Provider Notification

From: Provider Notification
Sent: Tuesday, February 04, 2014 10:15 AM
Subject: Provider Alert!

Good Morning,

This provider alert is being sent because of recent changes and updates to the Business Psychology Associates (BPA) website and to notify you our network services will be down Saturday. We encourage all providers to access the website frequently or as questions arise to keep well informed of new information from BPA. Thank you in advance for your time and attention to this notice.

Network Services – Saturday February 8, 2014
- The phone system will be down from 9:00 AM – 12:00 PM. All calls will forward to an answering service called Protocol. Voice mail will not be available for any department.

- All other technology services (email, faxing, website, & Provider Connect) will be unavailable from 9:00 AM Saturday, February 8 until 12:00 AM Sunday February 9, 2014.

- WITS will remain available.

The Business Psychology Associates website is being updated with new education opportunities and provider communications. You can access our website at http://www.bpahealth.com/providers/home

New BPA website updates –

1. Under the “Provider Tools and Resources” tab in the left hand navigation the following resource directory is posted: Idaho HIV, AIDS and Viral Hepatitis Resource Directory.
   Idaho HIV/AIDS and Viral Hepatitis Resource Directory

2. Under the Provider News tab in the left hand navigation under Education Opportunities for Providers and Patients the following educational opportunity is posted. We encourage all qualified professionals to take advantage of this opportunity from the Idaho Lives Project

   The Idaho Lives Project (ILP) is pleased to bring suicide prevention and assessment expert, David Rudd, PhD, to Idaho. Dr. Rudd will be providing training specific to behavioral health, substance abuse and primary care professionals at six locations throughout Idaho. The primary goal of this workshop is to provide the participant with the essential tools needed to accurately assess suicide risk and manage challenging scenarios in an effective fashion. Clinical demonstrations and case examples will be utilized.
   Free Training, CEUs available, CMEs pending
   Click here to access more information.
3. All recent provider communications are posted under the Provider Communications tab in the left hand navigation in chronological order.

4. Provider Forms are updated and include a new Sentinel/Adverse Event Report Form: A sentinel/adverse event is including, but not limited to, any event or events that threatens the safe and efficient operations of any provider or of the Contractor or any event involving violence or serious injury at a provider site or during a provider sponsored activity, or any event involving a client who received services within the last thirty (30) days. Providers are required to fill out this form when a sentinel/adverse event happens and emailed it to ProviderRelations@bpahealth.com Attention: Provider Relations

Thank you,

BPA Provider Network Management