



STATE OF HAWAII  
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In reply, please refer to:  
File: DOH/ADAD

September 30, 2025

**Subject:** Important Update: Inspire Plus Implementation & System Access Timeline

To Our Affected Provider Partners, Supervisors and Staff,

We want to ensure that you are fully informed about the upcoming Inspire Plus system access changes and what to expect during the transition period. Please review the details below carefully, as they apply to Prevention, Treatment, and Fiscal teams.

**System Downtime & Limited Access Overview**

- **WITS Freeze:** Begins Saturday, October 18th at 12:00 AM HST. Because the system cannot switch to read-only mode instantaneously, WITS may appear to be operational during the first few days following the freeze. However, even if WITS does not appear to be in the read-only mode, no data should be entered during the transition period beginning Saturday, October 18th. WITS will remain read-only during and after the Inspire Plus Phase 1 goes live.
- **Inspire Plus Phase 1 Go-Live:** Scheduled for Monday, October 27th.
- **Limited Early Access to Inspire Plus:**
  - Available **October 22–24** during the following windows:
    - **October 22:** 1:00–5:00 PM HST
    - **October 23:** 1:00–5:00 PM HST
    - **October 24:** 1:00–5:00 PM HST
  - Access is restricted to critical functions only (see “Available Functions” below).
  - Outside of these hours, the system will be completely inaccessible. Any work not saved before the access window closes will be lost.

## **What You Can & Cannot Do During Limited Access Period (October 22-24, 2025)**

### **Fiscal / Billing**

#### **Available Functions**

- ADAD can adjudicate invoices submitted via WITS for September that were not processed before the freeze.

#### **Unavailable Functions**

- Providers will not be able to accept or process new invoice submissions during this period.

### **Prevention**

#### **Unavailable Functions**

- No system access during the transition period.
- Providers will not use Inspire+ during early access and will not have access to the Pulama app.

### **Treatment**

#### **Available Functions**

- Create new client intake and admission
- Complete all 8 intake steps (e.g., case creation, level of care, intake, etc.)
- Hawaii CARES will review and approve levels of care
- Create assessments and admit clients for treatment

#### **Unavailable Functions**

- Enroll clients into a facility
- Create or update treatment plans
- Enter or validate progress notes (no access to progress notes at all)

### **Important Reminders**

- During the limited access windows, system access will be cut off exactly at the scheduled end time. Work in progress will not be saved if the system times out. Please plan accordingly.
- RSM will be using the remaining time for data migration and go-live activities to ensure a smooth transition.
- Supervisors, please notify any affected staff in your organization.

**Questions?**

- If you have any questions or need clarification, please reach out to one of our managers – Trevor, Kathi, or Melanie.

We appreciate your patience as we move forward with Inspire Plus. Our goal is to minimize disruption and support you through this transition.

Sincerely,



John Valera, AICP

Administrator

Alcohol and Drug Abuse Division