



DATE: April 18, 2013

TO: BPA SUD Provider Network

FROM: BPA Provider Network Management

RE: SUD Provider Staffing procedure and payment

In an effort to streamline process across all populations and ensure timely processing of claims and payments for provider staffing, BPA and partnering agencies have updated the attached staffing form. This form will replace previous versions and will be required for claims processing. Previous versions of the form will **NOT** be accepted beyond May 24, 2013.

***Staffing** is defined as a face-to-face formal meeting usually in the context of a multidisciplinary team meeting to review the client's case including progress, concerns, and possible approaches to enhance the client's progress. Staffing would involve a review of all six ASAM dimensions; contact about a specific concern, i.e. missed appointment, failed UA, etc. It could involve going to the court room, meeting with the judge, prosecutor, defense counsel, coordinator and probation officer to discuss the case and what actions are appropriate. Other staffings under this rule could be done at the provider's office, PO's office, or elsewhere. Time spent staffing is often used to discuss more than one client.*

Please note that collateral contact will not be reimbursed. The definition of **Collateral Contact** is:
A one on one contact to report a specific item or to get specific feedback without the review of the case. Collateral contact can also be requesting info from a doctor, mental health counselor, vocational rehab or other entity involved with the client case.

As not to confuse this process with case management services, we have also included the definition as outlined in the IDHW Manual:

Case Management Services:

Reimbursable services: The following services may be billed under case management:

- 1. Face-to-face contact between the case manager and the client, client's family members, legal representative, primary caregivers, service providers, or other individuals directly involved with the client's recovery;*

2. Telephone or e-mail contact between the case manager and the client, client's family members, legal representative, primary caregivers, service providers, or other individuals directly involved with the client's recovery;
3. Paperwork that is associated with obtaining certain needed services such as food stamps, energy assistance, emergency housing, or legal services when the client, client's family members, legal representative, primary caregivers, service providers, or other individuals directly involved with the client's recovery is/are present.

Non-Reimbursable services: The following services cannot be billed:

1. Missed appointments
2. Attempted contact or Leaving a message
3. Travel to provide services or Transporting clients
4. Documenting services
5. Group case management

Mental Health services provided by clinical CM Other Limitations on Reimbursement:

1. Clinical case managers will not be reimbursed for more than one (1) contact during a single fifteen (15) minute time period.
2. Medicaid-Funded Case Management—case management services to be reimbursed through Medicaid must be provided by a QSUDP.

Procedures:

The provider meets with the partnering agency staff/representative regarding any/all clients served and has the form signed. Signature on the form from the funding source is considered an approval for services to be paid. The provider is responsible for documenting in the client file when a staffing takes place and submitting documentation to BPA Claims Department via the SUD Provider Staffing Reimbursement form (attached). The form must include the names of the clients discussed and time spent submitted in 15 minute increments. We have included the Provider Staffing Reimbursement form to use when a staffing occurs that IDHW, IDOC, IDJC and the Problem Solving Courts will be providing the reimbursement.

If you have any questions, please do not hesitate to contact our office.

Your Regional Field staff is always available to answer your questions.

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