

**Introductions:**

FEI:	Jennifer Conrad
	Lee Keitz
	Marion Sarhy
	Sarah Moore
Salt Lake County:	Cory Westergard
San Diego:	Alice McLennan
Hawaii:	Steve Okano
Idaho:	Jamie Teeter
Alaska:	Michael Walker
Iowa:	Lonnie Cleland
	Dianne Morris

**Please note: Action items (some for FEI, some for the WUG) appear in *bold italics*.**

**Recently Closed Items:**

1. Enhancement #4337: Home Page: Enlarge Announcements Box
  - a. This was approved and is expected to be in the January release.
2. Enhancement #5446: Encounter Notes: Make Unsigned Notes field larger on screen to reduce scrolling
  - a. This was approved and is expected to be in the January release.

**New Business:**

1. Announcement: Enhancement #5779: Non-Episode Contact List: Make Follow-up items available in a code table
  - a. No objections noted in the call.
2. Enhancement #5686: Treatment Team: Add a column for Primary Care to the list screen
  - a. No objections noted in the call.
3. Enhancement #5729: Reports : Add Adjudication date to the Claims Reconciliation Report
  - a. No objections noted in the call.

**Additional Comments & Questions:**

- Steve (HI) asked about an ATR meeting. Marion will be coordinating this. FEI will be releasing some information that will help with some of their internal decisions about ATR.
- Have states encountered a situation where you have a provider who has been using WITS and now is no longer contracted with you- not receiving public funds. If so, what do you do?
  - San Diego: they ensure that the accounts are disabled.
  - Hawaii: WITS Users Perpetual Use License- they feel "once a WITS user, always a WITS user" - they are working with their legal department to get this agreement hammered out. Up to the provider if they continue to use it or not.

- **Hawaii will share this agreement with the WUG once it is finalized.**
- Salt Lake County is taking a similar approach. They allowed them to continue using it if they so choose and the information is not report to the state. Providers have chosen not to continue using it, but they still have access to their historical data.
- Production support concerns:
  - The December release had some performance problems that were not detected until they were put into production. Although FEI discovered and addressed the issues with a follow-up release within a few days, these performance issues caused a strain on customer support resources and resulted in system downtime for end users.
    - It was suggested that some kind of load testing needs to be done on a release prior to moving it to production. One suggestion was that a copy of the production database be scrambled and used in testing in the QA environment prior to releasing to training, even. **FEI is investigating load testing options.**
    - It was suggested that there be a policy stating that if performance problems can't be addressed with a specific period of time, the option to roll back to the previous version should be made available.
      - This option is always available if the customer wants to take this route. However, it is not recommended in most cases. For instance, although end users reported in some cases that they were unable to access the site at all as a result of the initial December release, several thousand records were saved to the database during that period. These would have been lost with a rollback. FEI is willing to roll back if the customer decides that is the best course of action, after an analysis of the data they would lose as a result is conducted.
    - WUG attendees asked if FEI could announce when we do behind-the-scenes coding updates to specific modules, so the customers can test those modules as well. FEI agreed.
  - WUG members voiced a concern that FEI sometimes gives the impression that if the problem reported can't be replicated, it is not a problem.
    - FEI in no way means to give this impression. All error reports, whether FEI can replicate the problem or not, are investigated as thoroughly as the data allows. There are times when more information is necessary before additional investigation can take place, but that does not mean that the problem has been dismissed.
    - Lee (FEI) requested that if a report of data not being saved is made, the user should NOT enter the data when they return to the screen, so that FEI can examine the audit logs for that particular situation. WUG attendees agreed.
    - FEI asked if it would be helpful to have an error-reporting template, so that there is a greater likelihood that the necessary data will be provided to FEI. WUG attendees agreed.
- (November) Scheduler search new feature: Administrator can search for all appointments. Staff that has access to only one agency can only create and search for one agency.
  1. Cory: if a staff has access to only one facility in an agency, can they search appointments of other facilities of the Agency? **FEI will investigate. Answer below:**
    1. If this staff has the role Manage Staff Schedule, they can access to all appointments of other facilities in the same agency. If this staff does not have this role, he can access only his own appointments.

**Still Pending Action Items:**

- (November) A request was made to post on the WUG which states have a WITS installation, who has what, and the contact person.
  1. *FEI is working on this item.*
- (November) Request from HI to restrict the forum, the minutes, and to not have it open to the general public.
  1. Forum has been closed, so that you must have a login in order to view the site.
  2. *Restricting access to the 'minutes' section of the FEI site is still pending.*
- (November) Hawaii is making some Group Notes changes: adding service description and business rules.
  1. *Steve will post the requirements on the forum.*
- (November) Hawaii also has a feature on the claim item list and Steve would like to do it in Base Billing. The enhancement shows the total sum amount of claim items in the list. There is also another enhancement to search on adjudication date.
  1. *Steve will post the requirements on the forum.*
- The question was posed regarding whether or not the consent information could be included in the consented activity list screen. Participants agreed that this would be helpful.
  1. *FEI is investigating this possibility.*
- (December) A question was posed re: the Client Referral screen. The Concatenated facility/program in Referred By is too long, or the field is too short.
  2. *FEI will investigate potential solutions, particularly because real estate is limited on this screen.*