



April 16, 2010

TO: State Funded SUD Treatment Provider Network

FROM: Business Psychology Associates (BPA)

RE: Continued Stay Review (CSR) Training

Training for the Continued Stay Review process has been delayed in order for BPA to establish timeframes and turnaround processing times for the new CSR process. BPA is implementing optical recognition technology that will allow expedited document processing.

In the interim in order to shorten our review time for documents we are doing the following:

1. Making a courtesy call to the providers when the documentation submitted does not meet the clinical criteria. This coincides with our C-letter process.
2. Providing coaching and mentoring to the providers during the current review process
3. Developing a checklist for the providers and Care management staff to utilize in the review process
4. Increased clinical review team meetings to two (2) times daily
5. Providers can increase turnaround times by submitting Continued Stay Review documentation via encrypted e-mail to sacare@bpahealth.com.

The delay will also allow us to beta test the new process with select providers and develop process improvements for both the providers and our care management staff. This process will ensure that we identify and meet the turnaround timelines for both providers and our contract requirements. Improvement in our processing and turnaround times will reduce the burden that is placed on the providers under our current operating system.

BPA is committed to notifying you of the scheduled training dates by April 23, 2010.

We would like to express appreciation to the agencies that have provided feedback in our current processes and we are taking the opportunity to make many of these improvements in our operations.

Please delete the previously communicated "Save the Date" April 22nd and 23rd, 2010 and you may expect to receive notice of the trainings when they are re-scheduled.

If you have any questions please contact your BPA Regional Field Staff.

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Thank you,

Business Psychology Associates
Provider Network Management