



MedicAide

An informational newsletter for Idaho Medicaid Providers

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From the Idaho Department of Health and Welfare, Division of Medicaid

September 2007

National Provider Identifier

Try out your NPI on electronic claims!

Did you know you can test your National Provider Identifier (NPI) on electronic claims without interrupting your cash flow due to NPI billing errors?

You can submit electronic claims with both a NPI and a Medicaid provider number until May 23, 2008. The Idaho Medicaid provider number will be used to process your claim during this grace period.

We'll use the linking information you supplied when you registered your NPI with Idaho Medicaid to crosswalk the NPI you send on a claim to a Medicaid provider number. If the NPI can't successfully crosswalk to a Medicaid provider number, we'll provide a message on your weekly paper Remittance Advice (RA) to communicate the cause of the problem. You can use this information to make changes needed to use your NPI successfully on electronic claims.

NPI messages on your paper RA

Explanation of Benefit (EOB) message codes are listed under the participant's name and Medicaid ID number, or under the claim's 'from date of service' on the left side of the claims detail section of the paper Remittance Advice (RA). The 'message codes' section at the end of the RA provides a list of all message codes found on the paper RA and their associated messages.

The following table lists codes and messages that are generated on your paper RA if a claim fails the NPI crosswalk. Remember, during the grace period, claims will be processed using your Medicaid provider number if it was included on the electronic claim. These messages do not mean your claim has failed. They indicate what you need to do to bill successfully using your NPI in the future.

Message Code	Message	This message is generated when the crosswalk fails because	Tips for success
049	NPI not registered with Idaho Medicaid or linked to Medicaid provider number.	The NPI is not registered with Idaho Medicaid, or the NPI is not successfully linked to an Idaho Medicaid provider number.	Register your NPI with Idaho Medicaid & link it to your Medicaid provider number using the web registration tool at: https://npi.dhw.idaho.gov
050	NPI not linked to Medicaid provider number allowed to bill for this service.	The NPI is not linked to a Medicaid provider number of a type & specialty allowed to bill with the claim type submitted.	Check your NPI web registration account. Update or correct the links between your NPI & your Medicaid provider number(s) if needed.
051	Taxonomy code is required when submitting this NPI on claims.	Multiple Medicaid provider numbers are linked to one NPI & a taxonomy code is needed to determine which Medicaid provider number to use for processing the claim.	Submit the correct national taxonomy code on each claim. Acceptable taxonomy codes for each Idaho Medicaid provider type & specialty can be found in Appendix B of your provider handbook.

Distributed by the Division of Medicaid Department of Health and Welfare State of Idaho

Continued on Page 2 (NPI)

Message Code	Message	This message is generated when the crosswalk fails because	Tips for success
052	Taxonomy code on claim is not used by Idaho Medicaid.	The taxonomy code submitted with the NPI on the claim is not used by Idaho Medicaid.	Find acceptable taxonomy codes for each Idaho Medicaid provider type & specialty in Appendix B of your provider handbook.
053	NPI/Taxonomy combination does not match any linked Medicaid provider number.	There is no Idaho Medicaid provider number linked to this NPI with a provider specialty that matches the taxonomy code submitted on the claim.	Find acceptable taxonomy codes for each Idaho Medicaid provider type and specialty in Appendix B of your provider handbook.
054	Zip code sent on claim does not match zip code on file.	The zip code submitted on the claim does not match the zip code that was registered for the service location address when the Medicaid provider number was linked to the NPI.	Use the same zip code you used in your NPI registration account. If your address has changed, contact EDS Provider Enrollment at (800) 685-3757 to have it updated.
055	NPI taxonomy zip combination matches multiple linked Medicaid provider numbers.	Multiple Medicaid provider numbers are linked to one NPI, & all of the Medicaid numbers have the same provider specialty and 9-digit zip code.	Update the service location zip codes in the NPI web registration tool at: https://npi.dhw.idaho.gov Each service location should have a unique 9-digit zip code.
056	An NPI must be submitted on claims for these services effective May 23, 2008.	Your provider type and specialty identify you as a health-care provider & your electronic claim was submitted without an NPI.	Start using your NPI on electronic claims. Remember to first register your NPI with Idaho Medicaid and link your NPI to your Medicaid provider number using the web registration tool at: https://npi.dhw.idaho.gov

Watch out for mismatches!

If you submit claims for an organization that has multiple NPIs, make sure you submit the correct NPI on each claim. After the grace period ends on May 23, 2008, using an incorrect NPI may cause your claim to fail or to be paid to the wrong subpart of your organization.

Need help using your NPI on electronic claims?

If you need help using your NPI on electronic claims, please contact your local EDS Provider Relations Consultant (PRC). You can find PRC contact information in the sidebar on Page 5.

Notice!

Beginning October 1, 2007, NPI web registration help will be available to providers through MAVIS

If you need to speak with an NPI web registration specialist call toll free at: (800) 685-3757 or in the Boise area at: 383-4310 and ask for 'Provider Enrollment'.

The following assistance is available to providers:

- **Registering an NPI with Idaho Medicaid**
- **Linking an NPI to at least one current Idaho Medicaid provider number**
- **Updating an existing NPI account when changes occur**

The self-service Idaho Medicaid NPI registration website at: **http://npi.dhw.idaho.gov** will remain available to providers to review and update their NPI web registration account.

Beginning September 29, 2007, NPI web registration help will *no longer* be available at: (866) 909-4148.

Calling MAVIS

1. Dial either the toll free number at (800) 685-3757, or the local number at 383-4310.
2. Once connected and prompted say 'Main Menu' or press the '9' button on your phone keypad.
3. At the next prompt, say 'Provider Enrollment'.

DHW

Phone Numbers
Addresses
Web Sites

DHW Websites
www.healthandwelfare.idaho.gov

Idaho Careline
2-1-1 (available throughout Idaho)
(800) 926-2588 (toll free)

Medicaid Fraud and Program Integrity Unit
P.O. Box 83720
Boise, ID 83720-0036
Fax (208) 334-2026

Email:
prvfraud@dhw.idaho.gov

Healthy Connections
Regional Health Resources Coordinators

Region I - Coeur d'Alene
(208) 666-6766
(800) 299-6766

Region II - Lewiston
(208) 799-5088
(800) 799-5088

Region III - Caldwell
(208) 642-7006
(800) 494-4133

Region IV - Boise
(208) 334-0717 or
(208) 334-0718
(800) 354-2574

Region V - Twin Falls
(208) 736-4793
(800) 897-4929

Region VI - Pocatello
(208) 235-2927
(800) 284-7857

Region VII - Idaho Falls
(208) 528-5786
(800) 919-9945

In Spanish (en Español)
(800) 378-3385 (toll free)

National Provider Identifiers will be Validated Starting October 1, 2007

Prior Authorizations:

DME Specialist
Bureau of Medical Care
P.O. Box 83720
Boise, ID 83720-0036
(866) 205-7403 (toll free)
Fax (800) 352-6044
(Attn: DME Specialist)

Pharmacy
P.O. Box 83720
Boise, ID 83720-0036
(866) 827-9967 (toll free)
(208) 364-1829
Fax (208) 364-1864

Qualis Health
(Telephonic & Retrospective
Reviews)
10700 Meridian Ave. N.
Suite 100
Seattle, WA 98133-9075
(800) 783-9207
Fax (800) 826-3836 or
(206) 368-2765

Qualis Health Website
[www.qualishealth.org/
idahomedicaid.htm](http://www.qualishealth.org/idahomedicaid.htm)

Transportation Prior Authorization:

**Developmental Disability and
Mental Health**
(800) 296-0509, #1172
(208) 287-1172

Other Non-emergent and Out- of-State

(800) 296-0509, #1173
(208) 287-1173

Fax
(800) 296-0513
(208) 334-4979

Ambulance Review

(800) 362-7648
(208) 287-1155

Fax
(800) 359-2236
(208) 334-5242

Insurance Verification:

HMS
P.O. Box 2894
Boise, ID 83701
(800) 873-5875
(208) 375-1132
Fax (208) 375-1134

Starting October 1, 2007, Idaho Medicaid will validate the format of all National Provider Identifiers (NPIs) submitted on the following electronic transactions:

- Electronic 837 healthcare claim
- Electronic 270 eligibility transaction
- Electronic 276 request for claim status information

The NPI validation check is based on the ID qualifier you use on the transaction. If you submit a provider identification number with an NPI ID qualifier, the NPI validation check will be performed. The NPI must be 10 numeric digits in length and entered in the correct order to pass the check-digit validation.

If your electronic transaction is rejected because of an invalid NPI, a rejection message is generated indicating the specific reason the NPI is not valid. Possible rejection messages include errors for length, numeric value, length and numeric value, or invalid check-digit.

If you receive an invalid NPI rejection message, check the format of the NPI you included in the transaction. Also, make sure you used the correct qualifier. The qualifier communicates the type of ID you are sending. There are separate qualifiers for each identifier, including NPI, Medicaid provider number, and tax ID. Once you have identified the problem, make corrections and resubmit the transaction.

Provider Electronic Solutions (PES) software, which is provided at no cost by Idaho Medicaid, performs the NPI validation check before a claim or eligibility request transaction is submitted to Medicaid. This feature allows providers an upfront opportunity to correct NPI format errors before submitting a transaction.

If you have questions about this information, please call the EDI Helpdesk toll free at: (800) 685-3757, or in the Boise area at: (208) 383-4310, and say 'Technical Support'.

September Regional Training Hot Topics

Provider Relations Consultants (PRCs) will continue to conduct monthly training sessions in their region. For the next several months, the sessions are designed to provide information about the hot topics facing Idaho Medicaid providers today.

Hot topics for September include:

- NPI – the most current information available
- How to Register your NPI with Idaho Medicaid
- CMS 1500 (08/05) and UB-04
- Billing issues.

The next training session is Tuesday, 09/11/07, from 2 to 4 p.m., except Region 4, which is from 12 to 2 p.m. and Region 2, which is on Wednesday, 09/12/07, from 1 to 3 p.m. Training sessions are provided at no cost to providers, but space is limited so please pre-register with your local consultant.

Submitting Paper Medicare Crossover Claims

Each paper Medicare crossover claim must be submitted with a Medicare Remittance Notice (MRN) attached. The MRN must clearly state what was applied to the Medicare payment and any adjustments made to the claim. MRN forms are being submitted that don't have any wording on them to identify that the insurance carrier is Medicare. If the MRN doesn't clearly identify that it is a Medicare document, please write '**Medicare Crossover**' on the top right margin of the claim, or the MRN, to ensure that your claim is batched as a Medicare Crossover and processed correctly.

This information is located in the Idaho Medicaid Provider Handbook, Section 2.5.1. Claims that aren't clearly identified on the top of the claim form, or the MRN, may be denied or incorrectly processed.

You can bill Medicare crossover claims electronically with the Provider Electronic Solution (PES) software. Electronic billing is faster and more efficient than billing on paper. Please call the EDI Helpdesk toll free at: (800) 685-3757, or in the Boise area at: (208) 383-4310, and say 'Technical Support', from 8 a.m. to 6 p.m., to request PES software and training at no cost.

Top Three Reasons Paper Claims are Returned Without Processing

When paper claims arrive at EDS, the Document Control team looks at each claim to validate that it contains the basic information needed for processing. The three most common reasons claims are returned to the provider without processing are:

1. The Provider ID number is missing. Each paper claim must have the **Idaho Medicaid Provider ID** number on the claim for correct processing and payment. This Provider ID is not your National Provider Identifier (NPI) number. NPI numbers are only used in claims processing when submitted on electronic claims.
2. The supporting Third Party Insurance Explanation of Benefits (EOB) does not match the claim. The information on the Third Party Insurance EOB document must match the information on the claim form to ensure that payment is calculated correctly. (i.e. Participant name, dates of service, total charges and payment amount).
3. The two-digit qualifier in front of the provider ID number in Field **33b** of the new CMS-1500(08/05) form is missing. The new form requires the use of a qualifier, "1D" (one-D), that indicates to the claims processing system that the number immediately following it (with no space between) is the Idaho Medicaid Provider number which is used to process paper claims. Complete instructions for filling out the new CMS-1500(08/05) claim form are located at the Department of Health and Welfare (DHW) website: www.healthandwelfare.id.gov under the Medicaid Provider information link on the right side of the web page.

33. BILLING PROVIDER INFO & PH# ()	
a.	b. 1D123456789

Idaho Smiles Update

Idaho Smiles, the new dental insurance plan for Idaho's Medicaid Basic Plan participants, is currently recruiting and enrolling a statewide network of dental providers.

Continued on Page 5 (Idaho Smiles Update)

EDS Phone Numbers Addresses

MAVIS
(800) 685-3757
(208) 383-4310

**EDS
Correspondence**
P.O. Box 23
Boise, ID 83707

Provider Enrollment
P.O. Box 23
Boise, Idaho 83707

Medicaid Claims
P.O. Box 23
Boise, ID 83707

PCS & ResHab Claims
P.O. Box 83755
Boise, ID 83707

EDS Fax Numbers
Provider Enrollment
(208) 395-2198

Provider Services
(208) 395-2072

Participant Assistance Line
Toll free: (888) 239-8463

EDS Phone Numbers

Addresses

Provider Relations Consultants

Region 1

Prudie Teal
1120 Ironwood Dr., Suite 102
Coeur d'Alene, ID 83814
EDSPRC-Region1@eds.com
(208) 666-6859
(866) 899-2512 (toll free)
Fax (208) 666-6856

Region 2

1118 F Street
P.O. Drawer B
Lewiston, ID 83501
EDSPRC-Region2@eds.com
(208) 799-4350
Fax (208) 799-5167

Region 3

Mary Jeffries
3402 Franklin
Caldwell, ID 83605
EDSPRC-Region3@eds.com
(208) 455-7162
Fax (208) 454-7625

Region 4

Angela Applegate
1720 Westgate Drive, # A
Boise, ID 83704
EDSPRC-Region4@eds.com
(208) 334-0842
Fax (208) 334-0953

Region 5

Penny Schell
601 Poleline, Suite 3
Twin Falls, ID 83303
EDSPRC-Region5@eds.com
(208) 736-2143
Fax (208) 678-1263

Region 6

Janice Curtis
1070 Hiline Road
Pocatello, ID 83201
EDSPRC-Region6@eds.com
(208) 239-6268
Fax (208) 239-6269

Region 7

Ellen Kiester
150 Shoup Avenue
Idaho Falls, ID 83402
EDSPRC-Region7@eds.com
(208) 528-5728
Fax (208) 528-5756

Continued from Page 4 (Idaho Smiles Update)

Approximately 80% of children and adults covered by Idaho Medicaid will be covered by Idaho Smiles starting on September 1, 2007. If you have patients on the Medicaid Basic Plan, you must enroll as an Idaho Smiles provider in order to be paid for services provided after August 31, 2007.

Note: You can enroll as an Idaho Smiles provider without committing to accept new Medicaid patients. Enrollment as an Idaho Smiles provider does not obligate you to be part of any other Blue Cross program.

If you have not decided whether to enroll and have questions about the program, please call Idaho Smiles provider recruitment at: (800) 685-9971, or Arla Farmer, Division of Medicaid at: (800) 364-1958 for more information.

Helpful Hints for PES Password Resets

The following helpful hints on how to reset your PES web password can also be found on Pages 127 & 128 in your PES Handbook.

Web Password Reset

Note: *PES will prompt users to update the Web login password when it expires, which is every 30-days.*

If users are submitting their batch transactions using the Web Server method option, they will be prompted to change their Web password every 30 days. When the password has expired and the user attempts to do a batch submission, a window will display indicating that the Web password has expired and needs to be changed.

Once users change their password, the password field in the batch tab, under tools and options, will be auto populated with the new password. This will not effect users submitting through the BBS Batch method.

Steps to Reset your Web Password:

- Step 1** Select either upload or download function, under communication and submission.
- Step 2** A window displays, indicating that "Your web password has expired, please complete the following information to update your web password."
- Step 3** In the Old Password field, enter your old password. If you do not know the old password, cancel out of this window and select **Tools** and the **Options** from the main window. Select the **Batch** tab. In the password field, this will display the 'Old' password. *Note the password.*
- Step 4** In the New Password field, enter a new password.
- Step 5** In the Re-key New Password field, re-enter the password.
- Step 6** Select **OK**.
- Step 7** The next message displayed tells you that you have successfully updated your password. Click **OK** to continue.
 - If you are doing a file to send, the file will continue to upload.
 - If you are doing a file to retrieve, the file will continue to download.
- Step 8** The new password will be auto populated in the password field in the batch tab, under tools and options settings.

Password Rules:

- Must not be the same as the Logon ID or the current password.
- Must be at least 5 characters in length, but no longer than 8 characters.
- Must contain only alphanumeric characters (A-Z, a-z, and 0-9).
- Must contain at least one alphabetic character (A-Z and a-z).
- Must contain at least one numeric character (0-9).
- Must not have the same character appear more than once.

UB-04 Claim Form FAQs

Idaho Medicaid is now able to accept claims on the new UB-04 institutional billing claim form. Both the current UB-92 and new UB-04 versions of the UB claim form will be accepted until September 28, 2007.

Note: The Idaho Medicaid provider number will continue to be required on all UB-04 claim forms.

1. When can I begin to use the new UB-04 claim form?

The new UB-04 institutional paper claim form is currently being accepted by Idaho Medicaid.

2. Can I still use the UB-92 claim form and for how long?

The UB-92 and the new UB-04 version of the institutional claim form will be accepted for processing until September 28, 2007. Starting October 1, 2007, only the UB-04 claim form will be processed. Providers should be transitioning to the new UB-04 claim form now in anticipation of Medicaid no longer accepting the UB-92 claim form in the future.

3. How do I complete the new UB-04 claim form?

Instructions for completing the new UB-04 claim form that are specific for Idaho Medicaid claim submissions, and a sample of the claim form, are posted on the Health and Welfare website listed under Medicaid Providers at: <http://www.healthandwelfare.idaho.gov/site/3348/default.aspx>.

Instructions and processing rules were designed to be consistent with the National Uniform Billing Committee's (NUBC) billing procedures and Idaho Medicaid policy.

4. Where do I enter the participant's Idaho Medicaid identification number?

Enter the participant's 7-digit Idaho Medicaid identification number in Field **8a**.

5. Where do I enter the Medicaid participant's name?

Enter the participant's name (last name first, followed by the first name and middle initial) in Field **8b**.

6. Do I continue to bill total charges with revenue code 001 in the body of the claim?

No. The box on Line 23 is specifically designed for capturing the total charges. If revenue code 001 and total charges are in Lines 1-22 they will be processed as an additional revenue code resulting in possible claim denials.

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7. What is a qualifier?

A qualifier is a 2-character modifier that identifies the information that follows it.

Qualifiers are not required on the UB-04 institutional paper claim form.

8. Since the Idaho Medicaid provider number is still required, where do I enter it on the new form?

Enter the 9-digit Idaho Medicaid provider number in Field **57** (Other provider identifier) on the same line that Medicaid is shown as the payer.

9. If I need to bill with referring provider information, where do I enter it on the new form?

Enter the primary care provider's 9-digit numerical referral number in Field 78 or 79, in the fourth (last) box.

78 OTHER	NPI	QUAL	802222200
LAST		FIRST	
79 OTHER	NPI	QUAL	803333300
LAST		FIRST	

10. What other fields need special attention when billing Idaho Medicaid on the new UB-04 claim form?

The fields for covered, non-covered, co-insurance, and lifetime reserve days have been eliminated. These days are now indicated in Fields 39-41 with the appropriate value codes.

	39	40	41
	VALUE CODES	VALUE CODES	VALUE CODES
	CODE	CODE	CODE
	AMOUNT	AMOUNT	AMOUNT
a	80	17	
b			
c			
d			

OCTOBER 1, 2007 DEADLINES:

IMPORTANT NOTICE — CMS-1500 (08/05) and UB-04 Claim Forms

On October 1, 2007, Idaho Medicaid will no longer accept the UB-92 institutional claim forms, or the CMS-1500 (12-90) professional claim forms. You must begin using the new UB-04 institutional claim form and the new CMS-1500 (08/05) professional claim form by that date. We are accepting both the new and old forms until September 28, 2007, the last day we will process the old forms. Claims submitted on the CMS-1500 (12-90) or UB-92 and received by Idaho Medicaid on or after October 1, 2007, will not be processed for payment consideration.

Note: The Idaho Medicaid provider number will still be required on all paper claim forms.

We recommend that providers start submitting claims on the new CMS-1500 (08/05) or UB-04 claim forms well in advance of the October 1, 2007 cut over date. This will ensure that claims received by Idaho Medicaid on or after October 1, 2007 are on a claim form that can be processed.

The National Provider Identifier (NPI) can be submitted, however, the NPI is not required on paper claim forms. For claims submitted on the CMS-1500 (08/05), please include the qualifier "1D" (one D) followed by your 9-digit Idaho Medicaid provider number in Field **24J** of the claim form. Qualifiers are not required on the UB-04 institutional paper claim form.

The deadline for the paper forms is NOT related to the May 2008 deadline for NPI implementation. Unlike NPI, the paper claim forms effect all providers including: healthcare providers, facility providers, and non-healthcare providers (example: transportation providers or PCS providers).

Billing instructions for the UB-04 and the CMS-1500 (08/05) claim forms are posted on the Health and Welfare website under Medicaid Providers at: <http://www.healthandwelfare.idaho.gov/site/3348/default.aspx>.

Provider Relations Consultants (PRC) in each Region are conducting training classes on these new forms. The next training session is Tuesday, 09/11/07, from 2 to 4 p.m., except Region 4, which is from 12 to 2 p.m. and Region 2, which is on Wednesday, 09/12/07, from 1 to 3 p.m. You can find PRC contact information in the sidebar on Page 5.

Changes to the Electronic Remittance Advice

Providers will see changes on their electronic remittance advice transactions beginning August 18, 2007. The changes include:

- Updated transaction formats for provider loops to accommodate NPI information.
- Claim-related financial transactions will be referenced by an Internal Control Number (ICN) rather than a Cash Control Number (CCN). This change will help providers' link claim-related financial transactions such as recoupments or reversals to the original claim. This change has no impact to the basic format of the 835 transaction or to transaction balancing.

A vendor specification document with complete technical details about these changes is available for trading partners. This document can be accessed online, at the Department of Health and Welfare (DHW) website on the 'Medicaid Provider Information' page at:

<http://www.healthandwelfare.idaho.gov/DesktopModules/Documents/DocumentsView.aspx?tabID=0&ItemID=8063&Mid=11469&wversion=Staging>

Providers who use the electronic 835 remittance advice should contact their software vendor, clearinghouse, or automated systems support group to discuss the impacts of these changes. If you have questions about this information, please call the EDI Helpdesk toll free at: (800) 685-3757, or in the Boise area at: (208) 383-4310, and say 'Technical Support'.

Attention Hearing Aid Providers

Idaho Medicaid will activate procedure codes for a number of hearing aids including digital hearing aids. Please see the updated fee schedule for additional information regarding the fees, referral and prior authorization requirements. You can access Medicaid fee schedules at:

http://www.healthandwelfare.idaho.gov/portal/alias_Rainbow/lang_en-US/tabID_3502/DesktopDefault.aspx.

EDS
P.O. BOX 23
BOISE, IDAHO 83707



IDAHO DEPARTMENT OF
HEALTH & WELFARE

September Office Closure

The Department of Health and Welfare and EDS offices will be closed
for the following State holiday: Labor Day
Monday, September 3, 2007.

A reminder that MAVIS
(the Medicaid Automated Voice Information Service)
is available on State holidays at:
(800) 685-3757 (toll-free) or
(208) 383-4310 (Boise local)

Our nation pays tribute to the creator of the nation's strength, freedom, and leadership.

--the American worker

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informational newsletter
for Idaho Medicaid
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Boise, ID 83720-0036
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