



# Network Participation & Credentialing Committee Decision Appeals

BPA Health is committed to providing our providers fair and due process regarding decisions made against their contracts for sanctions, suspensions, and terminations. Providers have the opportunity to request a one (1) level appeals process associated with decisions made involving network participation and BPA Health Credentialing Committee Decisions.

## 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  
8050 W. Rifleman St., Suite 100  
Boise, ID 83704
- b) Fax to 208-344-7430

Appeals of these decisions must be submitted by the provider or organization in question in writing within thirty (30) days of notice of decision. Written appeals must include grounds for appeal and additional information for consideration.

The appeal process will include BPA Health convening an ad hoc, closed session Appeals Committee meeting. The committee will include five (5) voting members. Voting members will include at least three (3) BPA Health network providers. The network provider voting members will be of the same licensure and/or service type as the appealing provider as well as not be in competition with the provider. The other voting members will be employees of BPA Health that were not involved in the original determination. The names of voting members will be kept confidential.

The Appeals Committee meeting will be held within thirty (30) calendar days of the receipt of written appeal. Correspondence between the appealing provider and BPA Health regarding meeting scheduling and next steps will be done in writing. During the Appeals Committee meeting, the appealing provider may provide a brief statement by teleconference at a designated time. The appealing provider may receive questions from the voting members. After reviewing documentation and the appealing provider's statement, the voting members will vote on the appeal with the decision by a majority vote. Written notification of the appeal determination will be sent to the appealing provider within fifteen (15) calendar days of the Appeals Committee meeting.

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