



September 6, 2018

Dear Valued EAP Provider,

BPA Health would like to announce some exciting updates that will streamline processes and create quicker turn-around times for you.

EAP Authorizations Secure Electronic Notification

Effective 9/17/2018, we are moving to a paperless and secure electronic process for notifying you of authorizations to see EAP clients. This will allow us to be more responsive to both you and our EAP clients.

EAP Authorizations will be sent via Zix (our secure and encrypted email system) to the email you have on file with us. Opening this secure email is quick and easy, and will work as follows:

1. The email will show up in your inbox with the subject header of:
Secure: EAP Authorization (BPA Health Client ID #)
2. The first time you open this secure email, you will need to enter a password of your choosing; use this same password for future emails, the password you choose will not expire.
3. You will then be able to read the email and download the authorization.

Instructions are included below....please scroll down to view

IMPORTANT: Please note that secure messages **expire after 14 days**, so please open the email right away. Also, you may want to add a rule on your inbox to accept these emails rather than have them filter to spam or your junk mail folder

Questions? See contact information at the end of this email.

Electronic Billing Submission

Effective immediately, you may submit secure electronic billing statements to us, rather than through fax or mail. This new process will allow us to provide a quicker turnaround time for reimbursement. Please see our website as noted below:

<https://www.bpahealth.com/eap-bh-provider-network/>

See EAP Billing Form & Instructions

You will have the option to fill out a form online with the required fields needed by BPA Health, or you may upload a pre-filled out CMS1500 (HCFA) form that you generate from your internal billing system.



We will continue to accept faxed or mailed submissions for now; however, at some point in the future, we will be requiring electronic submissions only.

Questions? See contact information at the end of this email.

Automatic Deposit of Funds

Effective 10/1/2018, you will have the option of having reimbursements automatically deposited into your bank account, rather than having a paper check sent to you. Please submit your information by clicking the link below.

<https://www.bpahealth.com/eap-bh-provider-network/>
See EAP/BH Provider Forms

Upcoming Newsletters, Opportunities and Trainings

Later this month, BPA Health will begin sending out a quarterly newsletter to you with important announcements (like our upcoming Telehealth program), trainings (that you may be interested in attending) and other opportunities.

These newsletters will be sent via Constant Contact. Please ensure not to unsubscribe from these and check your spam occasionally, as sometimes these can end up in there.

We will be careful to send only communications that are important to you.

Questions?

Please contact BPA Health Provider Relations with any questions you may have:

Email: providerrelations@bpahealth.com
Phone: 1-800-688-4013 or 208-947-4377

Thank you.
BPA Health Provider Relations

How to Receive a Secure Email with ZIX

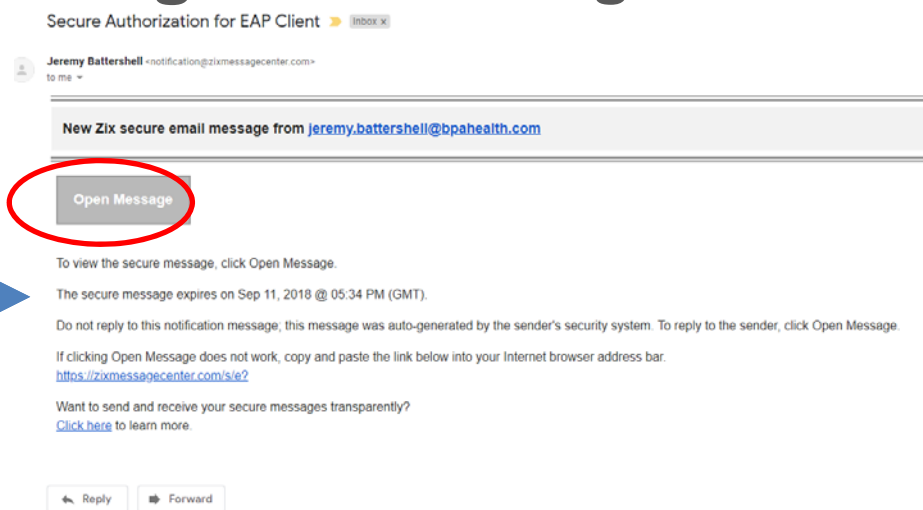
Connect. Improve. Achieve.



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Receiving a Secure Email: InBox

When a secure message is sent, you will receive a message in your Inbox; open the message; click on the “Open Message” box within your email.



The message will expire 14 days after BPA Health sends it. This line will tell you how much time you have left to view the email. *

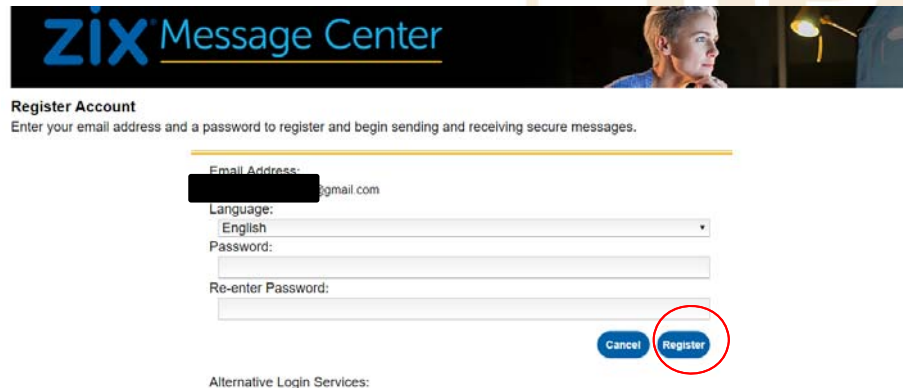


* If the message has expired, please call 1-800-726-0003.

Receiving a Secure Email: Register

If you do not have an existing account, you will need to setup a password the first time, and then click “Register.”

1. Once you register, you will immediately see your secure message Inbox
2. Once you create a password, it will not expire; you may use it again in the future



The screenshot shows the Zix Message Center registration page. At the top, there is a banner with the Zix logo and the text "Message Center". Below the banner, the heading "Register Account" is followed by the instruction "Enter your email address and a password to register and begin sending and receiving secure messages." The form contains the following fields: "Email Address:" with a partially filled field ending in "@gmail.com"; "Language:" with a dropdown menu set to "English"; "Password:" with an empty text box; and "Re-enter Password:" with an empty text box. At the bottom right of the form, there are two buttons: "Cancel" and "Register". The "Register" button is circled in red. Below the form, the text "Alternative Login Services:" is visible.

Receiving a Secure Email: Ongoing

After clicking the “Open Message” box in your regular email, enter your registered email and password; click “Sign In” to access your secure message.

your secure mailbox to receive, view and reply to Zix encrypted messages. Please enter your email address and password.

Email Address: [Redacted]@gmail.com

Password: [Redacted]

Language: English Remember Me

Alternative Login Services: [Google](#) [Microsoft](#)

Forgot your password? [Reset](#) | New to secure email? [Register](#) | Need more assistance? [Help](#)

* If you forgot your registered password, click here to “Reset”

Questions?

Please remember that secure emails will expire after 14 days. If you experience issues with this, please call us and we will send a new authorization.

For questions related to this or any other questions, please contact BPA Health at 1(800) 726-0003 or Provider Relations at 1(800) 688-4013.



A person wearing a grey sweater is holding a lit sparkler. The sparkler is bright and glowing, with sparks flying out. The background is dark and out of focus.

THANK YOU



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