



DATE: November 15, 2013

TO: Business Psychology Associates SUD Provider Network

FROM: Business Psychology Associates Provider Network Management

RE: Timeline extension for billing October and November dates of service in WITS and important information about authorizations

We heard your concerns regarding challenges completing billings and documentation in WITS within the contracted timelines. Please note that it is very important you complete your documentation and bill services at your first opportunity, in case challenges occur and technical assistance is required. Prompt data entry will give you time to work through any needed changes and allow timely payment.

However, during this time of transition Business Psychology Associates is going to extend the provider claims billing timeline to sixty (60) days for both ATR claims and non-ATR claims processed on behalf of the Idaho Department of Health and Welfare and Idaho Department of Correction. This extension is only effective for dates of service incurred in October of 2013 for non-ATR claims and November of 2013 for ATR claims. In addition, we are extending the documentation of data from five (5) days to ten (10) for the same date range. Please see a detailed explanation of the timeline below:

#### Non-ATR claims

October 1<sup>st</sup> date of service must be billed before December 1<sup>st</sup>

October 31<sup>st</sup> date of service must be billed before January 1<sup>st</sup>

Dates of service in November and thereafter will revert to a 30-day billing requirement

#### ATR claims

November 1<sup>st</sup> date of service must be billed before January 1<sup>st</sup>

November 30<sup>st</sup> date of service must be billed before February 1<sup>st</sup>

Dates of service in December and thereafter will revert to a 30-day billing requirement

Please continue to submit your claims as soon as possible to ensure we can pay you in a timely manner. We appreciate your patience and hope that this consideration provides some relief for the months of October and November.

**Important information about Authorizations:** The sixty (60) day extension references BPA's payment process and does not pertain specifically to business rules built into WITS. It is important to understand the authorization functionality in WITS to avoid common pitfalls.

Pitfall #1 - WITS automatically closes authorizations after thirty (30) days of no activity. To avoid this happening, encounter notes must be entered and released to billing at least every 30 days. The case closure "processor" in WITS will close the authorization from the last date of activity. The last activity date is considered the last encounter note that was released to billing.

Example 1:

Authorization start date of 10/1/13 and end date of 10/30/13

Authorization accepted on 10/1/13

No billable encounter notes released to billing because the client does not show up for appointments

Authorization automatically closed on 10/30/13 – no encounters can be released once the authorization closes

Example 2:

Authorization start date of 10/1/13 and end date of 10/30/13

Billable encounters released on 10/2/13 and 10/15/13

On 11/15/13 the system will automatically close the authorization because there was no activity for 30 days. The last activity date was 10/15/13.

Example 3:

Authorization start date of 10/1/13 and end date of 12/30/13

Billable encounters released on 10/5/13, 10/10/13, 10/30/13

On 11/30/13 the system will automatically close the authorization because there was no activity for 30 days. The last activity date was 10/30/13. When WITS closes the authorization, the end date will change from 12/30/13 to the date closed of 11/30/13.

Example 4:

Authorization start date of 10/1-10/14 for pretreatment

Provider completes Authorization Change Request asking for Stage 1

New Authorization start date of 10/15/13 for Stage 1

Provider can continue to bill against the authorization for pretreatment for 30 days past the acceptance date or last activity date (e.g., released encounter note) until the authorization is closed due to 30 days of no activity.

To avoid this pitfall:

- 1) Wait to accept the authorization in WITS until the client physically shows up for their first appointment at your agency.
- 2) Release encounter notes to billing within five (5) business days (or ten days during the extended time period mentioned above).

Pitfall #2 – The authorization closed and now the option to create an authorization request in WITS is gone.

To avoid this pitfall:

- 1) Be cognizant of the authorization end dates and complete your authorization change request (aka: CSR) before the end date of the authorization. Once the authorization closes you can no longer submit an authorization change request without having BPA reopen the authorization.

Pitfall # 3 – An authorization was re-opened but then closed the next day. When an authorization is reopened (so you can complete an authorization change request or bill against it) the system will automatically close it if an encounter note is not entered and released to billing.

To avoid this pitfall:

- 1) On the day an authorization is reopened by BPA you must create and release an encounter note before 9:30pm MST. If you do not enter a note, the processor will reclose the authorization at 9:30pm.