

# WISE Online System User Manual



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## Provider Portal

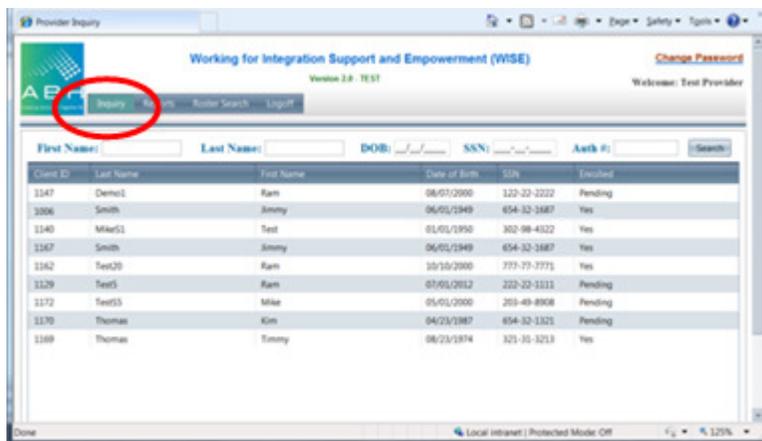
The WISE Online System (WOS) can be accessed via the WISE page on the ABH website (abhct.com) or by clicking directly on the link below:

<https://app.abhct.com/wisev2prod/login.aspx>

## Inquiry Tab

Clicking on the Inquiry tab will bring the user to the following screen:

To find and work with a client the user can narrow down the list of clients shown.



Users can filter by any or all of the following:

- First Name
- Last Name
- DOB
- SSN
- Auth #

Entering this information and clicking the Search button will show the clients that match the filter(s) in the grid.

Double click the selected client (row) to navigate to the client's summary screen.



## Authorization Tab

Clicking on the authorization tab will display all authorizations granted to that provider for that client.

The screenshot shows the WISE system interface. At the top, the ABH logo is on the left, and the text "Working for Integration Support and Empowerment (WISE)" is in the center. Below this, there are navigation tabs: "Inquiry", "Reports", "Roster Search", and "Logoff". On the right, there is a "Change Password" link and a "Welcome: Test Provider" message. The main content area displays client information: "CLIENT NAME: Jones, Samantha", "DOB: 06/24/1975", "SSN: 123-46-4646", and a "Client Detail" link. Below this, there are three tabs: "Authorization" (highlighted with a red circle), "Progress Notes", and "Hospital Log". The "Authorizations" section contains a table with the following data:

Auth. #	Service	From	To	Auth. Units	Units Used	Elig. From	Elig. To
10173	Recovery Assistant Agency	01/06/2013	07/06/2013	4872	0		

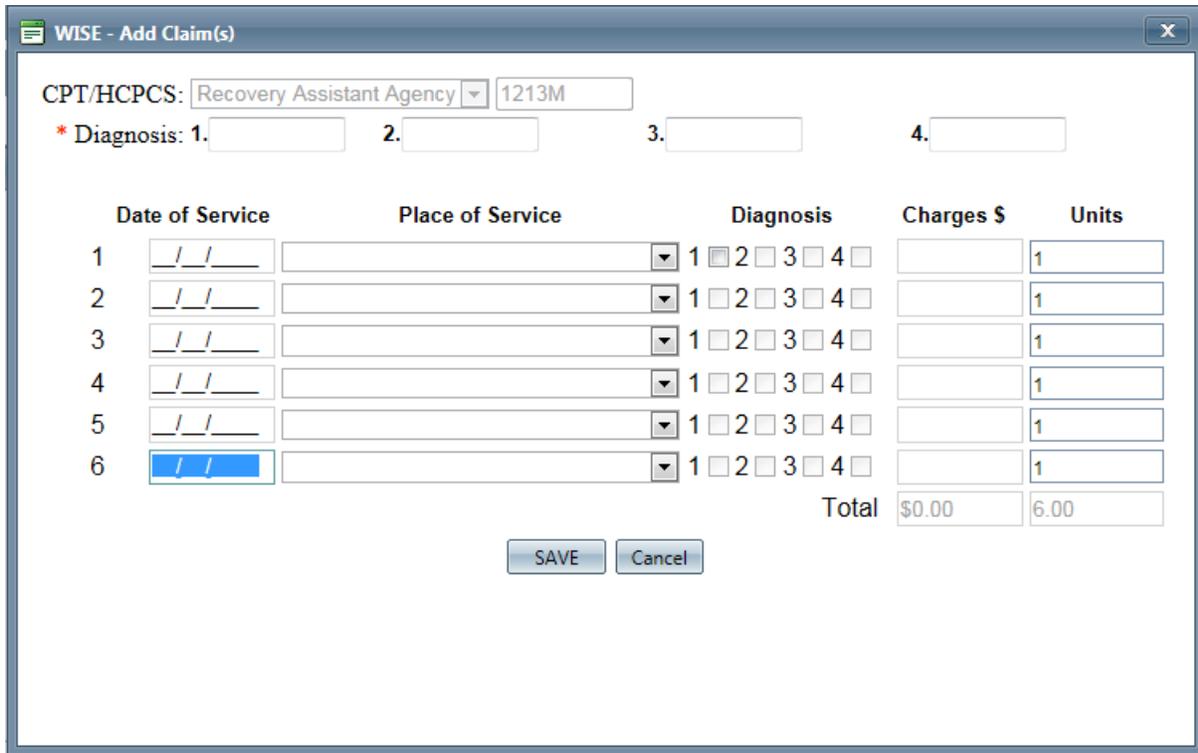
Double clicking on any of the authorization records will bring the user to a list of the claims entered against that authorization. The claim record will also provide the status, pay codes and any information about payment that has been made.

The screenshot shows the WISE system interface with the "Claims" section selected. At the top, the ABH logo is on the left, and the text "Working for Integration Support and Empowerment (WISE)" is in the center. Below this, there are navigation tabs: "Inquiry", "Reports", "Roster Search", and "Logoff". On the right, there is a "Change Password" link and a "Welcome: Test Provider" message. The main content area displays client information: "CLIENT NAME: Jones, Samantha", "DOB: 06/24/1975", "SSN: 123-46-4646", and "Auth No: 10173". Below this, there is a summary bar: "Service: Recovery Assistant Agency", "From: 1/6/2013", "To: 7/6/2013", "Auth. units: 4872", and "Units Used: 0". At the bottom right of this bar, there are two buttons: "Back to Client Summary" and "Add Claim(s)" (highlighted with a red circle). Below the summary bar is a table with the following columns: "Claim #", "Line", "Service", "Svc. Start Date", "Svc. End Date", "Charged \$", "Charged Units", "Paid \$", "Paid Units", "Paid Date", "Paid Chk", "Status", and "Codes". The table is currently empty, with the text "No records to display." below it.

- Back to Client Summary – will navigate the user back to the client summary and allow them to work with other areas (i.e. Progress Notes or Hospitalization Log)
- Add Claim(s) – will navigate the user to a claims entry form to submit a claim against this authorization, for this client.

## Adding Claims

Clicking on the Add Claim(s) button will navigate the user to the following screen:



WISE - Add Claim(s)

CPT/HCPCS: Recovery Assistant Agency 1213M

\* Diagnosis: 1. 2. 3. 4.

	Date of Service	Place of Service	Diagnosis	Charges \$	Units
1	__/__/__		1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>		1
2	__/__/__		1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>		1
3	__/__/__		1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>		1
4	__/__/__		1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>		1
5	__/__/__		1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>		1
6	__/__/__		1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/>		1
Total				\$0.00	6.00

SAVE Cancel

*Note: Based on the entry of specific fields, other fields will become enabled / visible.*

- Diagnosis – there are places for the user to enter up to four diagnoses per claim.
  - *Note: Must be a billable psychiatric diagnosis*
- Claim Rows 1 – 6 –
  - Date of Service – enter the date of service for the claim line.
  - Place of Service – select the appropriate place of service for the claim line.
  - Diagnosis – select the checkbox that references the diagnosis for this claim line.
  - Charges – enter the charges for this claim line.
  - Units – enter the units for this claim line.
- Total Row –
  - Total Charges – the system will automatically calculate the sum of charges on all claim lines.
  - Total Units – the system will automatically calculate the total number of units on all claim lines.
- Save – will allow the user to save and submit the claim for processing.
- Cancel – will allow the user to exit the claim window without saving.



## Progress Notes Tab

Clicking on the Progress Notes tab will navigate the user to a location showing them all Goal / Objective / Intervention combinations where they need to enter monthly progress notes.

Working for Integration Support and Empowerment (WISE)  
Version 2.0 - TEST  
Welcome: Test Provider

CLIENT NAME: Jones, Samantha    DOB: 06/24/1975    SSN: 123-46-4646    [Client Detail](#)

Authorization    **Progress Notes**    Hospital Log

### Progress Notes

Service	Care Plan	Goal	Objective	Intervention	# of Prog. Notes	Latest Note
Recovery Assistant	Care Plan (R) (01/06/2013)	1 - TEST	1 - TEST	1 - TEST	0	
Recovery Assistant	Care Plan (R) (01/06/2013)	1 - TEST	1 - TEST	2 - TEST	0	
Recovery Assistant	Care Plan (R) - PLAN IN PROGRESS	1 - TEST	1 - TEST	1 - TEST	0	
Monthly Progress Note Summary (01/06/2013)					0	
Monthly Progress Note Summary - PLAN IN PROGRESS					0	

Double click on a Service record to enter the notes for that combination. The following screen will appear showing any existing notes, as well as allow the user to enter new notes.

Working for Integration Support and Empowerment (WISE)  
Version 2.0 - TEST  
Welcome: Test Provider

CLIENT NAME: Jones, Samantha    DOB: 06/24/1975    SSN: 123-46-4646    [Client Detail](#)

Care Plan: Care Plan (R) (01/06/2013)    Goal: TEST    Objective: TEST    Intervention: TEST

[Back to Client Summary](#)    [Add Note](#)

Note #	Month	Year	Summary/Note
194	February	2013	1
195	March	2013	asdf

- Back to Client Summary – will navigate the user back to the client summary and allow them to work with other areas (i.e. Authorizations or Hospitalization Log)
- Add Note – will navigate the user to a monthly note entry form to submit a monthly note for this service, for this client.

*Note: Based on the type of service being provided, the appropriate note format will be displayed.*



## Monthly RA Note

Clicking on a record for Recovery Assistant services will navigate the user to the following screen:

Notes ID:  Hx

Client Name:

Agency Name:

Service:

\* Staff Name:

\* Month:  \* Year:

<u>Category</u>	* <u>LOA Provided (# or n/a)</u>	* <u>Focus in Care Plan</u>	* <u>Comments</u>
* Personal Hygiene:	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Household Task:	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Personal Laundry:	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Food Management:	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Personal & Health Safety:	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Budgeting:	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Leisure Activities:	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Transportation:	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Interpersonal Skills:	<input type="text"/>	<input type="text"/>	<input type="text"/>
* Summary	<input type="text"/>		

SAVE Cancel

- All required fields (those with a red asterisk [\*]) must be completed.
- Save – allows the user to save the Monthly RA Note to the system.
- Cancel – allows the user to exit the window without saving any of the information to the system.



## Monthly Progress Note

Clicking on a record for services other than Recovery Assistant will navigate the user to the following screen:

WISE - Add/Edit Monthly Notes

Notes ID:

Client Name:

Agency Name:

Service:

\* Staff Name:

\* Month:  \* Year:

Goal:

Objective:

\* (Describe progress or continued stabilization, evidence of progress or stabilization from perspective of both provider and client.)

\* Average Level of Assistance Provided:

SAVE Cancel

- All required fields (those with a red asterisk [\*]) must be completed.
- Save – allows the user to save the Monthly Progress Note to the system.
- Cancel – allows the user to exit the window without saving any of the information to the system.



## Monthly Progress Note Summary

Clicking on a record with no service, indicating Monthly Progress Note Summary, will navigate the user to the following screen:

WISE - Add/Edit Monthly Notes Summary

Notes ID:  Hx

Client Name:

Agency Name:

\* Staff Name:  \* Month:  \* Year:

\* Summary of Client Progress:

\* Stressors/Extraordinary Events During Past Month:

Suggestions for changes or modification of Recovery Plan:

SAVE Cancel

- All required fields (those with a red asterisk [\*]) must be completed.
- Save – allows the user to save the Monthly Progress Note Summary to the system.
- Cancel – allows the user to exit the window without saving any of the information to the system.



## Hospital Log Tab

Clicking on the Hospital Log tab will navigate the user to the following screen:

The screenshot shows the WISE application interface. At the top, there is a navigation bar with the ABH logo, the text "Working for Integration Support and Empowerment (WISE)", "Version 2.0 - TEST", and "Welcome: Test Provider". Below the navigation bar, there are tabs for "Inquiry", "Reports", "Roster Search", and "Logoff". The main content area displays client information: "CLIENT NAME: Michael...", "DOB: 12/19/1976", "SSN: 321-35-4657", and a "Client Detail" link. Below this, there are tabs for "Authorization", "Progress", "Notes", and "Hospital Log", with "Hospital Log" being the active tab. A table titled "Hospital Log" is displayed with the following data:

Hosp ID	Facility Name	Admit. Visit Date	Level of Care	Type	Planned
39	St. John's Hospital	05/01/2013	Emergency Department	Medical	Unplanned

The grid in the middle of the screen will display any, of this providers, previously entered hospitalizations for this client.

To add a new hospitalization for this client, click Add.

The screenshot shows a dialog box titled "WISE - Add/Edit Hospital Log". It contains the following fields and controls:

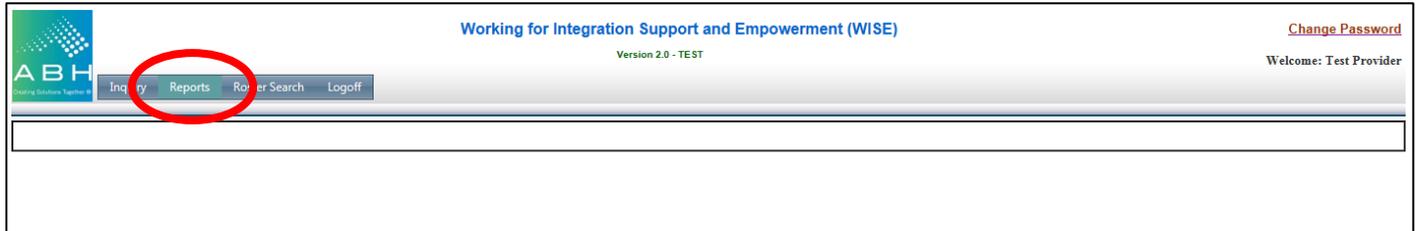
- \* Facility Name:
- \* Hospitalized On:
- \* Level of Care:
- \* Medical or Psychiatric:
- \* Planned:
- Discharged Date:
- 

- All required fields (those with a red asterisk [\*]) must be completed.
- Save – allows the user to save the Hospital Log entry to the system.
- Cancel – allows the user to exit the window without saving any of the information to the system.



## Reports Tab

This page is currently blank and will be updated in the future.



## Roster Search Tab

Clicking on the Roster Search will navigate the user to the following screen:



The roster search allows users to search for providers that are included in the WISE provider directory.

A user can filter the results of the grid by entering / selecting any combination of items at the top of the grid:

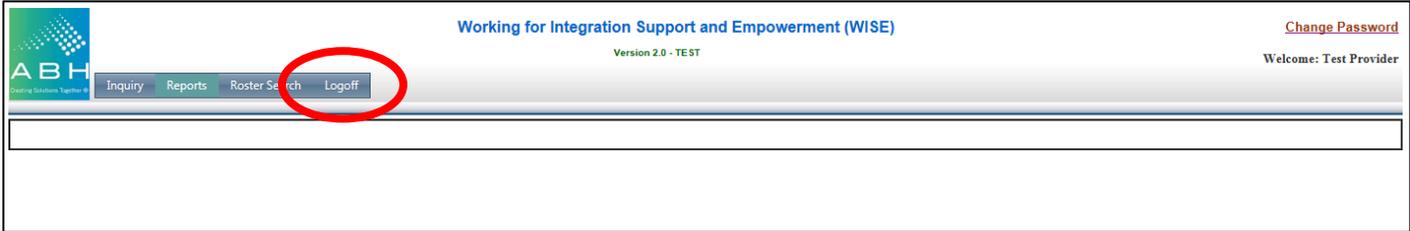
- Provider Name
- Language
- Specialty
- Service Offered

Clicking Search will refresh the grid with the filtered results shown.



### Logoff Tab

Clicking the Logoff tab will log the user out of the system and end their session.



*Note: This is the only correct way to log out of the system.*