



DATE: October 31, 2013
TO: BPA SUD Provider Network
FROM: BPA Claims Department
RE: Billing in WITS

Business Psychology Associates (BPA) Claims Department is improving our service to you by implementing a new process to give providers the opportunity to fix claims before they are fully adjudicated.

Here is how the new process works:

As of 10/31/2013, if there is a problem with a claim or a claim batch an email notification is sent to you or your agency.

The email will come from noreply@witsweb.org with the subject of "Claim Submission – Rejected". The email will give you the necessary information needed to correct and resubmit these claims for payment.

Upon receiving the "Claim Submission – Rejected" email, your billing representative should do the following:

1. Determine if all claims in the batch were denied or only a few of the claims in the batch were denied. Use the email sent from noreply@witsweb.org (from BPA) to make this determination. BPA will instruct you in the email if the entire batch was incorrect or if only certain claims were incorrect. In the instance when only certain claims are incorrect, BPA will give you the WITS client ID and other information related to each claim to fix.
2. If all claims need fixed, follow the guidance located at www.wits.idaho.gov, WITS User Guides, Billing – Adjustments/Corrections, Correcting & Re-Submitting ALL Claim Items from a Rejected Batch, or follow this link: [Fixing all claims](#)
3. If only a few of the claims in the batch need fixed, follow the guidance located at www.wits.idaho.gov, WITS User Guides, Billing – Adjustments/Corrections, Correcting & Re-Submitting SOME Claim Items from a Rejected Batch or follow this link: [Fixing some claims](#)

If you have questions about how to adjust/correct claims in a rejected batch, please contact the WITS Help Desk at (208) 332-7316.

If you have questions about why a batch was rejected, please contact BPA Claims Department at (800) 726-0003.