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Dear Provider Organization,

As you have likely heard, the State of Oregon Office of Developmental Disabilities has mandated an immediate change to thousands of brokerage customer ISPs (Individual Support Plans) statewide. These changes involve changing the descriptions, the Medicaid codes, and the rates for existing services that provider organizations deliver. These changes are effective for services rendered September 1st, 2014 forward.

This transition represents the biggest logistical and philosophical challenge Independence Northwest has faced since we opened our doors in 2007; it has been all consuming. We have tried very hard to ensure as smooth a transition as possible but the massive redefinition of complex services into newly-created categories with an array of rates has presented one conundrum after another. As a result we know there are situations that will require adjustments. **If you see something in this packet that doesn't accurately reflect the services you're providing, let's talk.** Give us a call right away and we'll work with you for the best possible outcome. Our number one aim is to ensure no lapse in service or payment. You can reach Larry Deal at 503.546.2950 x10 or Ron Spence at 503.546.2950 x12.

Included in this mailer, you will find a one-page translation document for each INW customer you serve. These documents will give you updated Medicaid service codes, titles, and rates. When you submit your bills to us moving forward, please use these codes, titles, and rates.

Again, if you see something that doesn't make sense, let's work together to correct the situation. We appreciate your patience and partnership as we work through this latest big change to brokerage services.

Best,

Independence Northwest

*Note: Please take a few minutes and visit the DSA page on our website. It will be an evolving source of information about this transition including an FAQ document and links to materials for eXPRS, the state's payment system.*

[independencenw.org/dsa](http://independencenw.org/dsa)



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