



DATE: December 16, 2011

TO: SUD Treatment and RSS Providers

FROM: Business Psychology Associates (BPA)

RE: Vouchers for Idaho Department of Correction (IDOC) clients

IDOC and BPA are implementing some additional processes to ensure timely authorization and therefore treatment for your clients.

Effective 12/19/11, IDOC will email the initial IDOC Voucher to the provider the same day the voucher and complete intake packet is sent to BPA. You will be asked to review the attachments carefully as they may contain both approvals and/or denials of services.

This email will serve only as a notification that IDOC has processed your request. BPA will complete the vouching process according to the established protocol and timeline. From there, you will receive final authorization from BPA as you normally would. If you have further questions regarding the status of your authorization, please contact BPA using the established protocol.

If you receive an IDOC voucher and have not received a BPA authorization within 72 business hours, please contact the customer service center at 800-922-3406. Your Regional Field staff is available to answer all other questions.

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