

# 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.

**\*\*Please note that beginning 3/1/2020 if the non-certification or claims payment denial decision was originally made by the Idaho Department of Health & Welfare (IDHW) or the Idaho Department of Correction (IDOC) the appeal will be forwarded to the Idaho Department of Health & Welfare Division of Behavioral Health.**

## How to submit an appeal

Appeals may be submitted by fax, US mail or via the secure online form.

- a) Mail written appeals to:  
BPA Health  
c/o Appeals Department  
8050 W. Rifleman St., Suite 100  
Boise, ID 83704
- b) Fax to 208-344-7430
- c) Online submission forms linked below

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, US mail or via the linked secure online form and include all required information detailed above. [EAP Appeal Submission Form](#)

## SUD Appeals

If you are submitting the appeal via fax or US mail please complete the SUD Appeals Submission Form found on BPA Health's website. You can also fill out the linked secure online submission form. [SUD Appeal Submission Form](#)

What to expect from BPA Health

BPA Health will investigate all aspects of the appeal and provide a written determination letter within thirty (30) 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.