WISE Online System
User Manual

Revision Date: 01/07/2014

Contents

Provider Portal

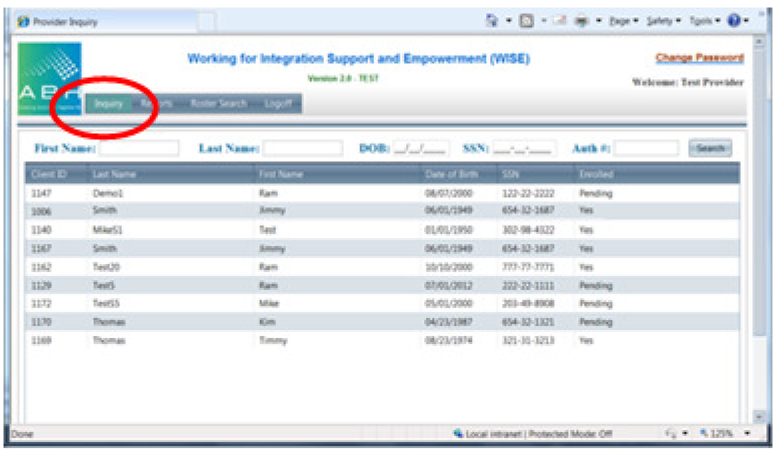
The WISE Online System (WOS) can be accessed via the WISE page on the ABH website (abhct.com) or by clicking directly on the link below:

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:

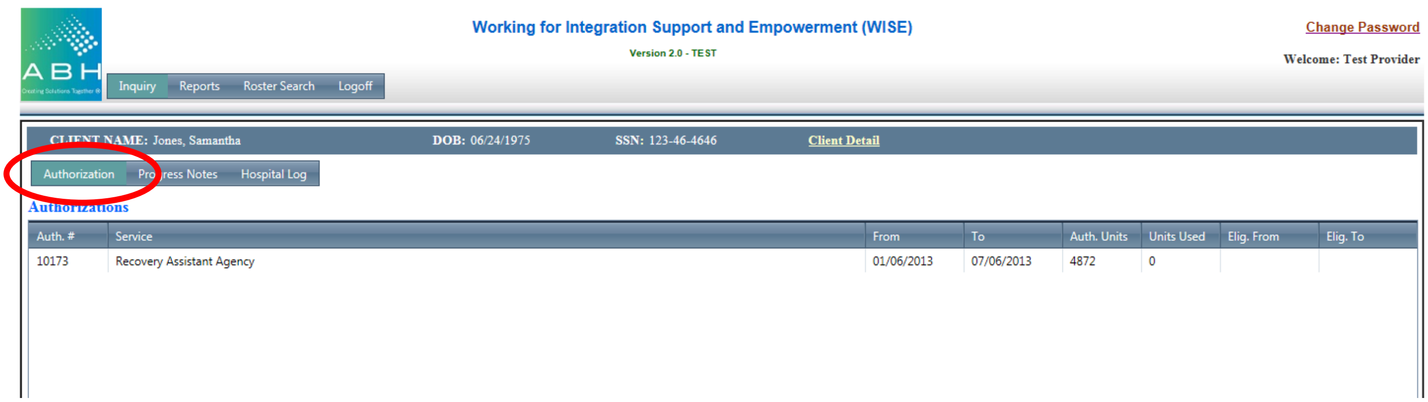
- First Name
- Last Name
- DOB
- SSN
- Auth #

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

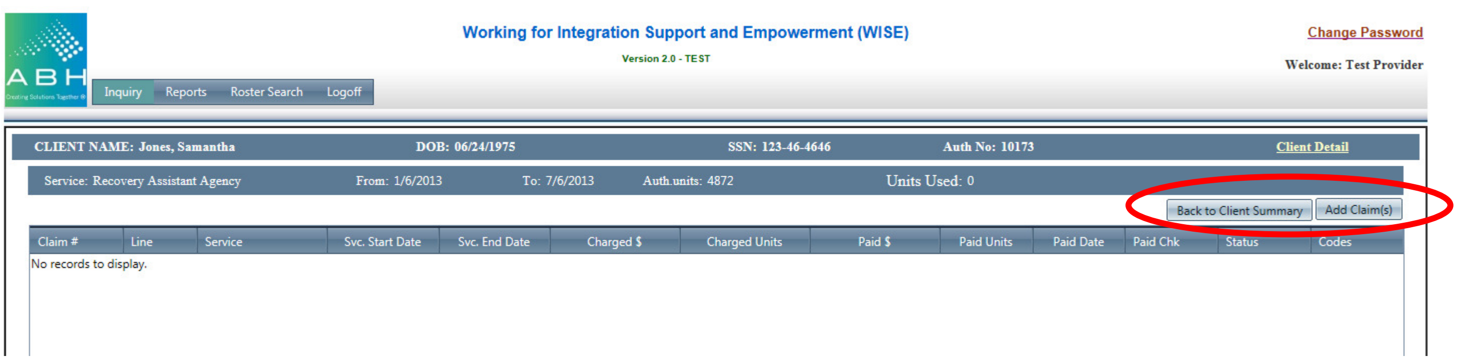
Double click the selected client (row) to navigate to the client's summary screen.

Authorization Tab

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



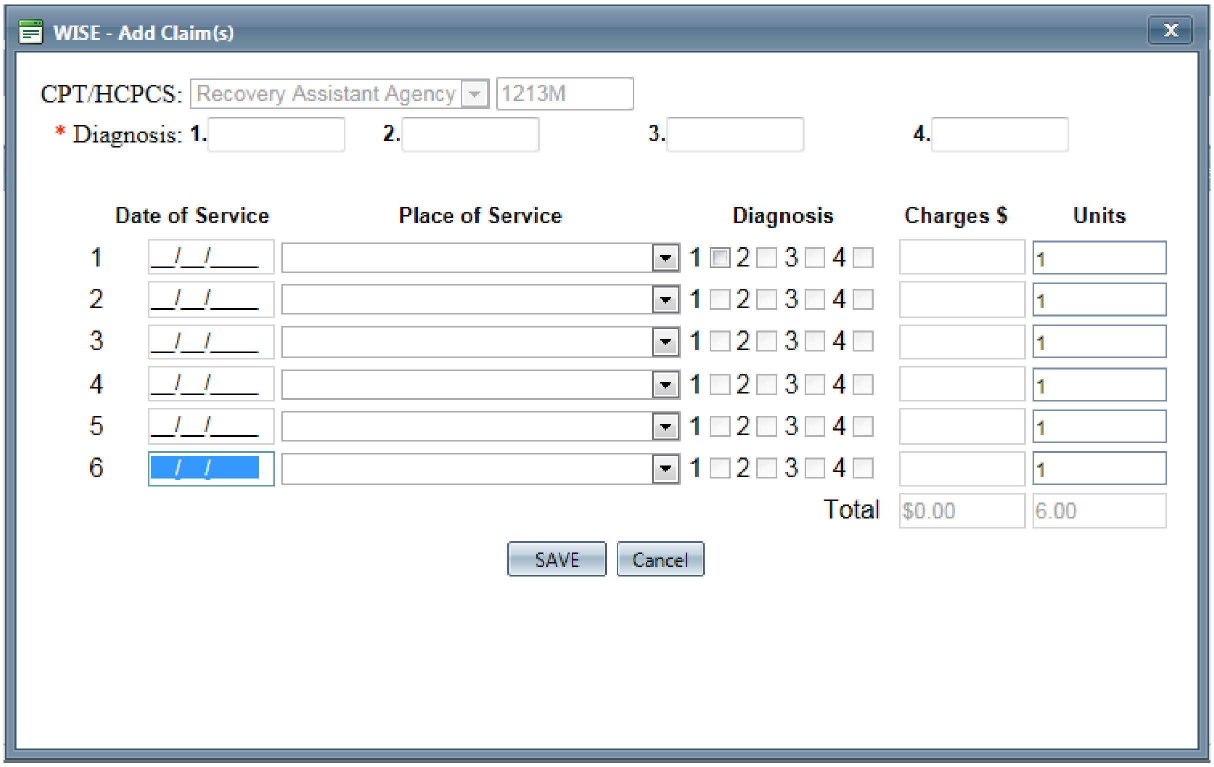
Double clicking on any of the authorization records will bring the user to a list of the claims entered against that authorization. The claim record will also provide the status, pay codes and any information about payment that has been made.



- 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:

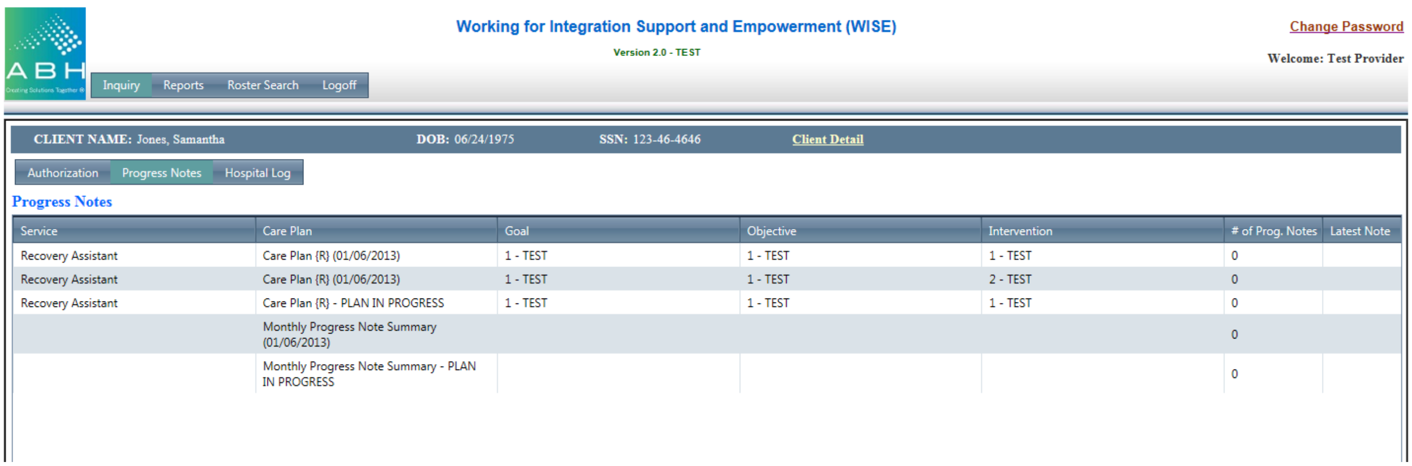


Note: Based on the entry of specific fields, other fields will become enabled / visible.

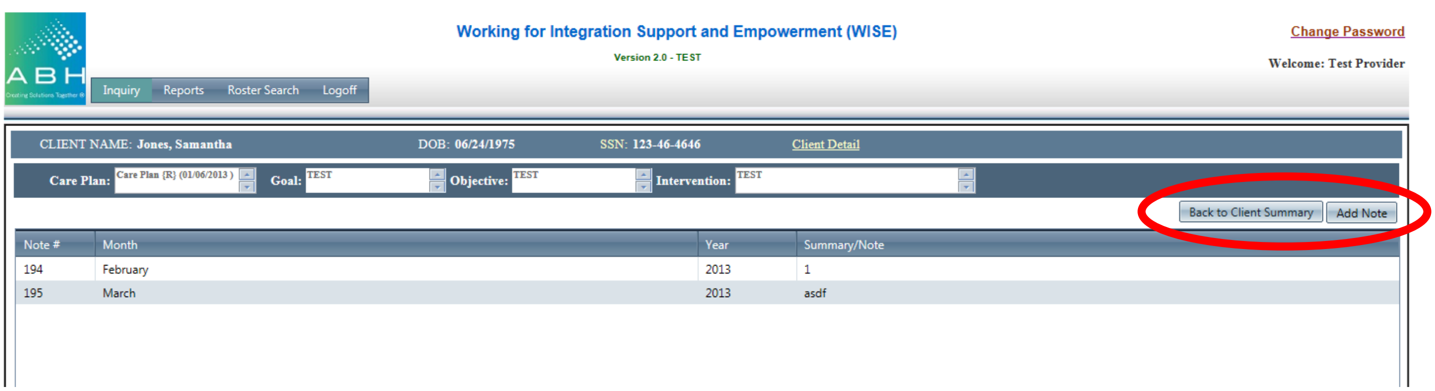
- Diagnosis – there are places for the user to enter up to four diagnoses per claim.
  - *Note: Must be a billable* psychiatric *diagnosis*
- Claim Rows 1 – 6 –
  - Date of Service – enter the date of service for the claim line.
  - Place of Service – select the appropriate place of service for the claim 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.



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.



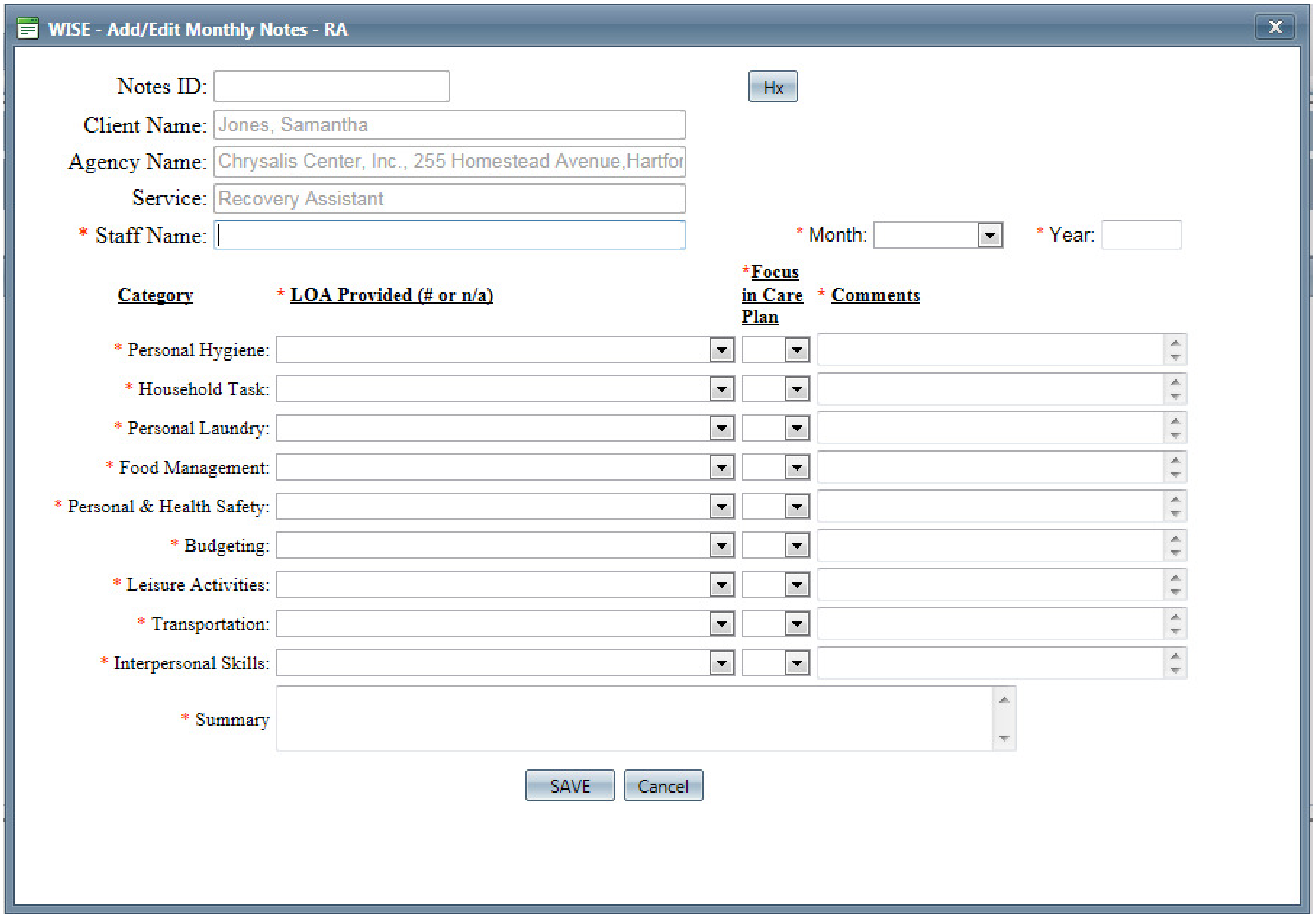
- Back to Client Summary – will navigate the user back to the client summary and allow them to work with other areas (i.e. Authorizations or Hospitalization Log)

- 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

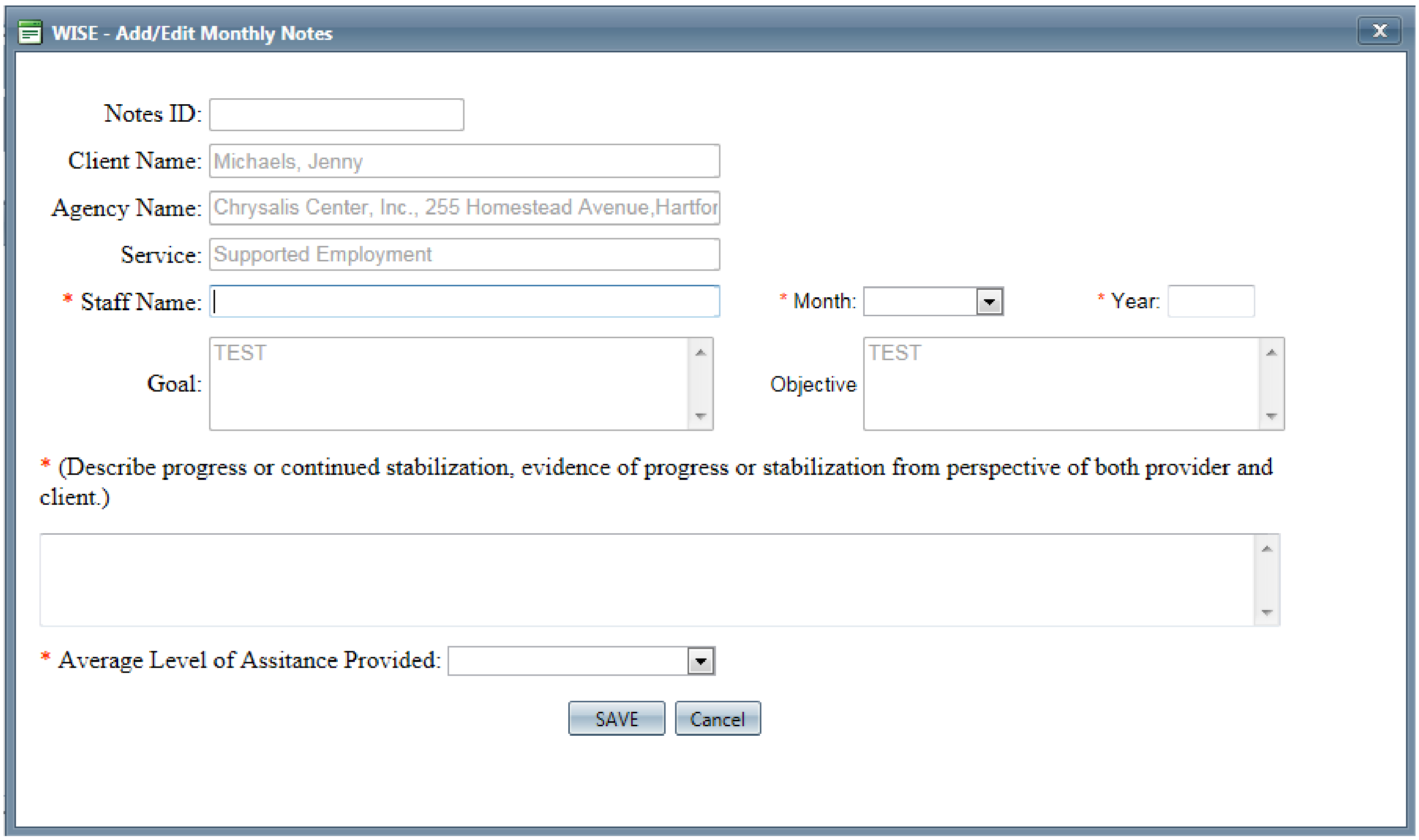
Clicking on a record for Recovery Assistant services will navigate the user to the following screen:



- 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

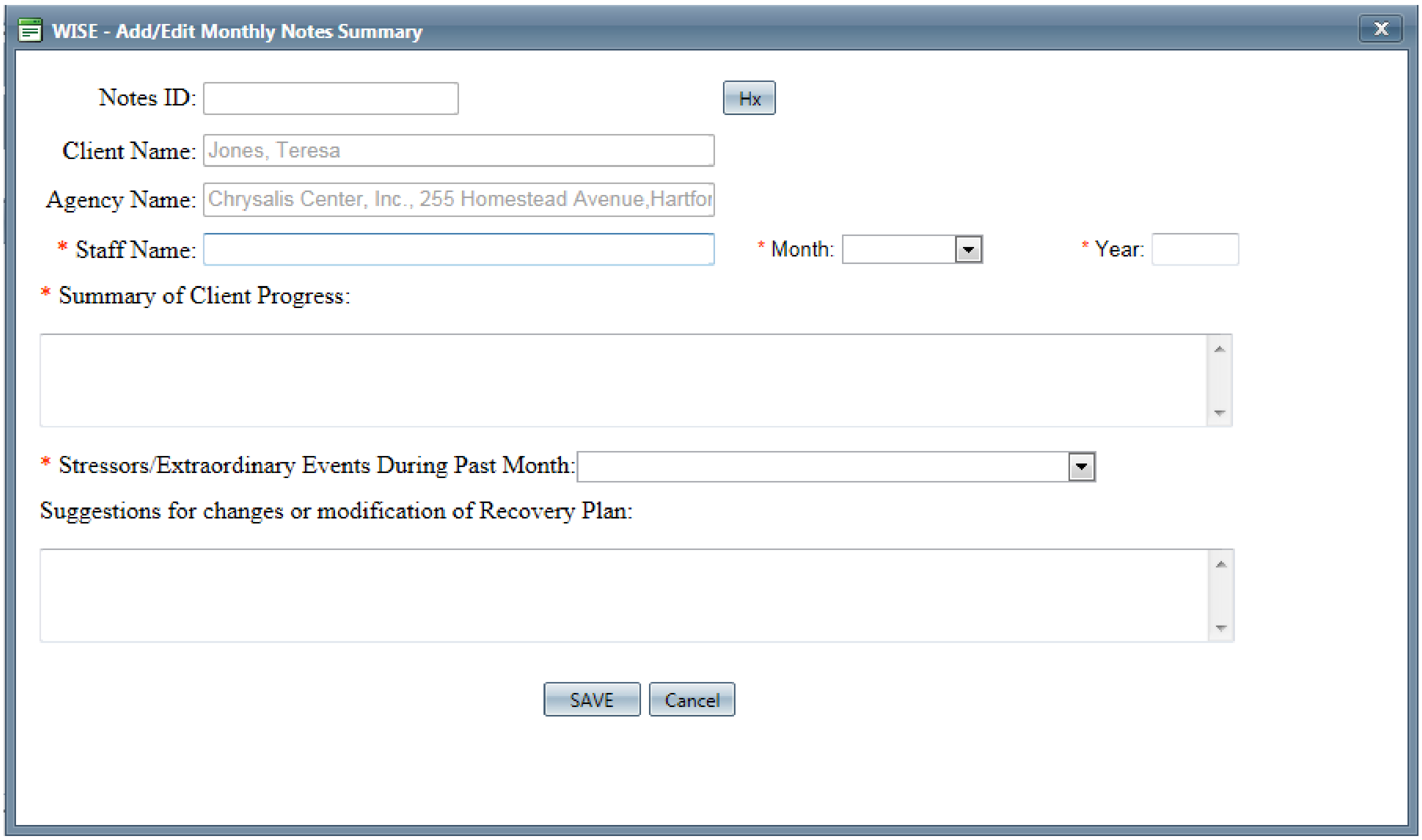
Clicking on a record for services other than Recovery Assistant will navigate the user to the following screen:



- 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

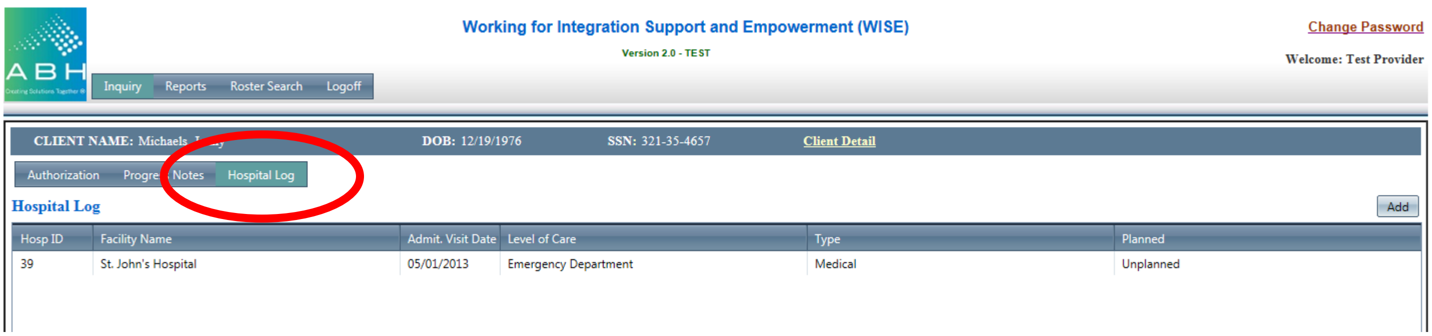
Clicking on a record with no service, indicating Monthly Progress Note Summary, will navigate the user to the following screen:



- 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.

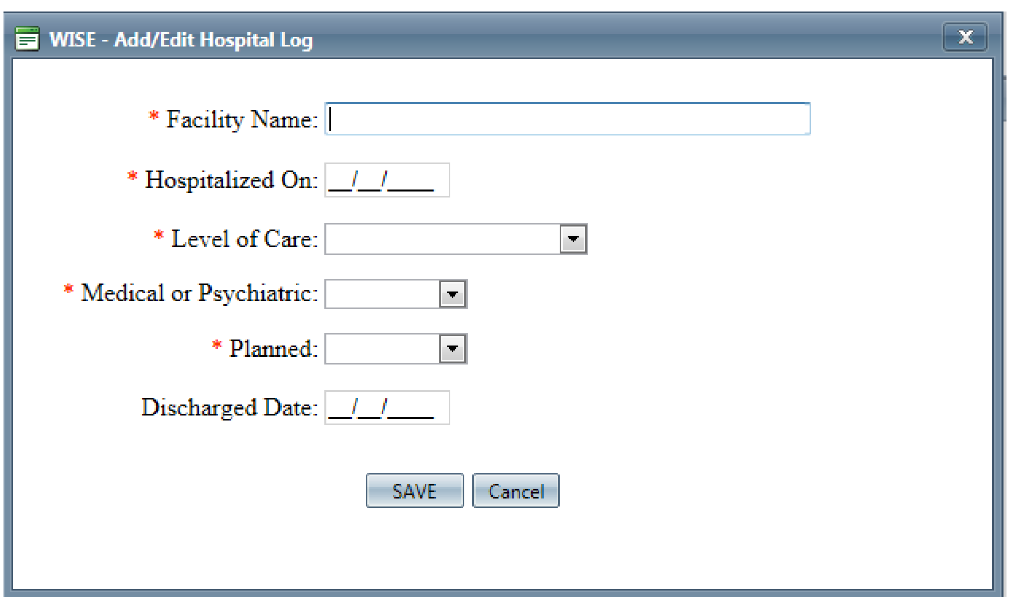
Hospital Log Tab

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



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

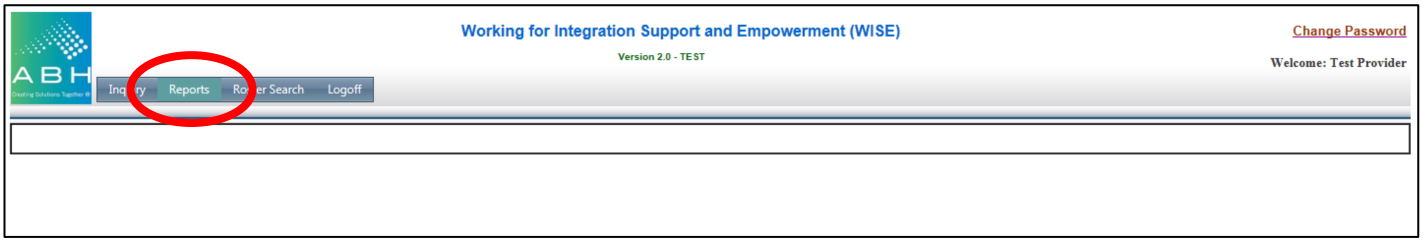
To add a new hospitalization for this client, click Add.



- 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:

ProviderName	Address	Languages	Specialties	Services	Phone
ALSO-Cornerstone, Inc	205 Orange Street, New Haven, CT 06510-2069				(203) 776-9900
Americare Medical Supply LLC	P.O Box 342, 7 Liberty Drive, Hebron, CT 06248-0342			Specialized Medical Equipment	(860) 228-0606
Apex Home Care	2380 Dixwell Avenue, Hamden, CT 06514-1837			Home Accessibility Adaptations, Specialized Medical Equipment	(203) 281-6571
BHCare, Inc	435 East Main St, Ansonia, CT 06401-1964			Community Support, Community Support Group, Recovery Assistant Agency, Short Term Crisis Stabilization, Supported Employment, Transitional Case Management	(203) 736-2601
Bridges	949 Bridgeport Avenue, Milford, CT 06460-3142			Community Support, Supported Employment, Transitional Case Management	(203) 878-6365
CareSource Inc.	325 Boston Post Rd, Orange, CT 06477-3504				(203) 891-8270
Catholic Charities of Fairfield County, Inc	24 Grassy Plain Street, Bethel, CT 06801-1700			Community Support, Peer Supports, Transitional Case Management	(203) 748-0848

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

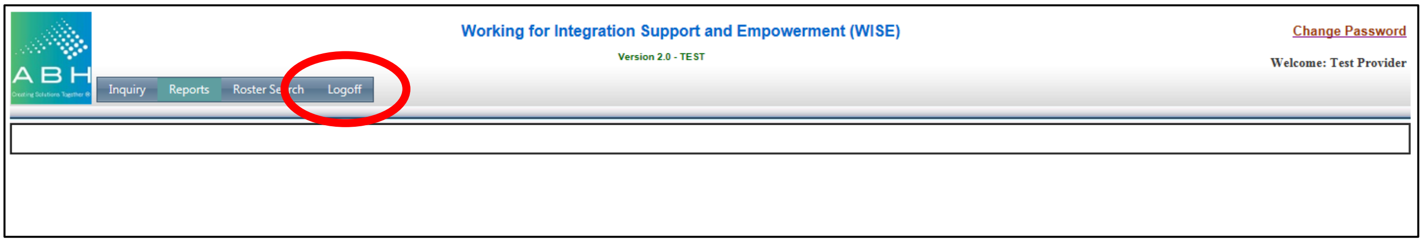
A user can filter the results of the grid by entering / selecting any combination of items at the top of the grid:

- 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.