



Michael R. Pence, Governor  
State of Indiana

*Division of Mental Health and Addiction*  
402 W. WASHINGTON STREET, ROOM W353  
INDIANAPOLIS, IN 46204-2739  
317-232-7800  
FAX: 317-233-3472

April 19, 2016

To: Recovery Works Providers and Referral Sources

From: Angela Boarman

Re: Memo 003

Subject: Recovery Works Process and Agreement, Rate changes, Training Guideline and Schedule, Recovery Works Emails, NP Services, Conference Call

#### Recovery Works Process and Agreement

As a reminder, and per your Recovery Works Agency Agreement and the Scope of Work outlined in the *Policies and Procedures Manual* (p 25), we have asked that all Recovery Works Treatment Providers:

- e Accept referrals from Criminal Justice Providers (CJP) and contact and schedule an appointment with the participants within two (2) business days, and a max of five (5) business days.e
- e Perform a bio-psycho-social assessment and administer the Adult Needs and Strengths Assessment (ANSA) to help assist the participants in prioritizing services that will most benefit participants in their recovery. We have asked, and have been training, our Criminal Justice Partners (CJP) to send the participant's most recent IRAS and other collateral information along with the referral form to better inform our Treatment Providers when completing the assessment and ANSA. Treatment Providers are asked not to complete assessments without this additional information. If you did not receive the information, please communicate with the referring CJP.e
- e Develop an Individualized Recovery Plan (IRP) for the participant that addresses all areas of potential needs. The Recovery Works Treatment Provider will share the participant's IRP with his/her referring Criminal Justice Partner (CJP) by simply emailing or faxing the IRP to the referring CJP.e

If you have further questions on this process, please refer to the *Policies and Procedures Manual* or the *Recovery Works Policy and Manual Training Webinar* presented on October 26, 2015, both of which can be found on the program website, [www.RecoveryWorks.fssa.in.gov](http://www.RecoveryWorks.fssa.in.gov).

#### Rate Changes

On April 1, 2016 Substance Use Disorder service units changed from being paid by the hour to the quarter hour. The reimbursement amount for these services did not change. These services are now in line with the others. This also allows providers to be reimbursed for 90-minute group sessions, which we understood was a barrier for some of our Recovery Works providers.

#### Prior Authorization Form

The new Prior Authorization (PA) form is available on line, however the update was imperfect and a few fields are currently being corrected. You can access the form by visiting our program website, [www.RecoveryWorks](http://www.RecoveryWorks) Once the PA is updated you will see that the changes will be as follows:

- e Clinically Monitored Withdrawal Management will be updated to **Clinically Managed High-Intensity Residential Services**.



- e Clinically Managed Low Intensity Residential Services will be updated to **Clinically Managed Low-Intensity Residential Services (Treatment Bundle)**.
  - oe Units will be corrected to **1 Day**, instead of 1 Dollare

#### Training Guidelines and Schedule

On April 1, 2016 we shared a Training Guideline for all of our required Recovery Works trainings. Since sharing that, we have noticed some minor errors on our part in regards to clarification on who needs to take what trainings. We have taken the time to clarify the guideline, and have re-posted them to the website. Please let us know at [Recovery.Works@fssa.in.gov](mailto:Recovery.Works@fssa.in.gov) if you have further questions or concerns.

#### Recovery Works Email

When requesting assistance with WITS/Billing, we ask that you please send us an email to the Recovery Works email address that includes the client's unique WITS ID as the only identifier. This ID will start with either "M" or "F". If you use only this identifier, there is no need to send secure emails to the email address. It also makes it much easier for us to quickly access the participant's account and assist you with your billing needs.

#### NP Services in WITS

Until July 1, 2016, you will see services in the drop down box while building vouchers that begin with "NP". Over the next few months we will be entering all of your paper-vouchers to ensure that we have an accurate count for all the services that we have provided since the inception of Recovery Works. All the services containing "NP" at the beginning are associated with a \$0.00 amount. If you want to get paid for the services you provide, it is imperative that you NOT choose a service beginning with "NP", but that you choose services as usual. Please let us know, via the recovery works email address, if you have any questions regarding this.

#### Conference Calls

Starting May 2, 2016 we will begin offering monthly conference calls for all of our Recovery Works providers. This will be an opportunity for us to discuss success and challenges. Please join us at 1:00 pm EST by calling into 1-877-422-1931, conference code 9626119100.

We greatly appreciate each and every one of you, and we thank you for your patience and flexibility, as we continue to work through the kinks of a new program. If you have any questions or concerns, please feel free to contact the team at [Recovery.Works@fssa.IN.gov](mailto:Recovery.Works@fssa.IN.gov). Thanks for all of your efforts as we grow the Recovery Works program.

Sincerely,



Angela Boarman  
Program Manager  
Recovery Works

Division of Mental Health and Addiction  
Family Social Services Administration

\*Please print and keep with your Recovery Works Program Manual.