List > Consent > **Add New Client Consent Record**



2. Fill in the appropriate fields on the consent form:



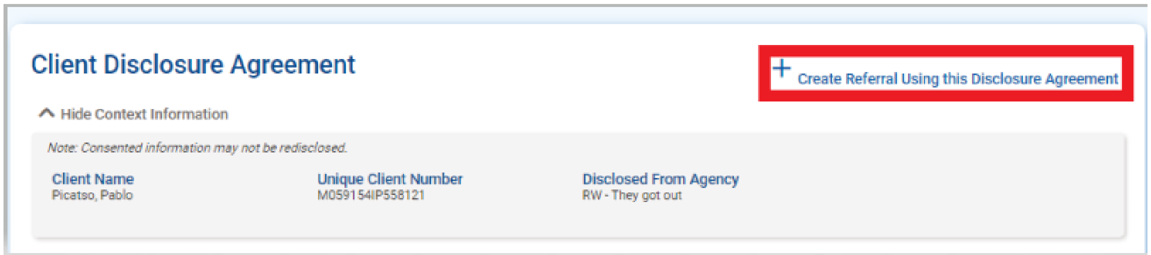
3. Select **ALL** options under “client information to be consented”



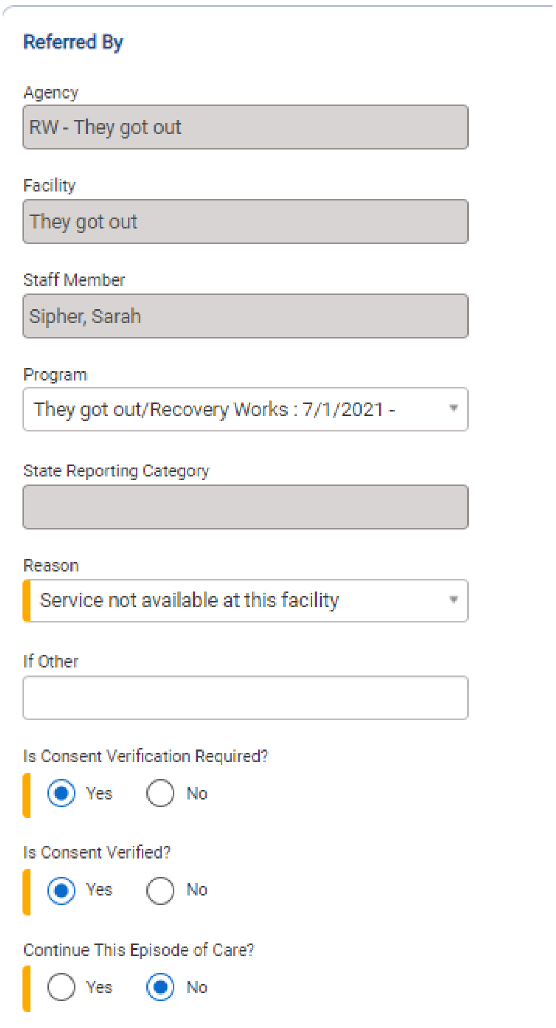
4. Click **SAVE** – not finish

Create Electronic Referral

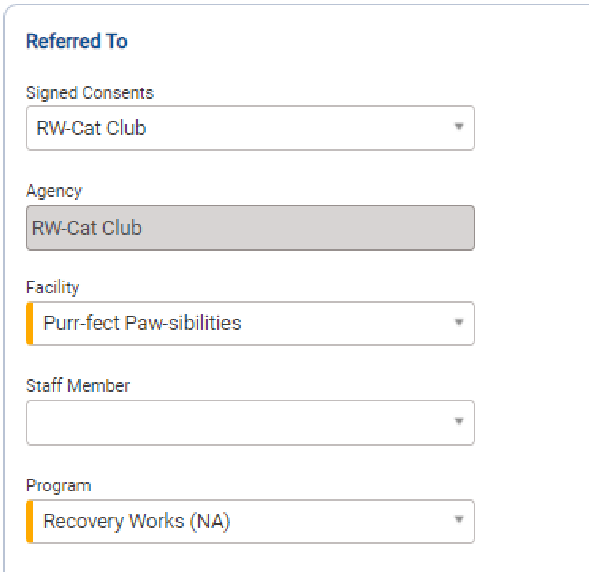
1. Remain on the Client Disclosure Agreement page under Client List > Activity List > Consent
2. In the right-hand corner, click **“Create Referral Using this Disclosure Agreement”**



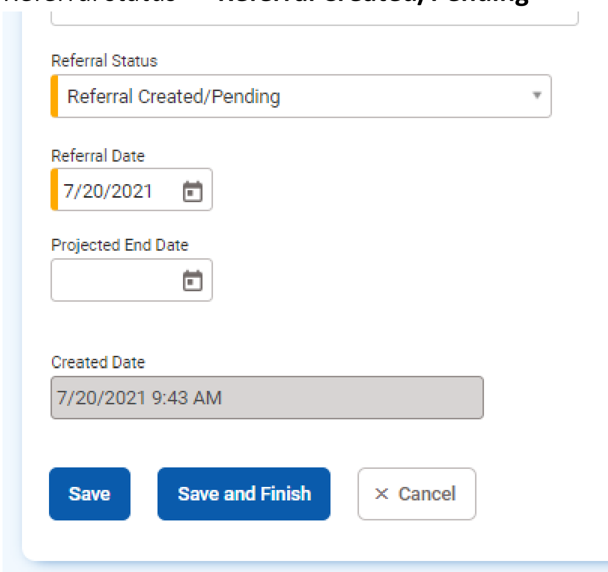
3. Under the **"Referred By"** section, choose a reason for the referral and fill out the fields below
   a. "Is consent verification required" = YES
   b. "Is consent verified" = YES
   c. "Continue this episode of care" = NO



4. Under the **"Referred To"** section, select agency (facility) to which you are referring the client to



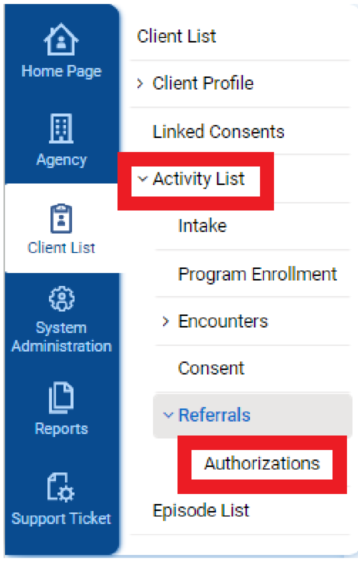
5. Referral status = **"Referral Created/Pending"**



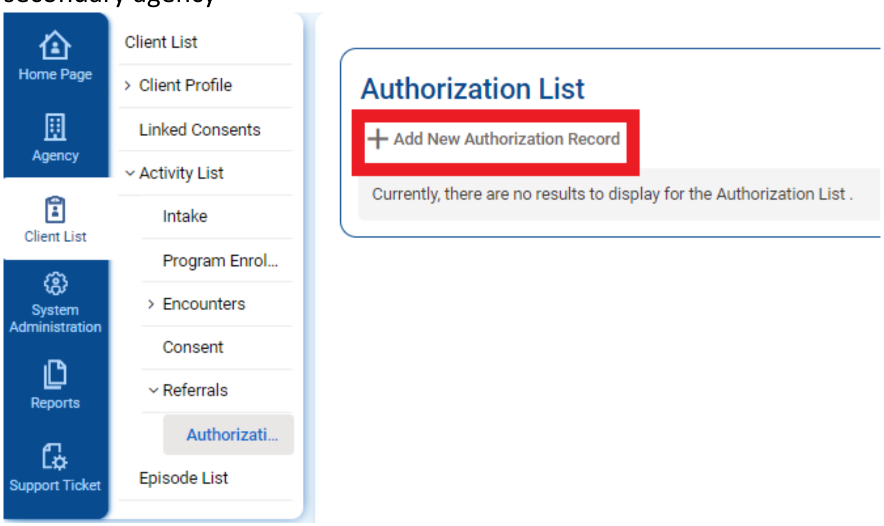
6. Hit **SAVE**

Creating an Authorization for a Referral

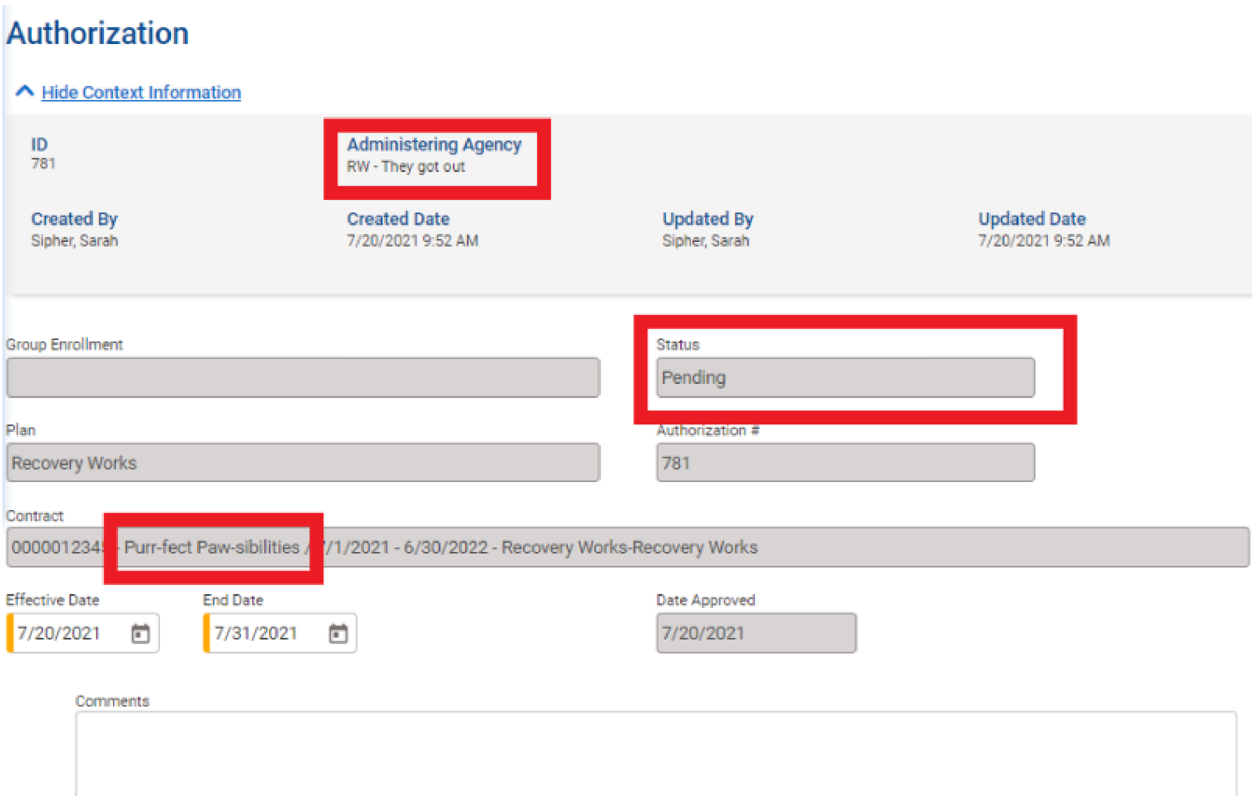
1. Remain on the Referral page under Client List > Activity List > **Referrals**
2. Select **"Authorizations"** on the left menu bar under Referrals



3. Click **"Add New Authorization Record"** – this is creating the referred voucher that is going to the secondary agency

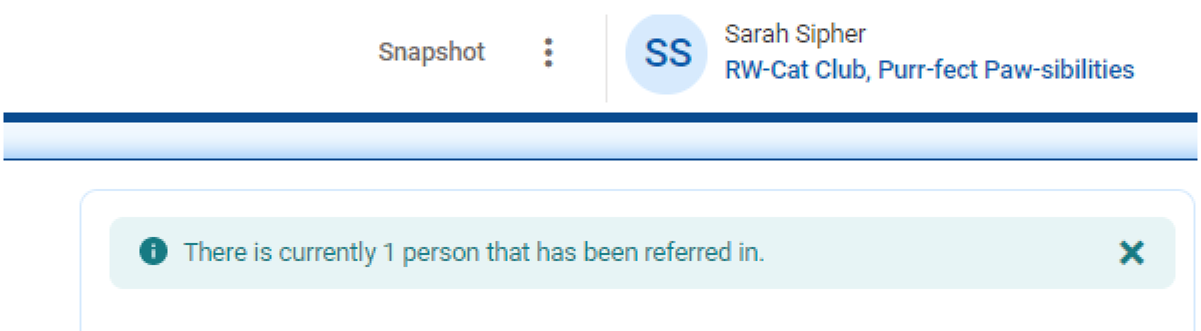


4. Select the dates and services/units that the client needs at the secondary agency
5. Hit SAVE
6. Notice a few things about this referred voucher that differs from an ordinary voucher:
    a. Administering agency is the primary agency who has created the voucher and made the referral
    b. Status of the voucher is pending until the secondary agency accepts it
    c. Contract is the facility of the secondary agency

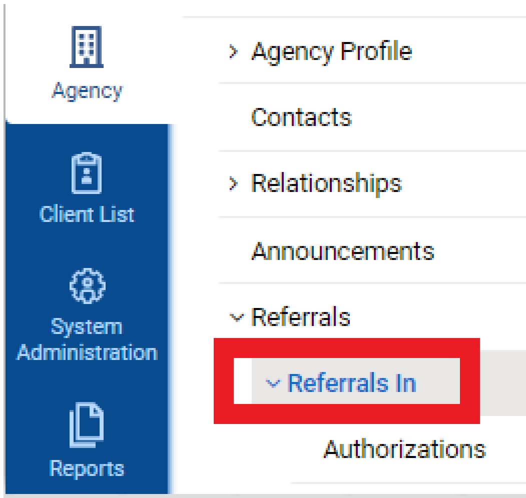


Accepting Referrals and Authorizations

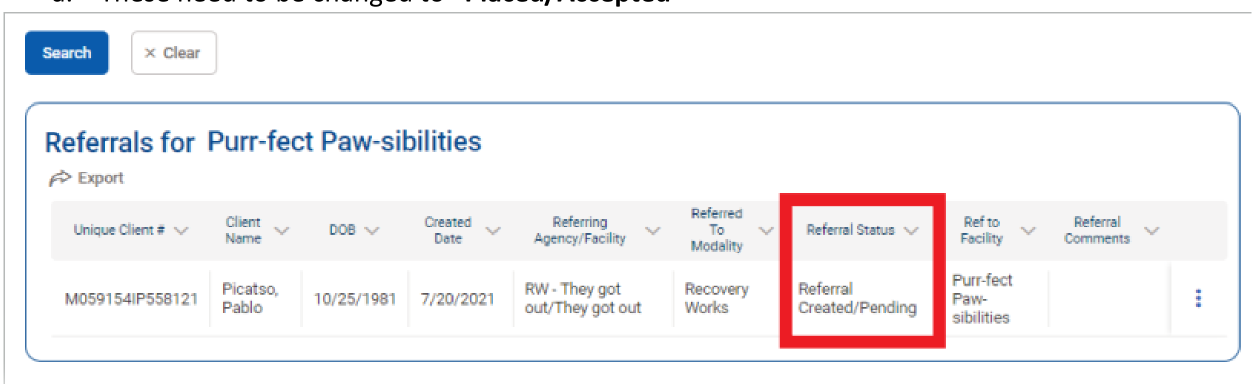
Secondary agencies are notified of pending referrals at the top of the home page when logging into the system.



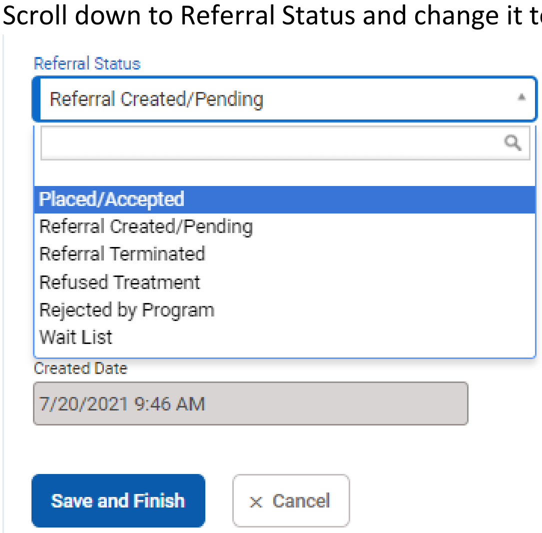
1. Navigate to **Agency > Referrals > Referrals In > Search** to accept an incoming referral from a primary agency



2. Under Referral Status, you should see new referrals that have a status of **“Referral Created/Pending”**
    a. These need to be changed to **“Placed/Accepted”**



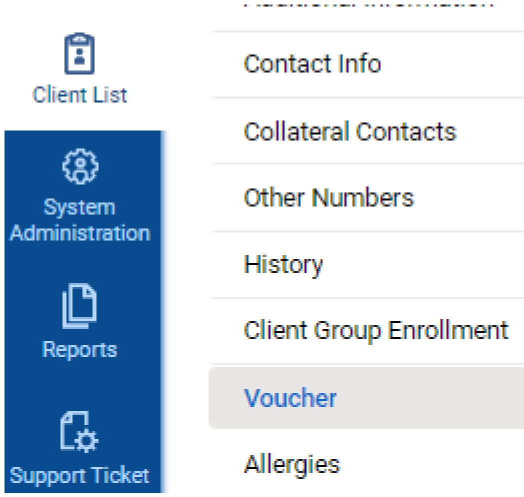
3. Hover the ellipsis and click **“Review”**
4. Scroll down to Referral Status and change it to **“Placed/Accepted”**



5. Hit “Save and Finish”
6. You should now be on the Client Profile for the referred client who you just accepted

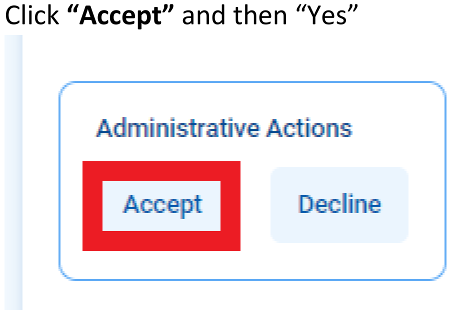
Accepting the Referred Voucher

1. From Client List screen, select **"Voucher"** on the left menu bar



2. Look for the **"Pending"** voucher

3. Hover the ellipsis and click "Profile"
4. Scroll to the bottom where it says **"Administrative Actions"**
5. Click **"Accept"** and then "Yes"

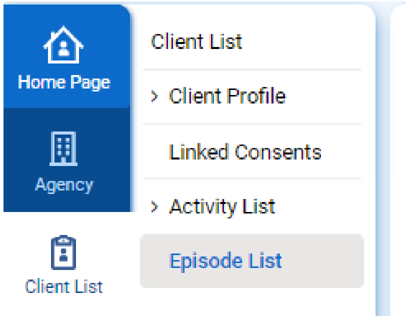


6. You can now submit encounters for the referred client as you normally would
   a. See section "Step 3: Submitting an Encounter" on page 23

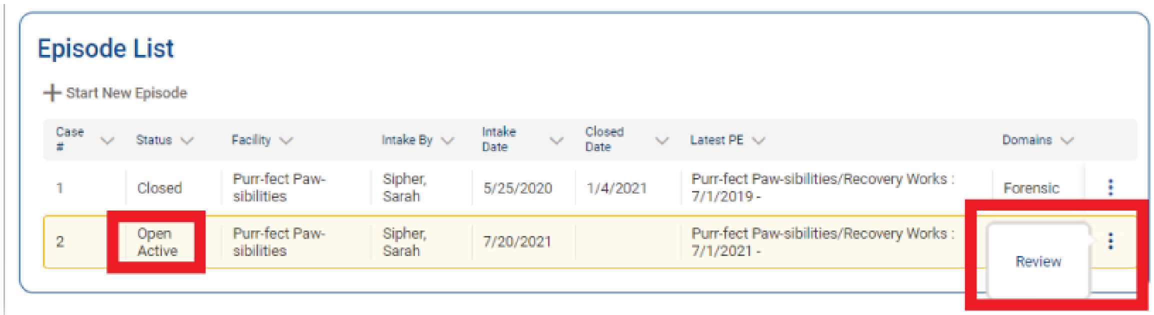
Closing an Intake/Episode

An intake should be closed once all work has been completed for the client.

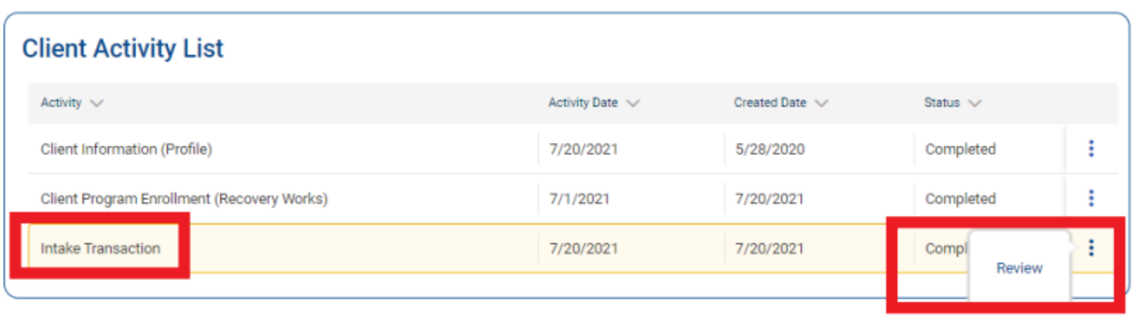
1. Go to Client List > Search > Select the client you need to close out by opening the Activity List
2. Select Episode List from the left menu



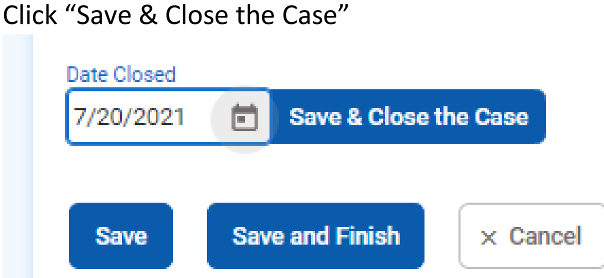
3. Select the episode from the Episode List by hovering the ellipsis and clicking "Review"



4. Select "Intake Transaction" from the Client Activity List by hovering the ellipsis and clicking "Review"



5. Scroll down to where it says "Date Closed"
6. Select a date of discharge from the calendar
7. Click "Save & Close the Case"



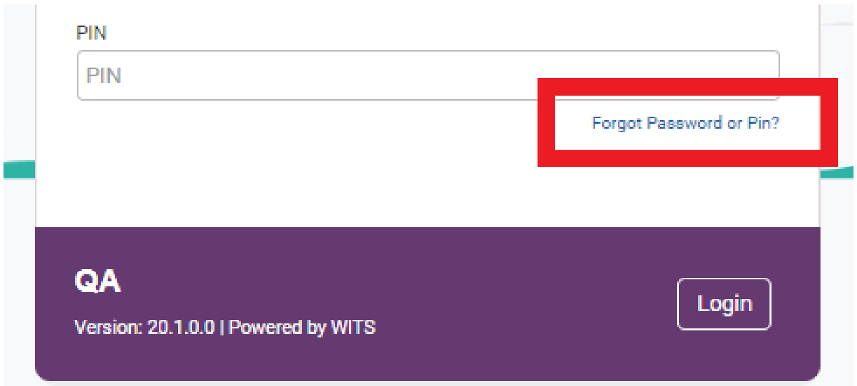
SECTION THREE: WITS ADMINISTRATIVE FUNCTIONS

Changing Credentials (Password & Pin)

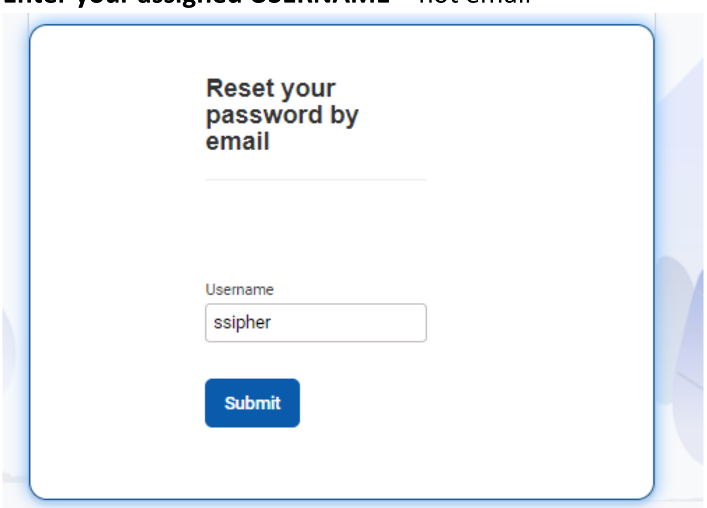
*Note: Passwords must be 6 characters in length and must include at least 1 number

To change your password and pin, complete one of the following:

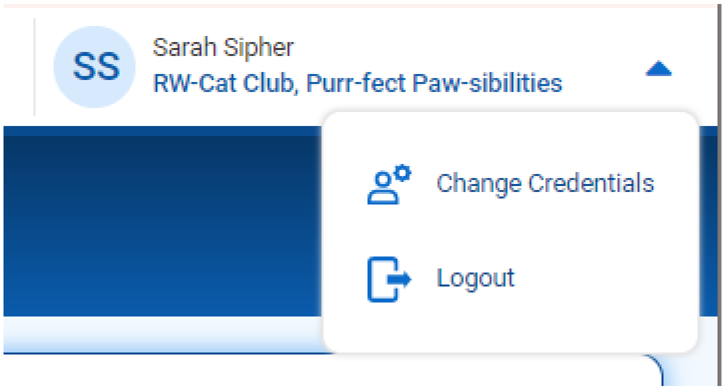
- Submit a help desk ticket to https://dmha.fssa.in.gov/helpdesk/?div=dmha asking for a password reset on your account
    - Follow the link in the email to create a new password and pin
- On the sign-in page, click **"Forgot Password or Pin?"**



    - **Enter your assigned USERNAME** – not email



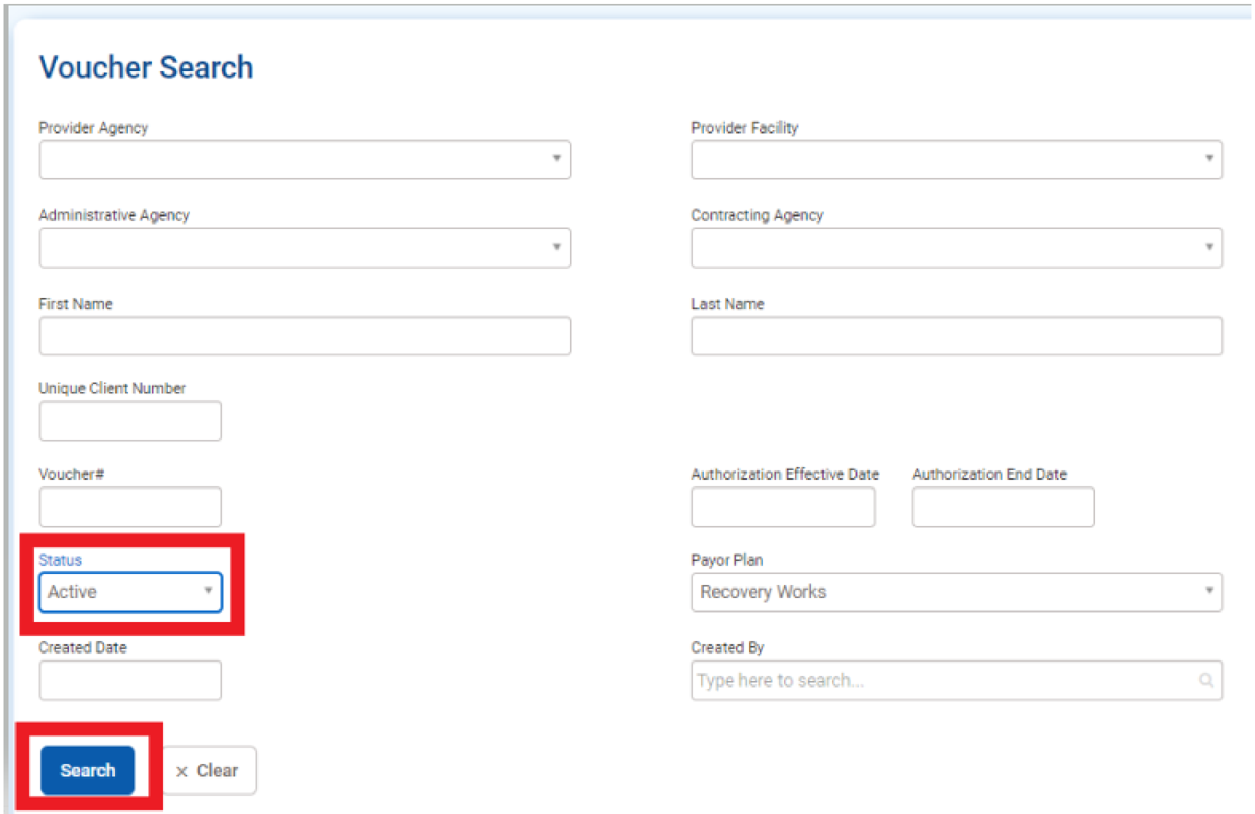
    - Answer your security question
    - You'll receive a password reset email. Follow the link to create a new password/pin
- If already logged into WITS, click the down arrow on your user info on the header



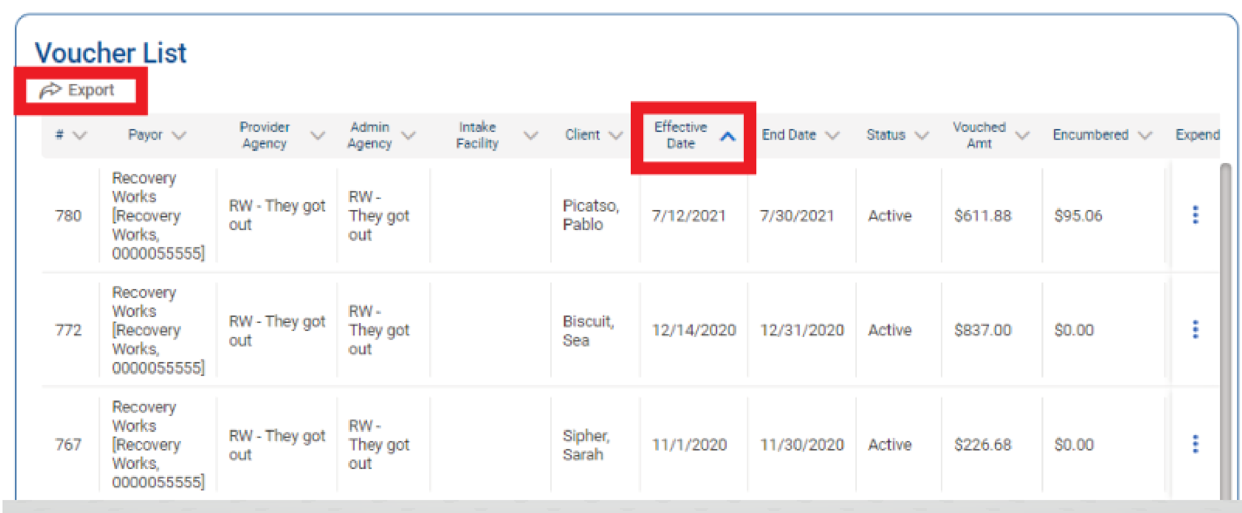
- Click "Change Credentials"
- Answer the security question and enter your old password/pin
- Create a new password and pin

Reviewing All Vouchers at Agency

1. Go to **Agency > Billing > Authorization List**
2. Enter any search criteria you may want OR just hit "Search" to get all vouchers
    a. I would recommend **changing "Status" to Active**, so you only get open vouchers
3. Hit **"Search"**



4. A **Voucher List** will be returned that matches your search criteria
    a. Sort by Effective Date, End Date, Client, or any field you would like
5. Can export to Excel



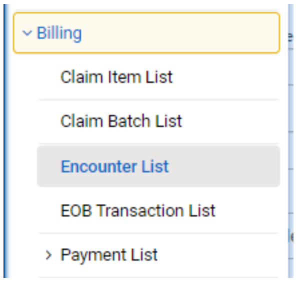
#	Payor	Provider Agency	Admin Agency	Intake Facility	Client	Effective Date	End Date	Status	Vouched Amt	Encumbered	Expend
780	Recovery Works [Recovery Works, 0000055555]	RW - They got out	RW - They got out		Picatso, Pablo	7/12/2021	7/30/2021	Active	$611.88	$95.06	
772	Recovery Works [Recovery Works, 0000055555]	RW - They got out	RW - They got out		Biscuit, Sea	12/14/2020	12/31/2020	Active	$837.00	$0.00	
767	Recovery Works [Recovery Works, 0000055555]	RW - They got out	RW - They got out		Sipher, Sarah	11/1/2020	11/30/2020	Active	$226.68	$0.00	

Review of Encounters at Agency

It is important for your agency staff with release to billing roles to review encounters daily to ensure accuracy and that they've been released. If encounters are not released to billing, they will not be paid by Recovery Works.

<u>To determine if encounters have been released:</u>

1. Go to **Agency > Billing > Encounter List** on the left menu bar to get to the Encounter List screen



2. Enter any search criteria if you are looking for a specific encounter
3. Otherwise, hit **"Search"** to view all encounters
    a. *Note: the limit is 1,000 encounters for viewing
4. Three types of Statuses:
    a. <u>Not Released</u> = the encounter was entered but has not been released to billing
    b. <u>Rejected</u> = the encounter was released to billing, but it was later rejected from payment due to entry error
    c. <u>Released</u> = the encounter has been released and processed to be paid out

Encounter List (Export)

Enc ID	Client Name	Client DOB	Svc Start	Status	Duration	Procedure	Rend. Staff	Program Name	Balance	
171	Hobbs, Brent	5/15/1953	2/13/2016	Not Released	60 Min	F1020	Rwtraining, 11	Recovery Works	$0.00	⋮
181	Teller, Jackson	4/9/1978	4/25/2016	Not Released	120 Min	F1010	Rwtraining, 02	Recovery Works	$0.00	⋮
189	Booker, Sheyxahnn	1/2/1992	2/1/2017	Not Released	60 Min	F1010	Rwtraining, 04	Recovery Works	$0.00	⋮
226	Bobby, Bob	1/29/2000	5/28/2019	Not Released	60 Min	R1020	Sipher, Sarah	Recovery Works	$0.00	⋮
156	Scofield, Michael	11/15/1968	11/24/2015	Not Released	60 Min	F1010	Canham, Patty	Recovery Works	$0.00	⋮
229	Doe, Jane	1/1/1988	10/17/2019	Rejected (Detail	30 Min	RW1030	Training, 01	Recovery Works	$0.00	⋮
183	Boarman, Angela	7/14/1982	8/26/2016	Rejected (Detail	60 Min	RW1010		Recovery Works	$0.00	⋮
166	Bartlett, Steven	8/1/1982	2/4/2016	Released	60 Min	RW1010	Burnett, Shannon	Recovery Works	$0.00	⋮
222	Joe, John	2/12/2000	2/12/2019	Released	30 Min	R1020	Training, 01	Recovery Works	$19.50	⋮
253	Picatso, Pablo	10/25/1981	7/13/2021	Released	10 Min	R1020	Sipher, Sarah	Recovery Works	$19.50	⋮

5. Review the encounters to ensure they are in the correct status
6. If necessary, use the ellipsis to review an encounter and release to billing

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.

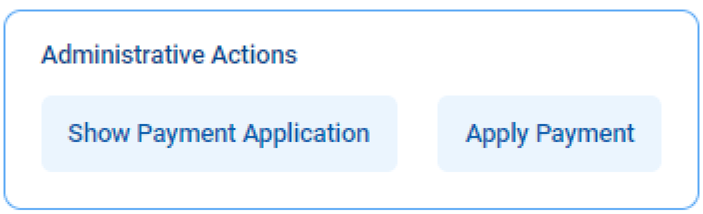
The system auto-adjudicates and creates a batch each week on Fridays at 11pm EST. Any encounters submitted during the previous week will be included on the batch. That batch date will appear in WITS as the **"Posted Date"** under the **Payment List**.

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.

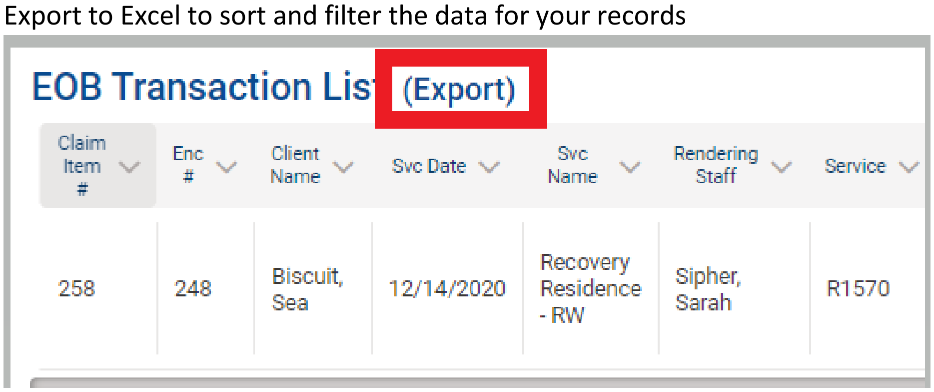
You can match a payment with your direct deposit by the dollar amount received in your account. That amount will match an amount on your payment list.

<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