



[Knowledgebase](#) > [Integration Troubleshooting](#) > [WTIS Interface: Case was not sent to WTIS](#)

## WTIS Interface: Case was not sent to WTIS

Jack Lott - 2023-03-16 - [Integration Troubleshooting](#)

### Troubleshooting Cases for WTIS Reporting

If you think your case should be visible in WTIS, but for some reason it does not seem to be sent, there are several values you should verify before contacting Novari Health Support.

- Go to the Administrator module
- Click Search/Resubmit an Already Sent Message (select the WTIS interface)
- If you see the message listed, this means Novari sent the message as we received an acknowledgement from WTIS

Please note that if any of the following statements is true, your case will NOT go to WTIS:

1. The patient is pending.
2. The case is no longer active.
3. The case is on hold.
4. The provider is missing the WTIS mapping.
5. The provider is missing a WTIS service assignment.
6. The site is missing the WTIS mapping.
7. The case has the Emergency field set to Yes.
8. The case's wait 2 priority is a 1.
9. The procedure is missing the WTIS mapping or is not WTIS reportable.

If you and your site administrator cannot determine why a case is not being submitted to WTIS, contact Novari Health Support