Please refer to the video for previously answered questions. This document includes questions that were not answered during the 6/13/18 webinar.

1) Q: what new functions for the data entry are mandatory for facilities to enter? like the PCPC, case management?

   a. Please refer to DDAP's Treatment Manual for requirements related to PA WITS, effective 7/1/18.

2) Q: If an SCA is doing Screening assessment and referral what is required as entry into the system?

   a. Please refer to DDAP's Treatment Manual for requirements related to PA WITS, effective 7/1/18.

3) Q: What is the ability of providers to send assessment information to SCAs (and vice-versa)? Will a provider have to create its own assessment of client?

   a. Providers and SCAs will be able to consent and refer various pieces of a client's record with other PA WITS agencies, in accordance with state and federal confidentiality regulations, with the client's consent. The video trainings will go into further detail about how information can be shared.

4) Q: Are we to enter DAP notes into the system?

   a. DDAP is not requiring treatment notes to be entered into PA WITS, but may be entered if the provider so chooses. Case notes related to case management are required to be entered as encounter notes in PA WITS.

5) When will the updated treatment manual be available?

   a. The Treatment Manual, effective 7/1/18, is now available on DDAP's website.

6) Q: In our agency, many clients are approved for medical assistance, and therefore were not covered by the SCA for any portion of treatment. From what I understand, we wouldn't enter those clients, correct? Because they did not receive SCA funding.

   a. If the client did not receive SCA funding for any portion of the episode of treatment, then the provider would not be required to enter data into PA WITS for that client; however, DDAP strongly encourages providers to enter data for all clients, regardless of funding source as this information is used by PA and SAMHSA for planning purposes.

7) Q: Should we be adding Case Management under 'Programs' if we do not directly provide Case Management; but we provide referrals to another agency?

   a. If the provider is contracted with the SCA for case management (screening, level of care assessment, coordination of services), then the case management program must be added into PA WITS.

8) Q: The client has Medicaid and goes to a treatment provider who then opens the file as the agency. The client then loses funding and requires SCA funding, yet the client "master" profile is still held at the provider.

   a. The SCA is responsible to ensure that all required information is entered into PA WITS when the client has any portion of his/her episode of treatment funded by the SCA.

9) Q: Can one print out of WITS? For example - if I entered date into the ASAM criteria can I then print it out?

   a. Yes

10) Q: Is it acceptable to have multiple Agency Administrators, such as one for Case Management staff, Intake staff, UR staff, etc.? Or should this role be limited. Thinking in larger organizations this could become overwhelming to manage.

   a. Yes, we recommend at least two agency administrators for each agency.

11) Q: is the user manual on DDAP current?

   a. The Agency Administrator guide is accurate. On June 19, 2018, the case management and clinical trainings and user guides will be available.

12) Q: Do we need to add all clients receiving SCA funding on July 1 into the system? or just new ones as they come in?

   a. TEDS data must be entered into PA WITS for all clients receiving SCA funding since 9/2015. Case management information must be entered for all new clients engaged in case management beginning 7/1/18.

13) Q: Is there a time period in which the clients need to be entered? For example, June 2018 clients need to be entered into WITS by what date?

   a. Beginning 7/1/18, all treatment and case management services must be entered into PA WITS within 7 days of the date the service was delivered. All data for clients and services delivered prior to 7/1/18 should be entered before the agency administrator removes the PA Data Entry role.

14) Q: How does the SCA access the ASAM that is entered in at the provider level?

    a. Providers and SCAs can consent this information.

15) Q: Are all parts of WITS operable, such as treatment plans and progress notes at this time, or on/after July 1st.

    a. On 7/1/18, your agency administrator can begin to grant access to additional functionality as outlined in the webinar and staff administrator user guide.

16) Q: Will the placement summary be required to entered into WITS?

    a. Yes.

17) Q: Will there be capability to print a blank TAP for mobile assessments where there is no internet service also will there be capability to print out completed TAPS for paper charts?

    a. The TAP can be printed; however, the printed version would not include the items in the dropdown menus. Completed TAPs can be printed as well.

18) Q: Will there ever be the possibility to upload the required data to the system?

    a. Not at this time.

19) Q: How will SCAs get client information from providers for billing purposes? Is it up to the SCA to develop their own protocol? We are currently still requiring the provider to complete and submit the DDAP Screening, Admission, and Discharge form. Will we be able to get it from WITS?

    a. Providers will be able to consent information to SCAs and other providers through PA WITS, in accordance with state and federal confidentiality regulations.

    SCAs should not be requiring providers to do duplicate work by entering information into PA WITS and also completing hardcopy forms to submit to the SCA.

20) Q: So the manual will be emailed or sent via postal service?

    a. The Treatment Manual will be posted to DDAP's website along with user guides and video trainings.

21) Q: Due to electronic medical records, can I enter in to WITS and export for scanning into my agency's EMR to avoid duplicate data entry?

    a.   Information can be printed from PA WITS in order to be scanned.

22) Q: Are Intervention providers required to use this system?

    a.   Intervention services that fall into the realm of prevention should be entered into the PA WITS prevention agency. Intervention services that fall into the realm of treatment (0.5 LOC) should be entered into the PA WITS treatment agency.

23) Q: We are contracted with our local SCA for outpatient D/A services and recovery housing services. If the SCA refers an individual to us and they are funding the recovery housing service but the individual has medical assistance that covers their outpatient treatment, are we still required to enter clinical information for outpatient into WITS?

    a.   The treatment data would not need to be entered if the individual did not receive any SCA funding during the entire episode of treatment; however, DDAP strongly encourages providers to enter data for all clients, regardless of funding source.

24) Q: So will there be double entry for case notes regarding case management services? To enter into WITS and the provider's electronic health record?

    a.   The DDAP Treatment Manual requires case notes to be entered into PA WITS for all case management services delivered beginning 7/1/18.

25) Q: If a client is receiving Recovery Support funded by the SCA, do they have to be open with case management?

    a.   Please see the Treatment Manual for requirements related to recovery support services.

26) Q: If an individual is admitted to detox without having a formal level of care assessment, but then moves from detox to rehab, do they then have to have the TAP done? If so, can the SCA require the provider to complete that section in WITS?

    a.   The TAP would not need to be done prior to the admission into detox; however, it would need to be completed in PA WITS prior to the individual being admitted into the next LOC after detox.

27) Q: So to further clarify, when a client initiates under Medicaid coverage at a provider, loses funding and then needs SCA funding, we have a week to get the information into WITS for a profile we don't house, but rather is housed at the treatment provider where the client went directly?

    a. From the time the determination is made that an individual needs SCA funding, the provider has one week from the date of service to enter information into PA WITS. The SCA should also be requiring providers to consent information to the SCA from the client's record in PA WITS. When the provider consents information to the SCA through PA WITS, it would alleviate some of the data entry requirements for the SCA.

28) Q: We are an inpatient D&A facility. If a patient is in Hospital Detox - which would be under Program.

    a. More information is needed to answer this question. Please contact the Service Desk.

29) Q: If an Intake coordinator is trained in ASAM would they be able to enter all the data in WITS (after the counselor does the actual ASAM assessment)?

    DDAP recommends that the users performing the assessments actually enter the data into PA WITS; however, it is possible for other users to enter the data as well.

30) Q: Is there the option to upload the TAP from one system to WITS or is there a way the TAP can be completed offline and then uploaded to WITS at a later date?

    a. Upload capability into PA WITS is not available at this time.

31) Q: We are an inpatient D&A facility. If a patient is in Hospital Detox - which would be under Program. You said we have to set up case management under program. Can a patient be in more then one program?

    a. Yes

32) Q: Does the one-week rule begin 7/1? When should we expect the treatment manual with the explanations?

    a. Yes, the one-week rule begins 7/1/18. The DDAP Treatment Manual is now posted to the DDAP website along with PA WITS user guides and video trainings.

33) Q: So the SCA's are not able to see their contracted provider client info.

    a. The SCAs can see information that is consented to them from providers through PA WITS in accordance with state and federal confidentiality regulations. In addition, reports will be available in PA WITS for SCAs to ensure providers' compliance with data entry requirements.

34) Q: Where can we find guidance on the clinical information or specific data that we are required to enter as providers?

    a. Requirements can be found in the DDAP Treatment Manual which is now posted to the DDAP website along with PA WITS user guides and video trainings.

35) Q: will anything on the data entry at the provider level change??

    a. Yes, treatment providers will now have to complete additional information in PA WITS. Please see the user guides and training videos for instruction. Contracted case management providers should refer to the DDAP Treatment Manual for data entry requirements related to case management services.

36) Q: Will all the client's information that is already entered in PA-WITS still be used?

    a. Yes, the information will still be collected.

37) Q: Can SCA's generate a service authorization for our providers within the WITS system?

    a. DDAP and FEi Systems are working collaboratively regarding the authorization and billing components of PA WITS. More details about the use of these functions is forthcoming in the next few months.

38) Q: agency administrator? Is this SCA or the provider?

Every agency in PA WITS needs to have an agency administrator. So, the provider *and* the SCA would each have at least one person identified as the agency administrator.

39) Q: What are the requirements of what must be in pa WITS such as treatment plans, case notes, ASAM criteria, Discharge forms etc.

    a. Treatment providers are required to continue entering data necessary for TEDS federal reporting; however, DDAP is not requiring treatment data to be entered into PA WITS, such as the treatment plans. SCAs and contracted case management providers should refer to the DDAP Treatment Manual for requirements related to case management data entry.

40) Q: Has anything changed with respect to discharge from treatment services?

    a. No

41) Q: How do we access a copy of the Power Point?

    a. A recording of the webinar is available on DDAP's website at: http://www.ddap.pa.gov/Pages/Data-System-Treatment-Agency-Administrators.aspx Also, the website has very valuable training videos and user guides available to assist users in navigating PA WITS.

42) Q: It's a tremendous amount of work. I have staff that have to block out hours of time on their schedule just to enter TEDS data and now you are looking to increase the work. Every time I turn around some entity CCBHO, DDAP, Allegheny County wants additional information and reports. My therapists have less and less time to provide the very treatment services you are looking to measure because they are so concerned with the ever-increasing data entry documentation requirements. An excellent therapist on my staff recently said to me, "hey doing therapy with clients is getting in the way of getting my documentation and data entry completed." Doesn't anyone recognize the irony?

    a. DDAP recognizes staff will initially spend additional time as they learn to navigate PA WITS in order to achieve compliance with DDAP's requirements; however, DDAP has taken steps to streamline some of the requirements by requiring the use of only one level of care assessment tool by SCAs and their contracted providers (the TAP assessment) and the ability to refer information to SCAs and other providers through PA WITS should also help to reduce some of the time previously spent on these tasks. It is important to note that the requirements related to PA WITS are necessary for PA to meet the state and federal reporting requirements to ensure DDAP, the SCAs, and providers continue to receive funding. While there is always some administrative burden related to data entry and/or paperwork, as DDAP was developing the data system, there was a great deal of effort to not place unnecessary burden on SCAs and providers.

43) Q: How about additional funding to pay a staff person to perform these data entry duties. How about exploring with providers the burden this is placing on them?

    a. Providers should consider the cost of complying with data entry requirements as rates are established and contracts are negotiated with the SCAs.

44) Q: I have no idea how our agency is going to be able to comply with this. I was assigned by default. I am the Director of Clinical Services. I do not have the time or general computer knowledge to operate as the Agency Administrator for WITS. I can only imagine that other agencies are having a similar experience.

    a. The Agency Administrator for PA WITS does not necessarily need to be the Director/Administrator of the Agency. DDAP encourages SCAs and providers to have more than one Agency Administrator for PA WITS.

45) Q: Do we need to have clinicians go back into already entered data and add case management and treatment plans- or moving forward we will begin to enter with new clients July forward?

   a. While all TEDS data is required to be entered since 9/2015, the information required to be entered into PA WITS, per the DDAP Treatment Manual, is related to individuals who are beginning service 7/1/18 forward.

46) Q: Are all employees in a facility allowed to have full access to each client regardless of their rank in the facility? For example- billing team & clinical team

   a. Each agency should decide the level of access appropriate for each staff member accessing PA WITS. It is not likely that staff doing billing would have the same type of roles, or the same level of access as clinical staff.

47) Q: Will you generate UCN numbers for CCBH and private insurance clients as well if we enter them into WITS and if so should we use those numbers?

   a. PA WITS will generate a UCN for all clients when information is entered into the client profile. More information is necessary to address the part of the question "if so, should we use those numbers?"

48) Q: When you say we have to complete employee information into WITS, what does that entail?

   a. When setting up employee accounts in PA WITS, there are several required pieces of information related to each staff person. Please view the agency administrator training for more specific information.

49) Q: Also, so when the intake coordinator does an intake that means we have up to one week to enter data into WITS on the particular client?

   a. Per the DDAP Treatment Manual, data must be entered into PA WITS within 7 days of the date the service was delivered.