

# Memorandum

*Idaho Dept of Correction*

*Education, Treatment & Reentry Bureau*

**DATE:** *October 29, 2013*

**TO:** *SUD Treatment Provider Network*

**FROM:** *IDOC SUD Central Office*

**RE:** *IDOC SUD funded Medicaid clients*

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On 9/1/13, BPA transitioned all eligible IDOC SUD funded Medicaid clients to Optum for services under the Idaho Behavioral Health Plan. During the transition, some previously authorized services were denied by Optum, primarily involving urinalysis testing. Reasons for a service denial include a reconsideration by Optum of Medicaid eligibility for the Idaho Behavioral Health Plan, or the lack of an authorization existing in eCura or WITS.

If a Medicaid client received IDOC SUD funded services prior to roll over, and those same services delivered in good faith between 9/1/13 and 10/30/13 were later denied reimbursement by either Optum or BPA, send a secure email to [docsud@idoc.idaho.gov](mailto:docsud@idoc.idaho.gov). IDOC's Central Office staff will review the denial for possible reimbursement.

In the subject line of the email, write the word "Medicaid". In the body of the email describe the circumstances of the billing denial(s) and attach an invoice for services. The invoice must be on a letterhead and include the provider name, client(s) name (first and last), IDOC number, type of service administered, date of service, and cost of service. IDOC will review the email, determine reimbursement eligibility and respond to the provider as follows:

- Eligible services delivered in September 2013 (pre-WITS implementation) will be paid directly by IDOC.
- Eligible services delivered in October 2013 (post WITS implementation) will utilize the established WITS process. In WITS, IDOC will create a referral and authorization for provider acceptance and billing submission.
- For service denials, IDOC will create in the WITS authorization screen a service denial, as well as email the provider.

Thank you for your efforts on behalf of the offender population. If you have additional questions, please email them to [docsud@idoc.idaho.gov](mailto:docsud@idoc.idaho.gov).