

## Updating ADAD Funding Sources to Year 2

**Situation:** Year 2 funding will require that Year 2 Payor Group Enrollment be added.

*Note: This documentation will show Providers how to add new year 2 funding source. New Year 2 Authorizations will need to be created in order to bill*

1. Select Payor Group Enrollment from the right menu pick. Click Edit on the Fly-Out Menu

The screenshot shows the HI-WITS Training interface. The top navigation bar includes the WITS logo, user name 'Houdini, Harry | HXHO0401881 | 1', and system information. A left sidebar contains a menu with options like Home Page, Agency, Group List, Clinical Dashboard, Client List, Client Profile, Linked Consents, Payor Group Enrollment, Non-Episode Contact, Activity List, Episode List, System Administration, Reports, and Support Ticket. The main content area displays a 'Payor List' table with columns: Actions, Priority, Plan Type, Plan, Group, Contract, Member ID, Start Date, and End Date. The first row contains data: 1, Government Contract, ADAD Funding, ADAD Adult GEN 1, ADAD\_Test Provider 2 (20-XXX), HXHO0401881, 8/1/2019. A red box with the text '1. Edit' points to the edit icon in the Actions column of this row.

2. Add the End Date Click Save

The screenshot shows the 'Government Contract Billing Information' form in the HI-WITS Training interface. The form includes fields for Plan Type (Government Contract), Contract (ADAD 20-XXX, ADAD\_Test Provider 2), Plan-Group (ADAD Funding-ADAD Adult GEN 1), and Subscriber # (HXHO0401881). It also has dropdown menus for Payor Priority Order (1) and Start Date (8/1/2019), and an End Date field. A red box with the text '1. Add End Date' points to the End Date field. Another red box with the text '2. Click "Save"' points to the 'Save' button at the bottom right of the form. A 'Cancel' button is also visible next to the 'Save' button.

3. Click Link to Add Government Contract Enrollment

The screenshot shows the WITS Training interface. At the top, the user is identified as 'Houdini, Harry | HXHO0401881 | 1'. The main content area displays a 'Payor List' table with columns for Actions, Priority, Plan Type, Plan, Group, Contract, Member ID, Start Date, and End Date. A red box highlights the 'Add Government Contract Enrollment' link in the top right of the table area.

Actions	Priority	Plan Type	Plan	Group	Contract	Member ID	Start Date	End Date
		Government Contract	ADAD Funding	ADAD Adult GEN 1	ADAD, Test Provider 2 (20-XXX)	HXHO0401881	10/1/2019	10/1/2019

4. Set Year 2 Plan-Group, Set Start Date and Click Save

The screenshot shows the 'Government Contract Billing Information' form. The form includes fields for Plan Type, Contract, Plan-Group, Subscriber #, Payor Priority Order, Start Date, and End Date. Red boxes and arrows highlight the following steps: 1. Set Year 2 Funding (pointing to the Plan-Group dropdown), 2. Set Start Date (pointing to the Start Date field), and 3. Click "Save" (pointing to the Save button).

Plan Type: Government Contract  
Contract: ADAD 20-XXX, ADAD, Test Pro...  
Plan-Group: ADULT-ADAD Adult GEN 2  
Subscriber #: HXHO0401881  
Payor Priority Order: 1  
Start Date: 09/16/2020  
End Date: [calendar icon]

Administrative Actions: [text area]  
[Cancel] [Save]

If you have any questions, please call the WITS Staff or email [WITSHelp@doh.hawaii.gov](mailto:WITSHelp@doh.hawaii.gov).

# Hawai'i CARES

## Substance Use Gateway Utilization

### Monthly Report

Aug 1-31, 2020

Data Last Updated: Sept 1, 2020



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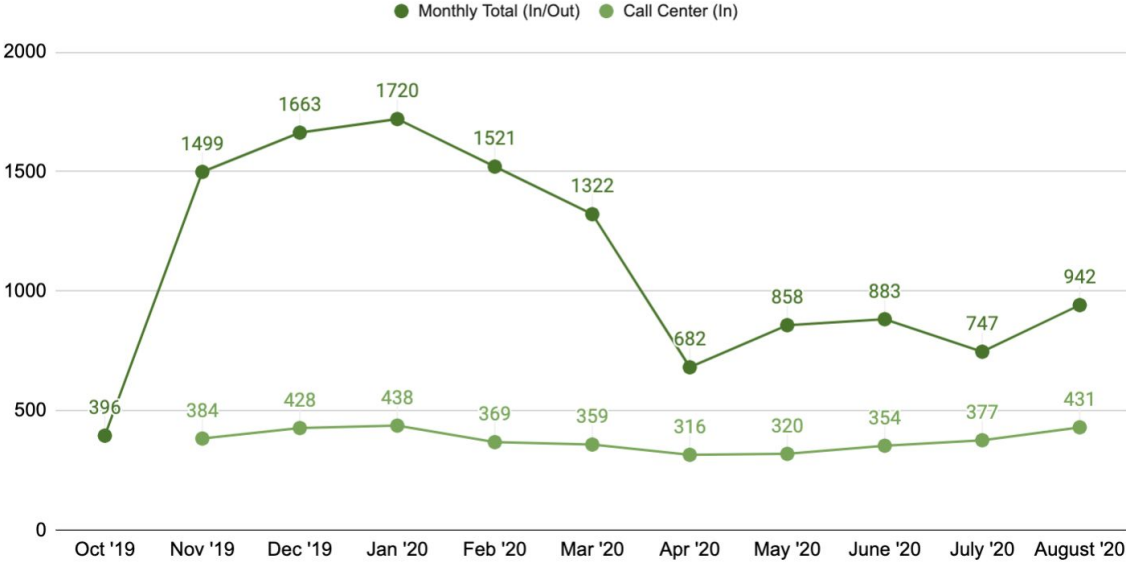
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# Substance Use Gateway: Number of Calls In/Out

	Monthly Total (In/Out)	Call Center (In)
<b>Oct '19</b>	396	
<b>Nov '19</b>	1499	384
<b>Dec '19</b>	1663	428
<b>Jan '20</b>	1720	438
<b>Feb '20</b>	1521	369
<b>Mar '20</b>	1322	359
<b>Apr '20</b>	682	316
<b>May '20</b>	858	320
<b>June '20</b>	883	354
<b>July '20</b>	747	377
<b>August '20</b>	942	431

Number of Call-Center Calls In/Out



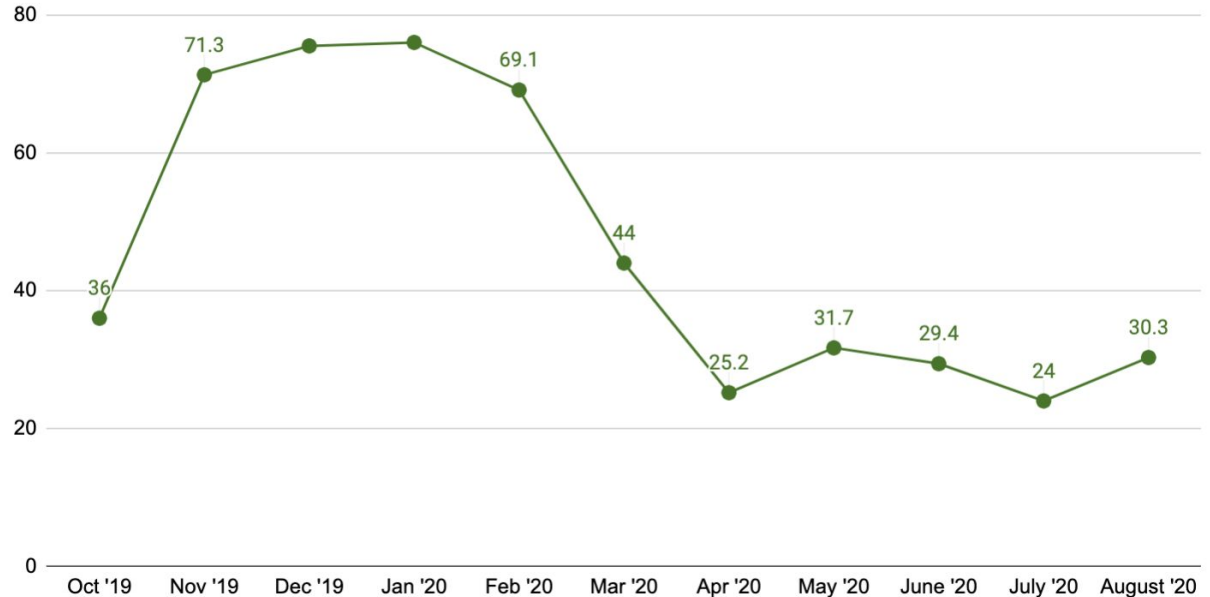
Notes: Hawaii CARES Go Live date was Oct 1, 2019. COVID-19 pandemic from Mar 2020 affected call volume and changed operations. The call volume numbers presented from Mar 2020 are an underestimate.



# Substance Use Gateway: Average Number of Calls In/Out Per Day

	Average Calls Per Day
<b>Oct '19</b>	36
<b>Nov '19</b>	71.3
<b>Dec '19</b>	75.5
<b>Jan '20</b>	76
<b>Feb '20</b>	69.1
<b>Mar '20</b>	44
<b>Apr '20</b>	25.2
<b>May '20</b>	31.7
<b>June '20</b>	29.4
<b>July '20</b>	24
<b>August '20</b>	30.3

## Average Number of Calls In/Out Per Day



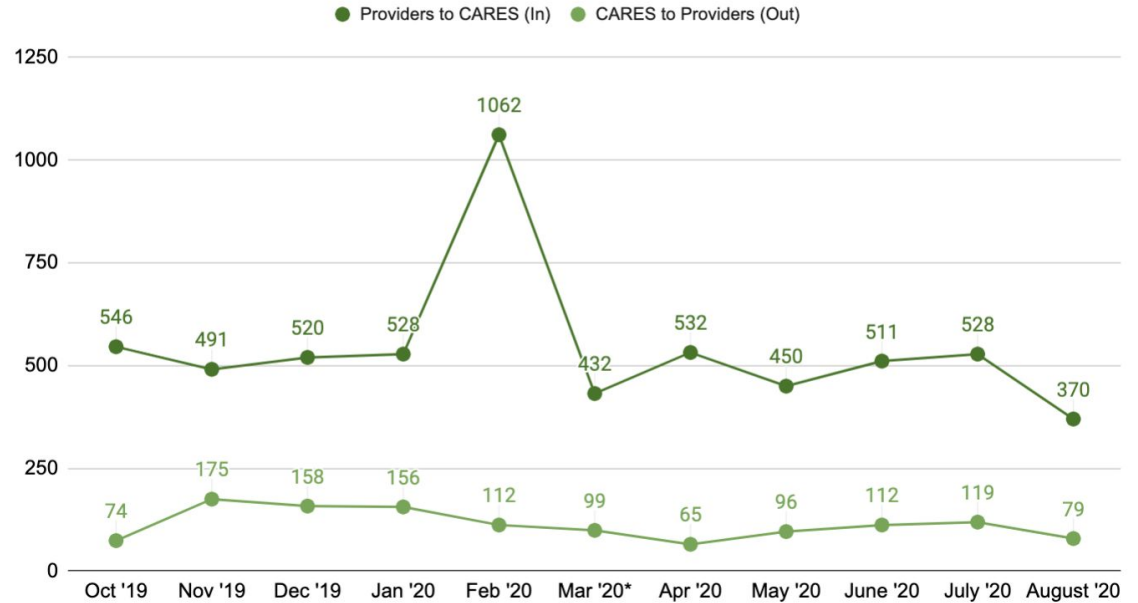
Notes: Hawaii CARES Go Live date was Oct 1, 2019. COVID-19 pandemic from Mar 2020 affected call volume and changed operations. The call volume numbers presented from Mar 2020 are an underestimate.



# Substance Use Gateway: Referrals In/Out

	Providers to CARES (In)	CARES to Providers (Out)
<b>Oct '19</b>	546	74
<b>Nov '19</b>	491	175
<b>Dec '19</b>	520	158
<b>Jan '20</b>	528	156
<b>Feb '20</b>	1062	112
<b>Mar '20*</b>	432	99
<b>Apr '20</b>	532	65
<b>May '20</b>	450	96
<b>June '20</b>	511	112
<b>July '20</b>	528	119
<b>August '20</b>	370	79

## Referrals In/Out Summary



Notes: Hawaii CARES Go Live date was Oct 1, 2019. COVID-19 pandemic from Mar 2020 affected call volume and subsequent referrals, and changed operations.



# Substance Use Gateway: Referrals In By Agency

Agency Referred by	# Placed/Accepted	# Referral Terminated	# Refused Treatment	# Rejected by Program	# Placed on the Waitinglist	Total Referred	% Referred by this Agency
Action with Aloha, LLC	6	0	0	1	1	8	2.10%
Alcoholic Rehabilitation Services of Hawaii, Inc	86	1	0	7	0	97	26.00%
Aloha House, Inc.	7	0	0	1	0	8	2.10%
Big Island Substance Abuse Council	29	0	0	4	0	33	8.80%
Bobby Benson Center							
Bridge House, Inc	7	0	0	2	0	9	2.40%
CARE Hawaii, Inc.	40	1	0	9	2	52	13.90%
Child and Family Service	6	0	0	0	1	7	1.90%
Coalition for a Drug-Free Hawaii							
Hawai'i Health & Harm Reduction Center							
Ho'omau Ke Ola							
Hope Treatment Services							
IHS, The Institute for Human Services, Inc.							
Ka Hale Pomaika'i	0	0	0	0	1	1	0.30%
Kline-Welsh Behavioral Foundation	43	1	0	6	0	50	13.40%
Kokua Support Services							
Ku Aloha Ola Mau							
Malama Na Makua A Keiki	2	1	2	0	2	5	1.30%
Maui Youth and Family Services, Inc	18	0	0	3	0	21	5.60%
North Shore Mental Health, Inc	6	3	1	1	2	12	3.20%
Ohana Makamae	0	0	0	0	2	2	0.50%
Oxford House							
Po'ailani, Inc	16	0	0	0	0	16	4.30%
Salvation Army	1	0	0	0	0	1	0.30%
The Queen's Medical Center	3	0	0	1	1	5	1.30%
The Salvation Army	15	3	0	3	0	21	5.60%
Waianae Coast Comprehensive Health Center							
Waikiki Health Center							
Women In Need							
Young Men's Christian Association of Honolulu	14	0	0	8	0	22	5.90%
<b>[Totals]</b>	<b>299</b>	<b>10</b>	<b>3</b>	<b>46</b>	<b>12</b>	<b>370</b>	<b>100%</b>

- August 1 - August 31
- 18 out of 30 agencies were utilized



# Substance Use Gateway: Referrals Out By Agency

Agency Referred To	Total Referred	% Referred	Total Referred	% Referred	% of All Referred to this Agency	
	Prior to TX	Prior to TX	During TX	During TX	Total Referred	
Action with Aloha, LLC	1	100%	0	0.00%	1	1.20%
Alcoholic Rehabilitation Services of Hawaii, Inc	1	9.10%	10	90.90%	11	13.40%
Aloha House, Inc.	0	0.00%	11	100%	11	13.40%
Big Island Substance Abuse Council	0	0.00%	1	100%	1	1.20%
Bobby Benson Center						
Bridge House, Inc						
CARE Hawaii, Inc.	0	0.00%	18	100%	18	22.00%
Child and Family Service						
Coalition for a Drug-Free Hawaii						
Hawai'i Health & Harm Reduction Center						
Ho'omau Ke Ola						
Hope Treatment Services						
IHS, The Institute for Human Services, Inc.	0	0.00%	2	100%	2	2.40%
Ka Hale Pomaika'i						
Kline-Welsh Behavioral Foundation	0	0.00%	2	100%	2	2.40%
Kokua Support Services						
Ku Aloha Ola Mau	0	0.00%	1	100%	1	1.20%
Malama Na Makua A Keiki	0	0.00%	1	100%	1	1.2
Maui Youth and Family Services, Inc						
North Shore Mental Health, Inc	3	17.60%	14	82.40%	17	20.70%
Ohana Makamae	0	0.00%	1	100%	1	1.2
Oxford House						
Po'ailani, Inc	0	0.00%	1	100%	1	1.20%
Salvation Army	0	0.00%	1	100%	1	1.20%
The Queen's Medical Center	0	0.00%	1	100%	1	1.20%
The Salvation Army	0	0.00%	6	100%	6	7.30%
Waianae Coast Comprehensive Health Center	0	0.00%	1	100%	1	1.20%
Waikiki Health Center	0	0.00%	1	100%	1	1.20%
Women In Need	0	0.00%	2	100%	2	2.40%
Young Men's Christian Association of Honolulu						
<b>[Totals]</b>	<b>5</b>	<b>6.10%</b>	<b>74</b>	<b>93.90%</b>	<b>79</b>	<b>100%</b>

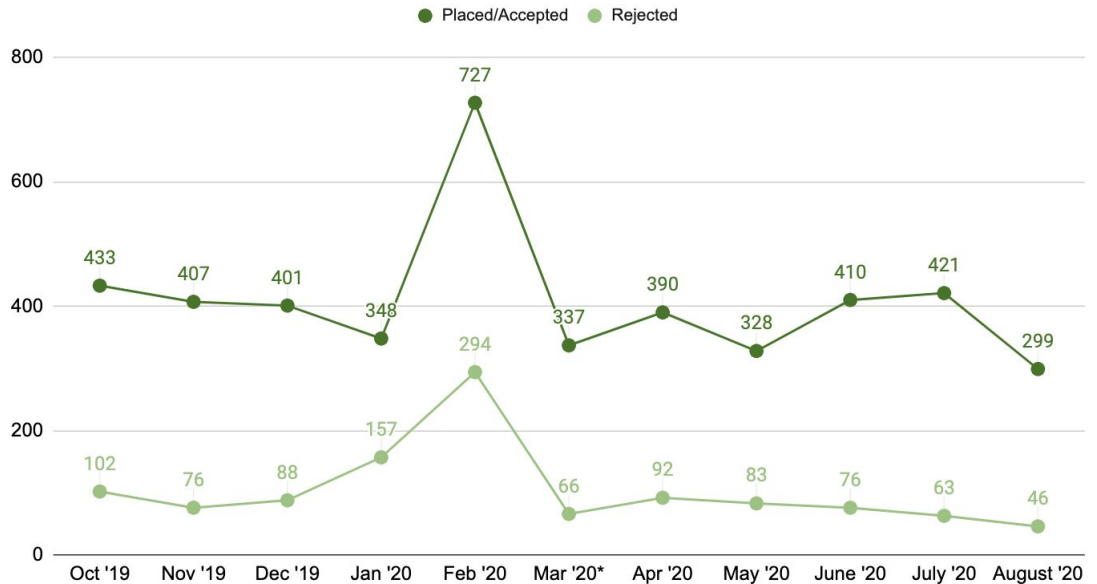
- August 1 - August 31
- 18 out of 30 agencies were utilized



# Substance Use Gateway: Referrals In: Accepted vs. Rejected

	Placed/ Accepted	Rejected
<b>Oct '19</b>	433	102
<b>Nov '19</b>	407	76
<b>Dec '19</b>	401	88
<b>Jan '20</b>	348	157
<b>Feb '20</b>	727	294
<b>Mar '20*</b>	337	66
<b>Apr '20</b>	390	92
<b>May '20</b>	328	83
<b>June '20</b>	410	76
<b>July '20</b>	421	63
<b>August '20</b>	299	46

Referrals In: Placed/Accepted vs. Rejected



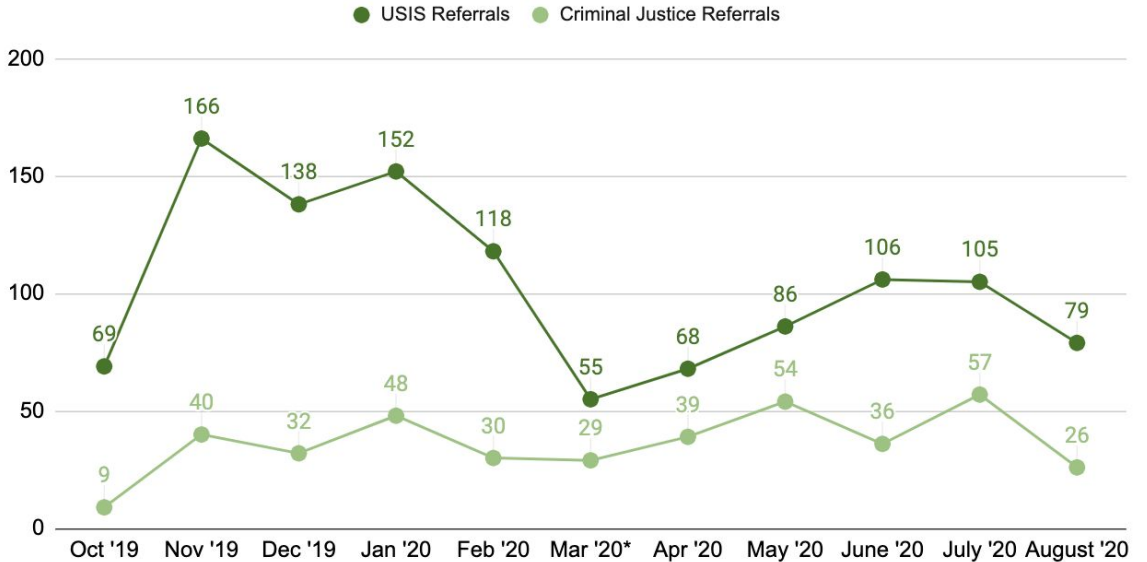
Notes: Hawaii CARES Go Live date was Oct 1, 2019. COVID-19 pandemic from Mar 2020 affected call volume and subsequent referrals, and changed operations.



# Substance Use Gateway: USIS Forms and Criminal Justice Referrals

	USIS Referrals	Criminal Justice Referrals	% of Referrals
Oct '19	69	9	13.04%
Nov '19	166	40	24.10%
Dec '19	138	32	23.19%
Jan '20	152	48	31.58%
Feb '20	118	30	25.42%
Mar '20*	55	29	52.73%
Apr '20	68	39	57.35%
May '20	86	54	63.53%
June '20	106	36	33.96%
July '20	105	57	53.92%
August '20	79	26	32.91%

## USIS & Criminal Justice Referrals



Notes: Hawaii CARES Go Live date was Oct 1, 2019. COVID-19 pandemic from Mar 2020 affected call volume and subsequent referrals, and changed operations.



# Substance Use Gateway: Benefit Exceptions

<b>BE Requests</b>				
<b>August 2020</b>				
<b>Month</b>	<b>Received</b>	<b>Approved</b>	<b>Rejected</b>	<b>% Rejected</b>
August 2020	36	22	14	39%

## **BEs by Agency**

<b>Agency</b>	<b>August 2020</b>		
	<b>Received</b>	<b>Approved</b>	<b>Rejected</b>
Bridge House, Inc.	1	1	0
Malama Na Makua A Keiki	15	10	5
Salvation Army	10	5	5
The Salvation Army	9	6	3
Waianae Coast Comprehensive Health Center	1	0	1



Questions?

