



DATE: May 1, 2013
TO: SUD Provider Network
FROM: Provider Network Management
RE: Incentive Withhold & Client Service Discharge Paperwork

Dear Provider Network,

In an effort to collect **ALL** past due discharges, BPA forwarded an action plan memo that called for catch up on submitting required paperwork through the month of April. Since implementation BPA has seen a 35% improvement on submitting discharge paperwork for clients appearing on the inactive report, posted every other week on Provider Connect for your review. Thank you for your cooperation in getting that far.

This month marks the point in which incentive dollars will be withheld and individual provider agencies will be subject to a plan of correction until all discharges have been submitted as required. Discharge paperwork is due immediately after termination of service or after 30 days of inactivity. For IDJC clients, discharges are due immediately after termination of service or after a 90 day period of inactivity.

Please remember there are several options available to assist in trouble shooting any issues with correct submissions including; teleconference with BPA and your specific regional coordinator and a variety of ways to submit paperwork (email, fax & post). Your RC will also be notified in the instance that your initial submission is not accepted so immediate assistance can be obtained. These options will remain available to providers indefinitely.

In an effort to remain transparent with regard to your specific agency's withhold, as of May 1, 2013, information about your anticipated quarterly incentive amount will be posted monthly to Provider Connect (in the "Inactive Clients" folder under downloads) through the end of the fiscal year, July 2013. The information posted will include the original incentive amount, the specific amount withheld for noncompliance and the actual incentive you will receive to date. The file posted for the first month is an example. Withholds begin May 1, 2013 and will continue until your past due paperwork is received.

Your continued efforts to submit correct and complete discharge paperwork are appreciated. If you have any questions, your Regional Field staff is always available to assist.

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Thank you!
BPA Provider Network Management