

To: BPA Health SUD Treatment Providers  
From: BPA Health Provider Network Management  
Re: Follow-up Survey Compliance Notification



Dear Provider,

Follow-up Survey information is important to drive our state forward towards a better system for Idahoans. BPA Health would like to thank you for all you do to help Idahoans in recovery!

The Idaho Department of Health and Welfare (IDHW) and the Idaho Department of Juvenile Corrections (IDJC) implemented **follow-up surveys** for clients who discharged on or after July 1, 2016. Discharged clients are required to have Follow-up Surveys at 30-days, 6-months, and 12-months post discharge.

We wanted to take this opportunity to inform all treatment agencies that compliance status is being evaluated. The goal compliance rate is to have 100% of follow-up surveys **entered/completed** into WITS (see definition below). BPA Health will first focus on the 30-day surveys due. In later months, we will look at compliance of the 6-month and 12-month surveys.

As mentioned over the last year on IWUG phone calls and in Provider Meet-and-Greets, follow-up survey compliance will be added to provider withhold measurements for IDHW in the coming months.

If you have any questions about the Follow-up Survey in WITS, please contact the WITS Help Desk at 1-844-726-7493 or [dbhwitshd@dhw.idaho.gov](mailto:dbhwitshd@dhw.idaho.gov). The WITS [eManual](#) is another great resource to answer WITS questions. Here are three helpful links in the eManual about Follow-up Surveys:

- [Follow Up \(Overview\)](#)
- [Follow Up Process Flow](#)
- [Agency Alert Overview](#)

BPA Health is committed to helping providers meet these requirements. Below is compliance rate for SFY18-Q1. If your agency has a follow-up survey due in the quarter, you will receive an email with your agencies compliance rates. We also wanted to inform you of other important dates over the next several months:

In ...	Partner ...	What ...
<b>February 2018</b>	IDJC & IDHW	Notice of your compliance rates for SFY18-Q1 (July, August, & September 2017)
<b>Mid-March 2018</b>	IDJC & IDHW	Notice of your compliance rates for SFY18-Q2 (October, November, & December 2017)
<b>Mid-May 2018</b>	IDJC & IDHW	Notice of your compliance rates for SFY18-Q3 (January, February, & March 2018)
<b>Mid-August 2018</b>	IDJC & IDHW	Notice of your compliance rates for SFY18-Q4 (April, May, & June 2018)
<b>September 2018</b>	IDHW	<b>Provider Withhold Applied.</b> Threshold is <b>80% of 30-day follow-ups entered/completed in WITS</b> in SFY18-Q4 (April, May, & June 2018)

If you have any other questions or problems, please contact your BPA Health Regional Coordinator.

#### **Definitions**

- **Total 30-day due** – follow-up surveys that were due during the reporting period. Counted when client discharged in the last 30 days.
- **Successful** – Client reached and a follow-up survey entered in WITS.
- **Unsuccessful** – Attempts made, but client not reached and follow-up survey entered in WITS.
- **Missing** – follow-up survey not entered into WITS.
- **Entered/Completed** – Number of successful and unsuccessful follow-up surveys put in WITS.