

Appeals



BPA Health is committed to providing our members with safe and timely access to medically necessary and clinically appropriate services. This commitment also includes service and payment requests. Any member, authorized representative, or provider rendering services has the right to appeal a non-certification or claims payment denial decision.

How to Submit an Appeal

Appeals may be submitted by fax or US mail.

- a) Mail written appeals to:
BPA Health
c/o Appeals Department
380 E. Parkcenter Blvd., Suite 300
Boise, ID 83706
- b) Fax to 208-344-7430

The member, authorized representative, or service provider must submit standard appeal requests in writing within 180 days from non-certification of services or claim payment denial. Standard appeal requests must include the following member information:

- Member name
- Date of birth
- Applicable identification number
- Service type, dates of services and applicable procedure code(s) being contested
- Explanation of why non-certification determination is being disputed
- Any additional documentation needed to support the appeal

EAP Appeals

Please submit appeals in writing via fax or US mail and include all required information detailed above.

SUD Appeals

Please complete the SUD Appeals Submission Form found on BPA Health's website and submit via fax or US mail.

What to Expect from BPA Health

BPA Health will investigate all aspects of the appeal and provide a written determination letter within thirty days of receipt of the appeal. The letter will include the decision, basis for the decision, and instructions for filing a next level appeal as applicable.

If you have specific questions about the appeal process, please contact BPA Health's Appeals Department at 208-947-1271.