



Eric Holcomb, Governor
State of Indiana

Division of Mental Health and Addiction
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To: Recovery Works Service Providers

From: Rebecca Buhner, Deputy Director- Addiction and Forensic Treatment
Division of Mental Health and Addiction

cc: Angela Boarman, Recovery Works Program Manager

Re: Insurance Assistance & Provider Participation

The purpose of this memo is to clarify Recovery Works program expectations related to two items: 1. Connecting clients to insurance (Medicaid, HIP, other insurance or third party payer source), and 2. Provider status as it relates to approval and maintenance.

Insurance Coverage – This further clarifies the Medicaid/Hip 2.0 Section of the Program Manual

Effective April 1, 2018 Recovery Works Providers have ten days from date of client intake to assist with completion of necessary applications to obtain insurance and/or third party payer source. Documentation of above activities must be included in client record and will be review during audits.

Assistance with completion of necessary applications includes, but is not limited to, any of the following:

- Connect client with a Navigator, and follow up with client and navigator to ensure application submitted
- Help client obtain personal documents needed for application, presumptive eligibility, or private insurance
- Designating a staff employee to sit with the client to fill out an online application for insurance or Medicaid

Recovery Works is the funder of last resort. Therefore, services available through insurance must be billed to insurance prior to requesting additional services through Recovery Works. If insurance companies deny services, a reason for denials must be forwarded to Recovery Works when requesting services and/or approval for services. Recovery Works will not pay for out of network insurance denials. The client is expected to visit a network or facility that accepts their insurance.

Provider Approval – This further clarifies the Termination Section of the Program Manual

Organizations applying to become Recovery Works service providers must adhere to all policy, procedures, standards and qualifications contained in the Provider Manual, Recovery Works-related memos, and documentation published by FSSA DMHA, the Indiana State Department of Health, and the Indiana Department of Child Services, as amended from time to time. All providers (new and current) must be in good standing with all divisions under the Family and Social Services Administration (FSSA). It is the responsibility of the provider to report any adverse sanctions, terminations and arrests within three (3) business days of the event. If termination, decertification or an equivalent action that results in revocation



of provider status is taken by any state entity, providers must wait a minimum of three years before submitting a new application for approval as a Recovery Works provider. The new Recovery Works provider application must include documentation that previous sanction(s) have been remedied. Recovery Works reserves the right to deny a provider application if the revocation of provider status involved harm to a Recovery Works client or includes financial fraud.

In addition to reasons included in the Recovery Works Program Manual, provider approval may be revoked or terminated under, but not limited to, the following conditions:

- 1) Failure to adhere to and follow all Recovery Works policies and procedures, documentation, billing and/or service delivery.
- 2) Failure to report to DMHA any arrest, charge, or conviction of any crime which would affect the eligibility of the provider to provide services, as required in the provider agreement.
- 3) Provider has an open corrective action or has been terminated by any division within FSSA.

We appreciate your time and work in the community. As we work through this adjustment, please never hesitate to reach out to us with questions or concerns at Recovery.Works@fssa.in.gov.

Sincerely,



Rebecca Buhner
Deputy Director- Addiction and Forensic Treatment
Division of Mental Health and Addiction
Family Social Services Administration

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