



Frequently Asked Questions (FAQ): Recovery Works 5.0 Tier Billing

Please note, the below Tier System is for Recovery Works billing. Tier Billing is independent of your individual Recovery Residence Level.

A. When does the Recovery Works Tier billing take effect?

The Recovery Works Tier billing is effective on **March 1, 2024**.

B. How many Tiers are available and what is the price payment for each Tier?

There are three Tiers and price points:

Tier 1 - \$22

Tier 2A - \$26

Tier 2B - \$30

Tier 3 - Recovery Works Gold \$34

C. How do I know which Tier my agency falls in?

Agency Tiers are determined by the level of care the agency offers and whether the agency accepts individuals who utilize all forms of medication (including MAT). Tier specifications are included below:

a. TIER 1 Room Only or Room and Board

- Agency does not accept **all** forms of medication (including MAT).
- Agency has multiple houses that do not accept all forms of medication, including all forms of MAT.

b. TIER 2A Room Only – Allows all medication (including MAT)

- All agency locations allow residence who utilize medication for the purpose of treatment, including all forms of MAT (no exclusions). Tier 2A does not provide food for residents.

TIER 2B Room and Board – Allows all medication (including MAT)

- All agency locations provide one prepared meal (by staff or residents) and enough food for residents to make an additional meal on their own. Providers also allow all forms of prescribed medication, including all forms of MAT (no exclusions).



c. TIER 3 Room and Board

- A special designation by Recovery Works based on additional requirements. Effective March 1, 2024, all Recovery Residences will fall into **Tier 1 or Tier 2** category. Your agency will be notified when you become a Tier 3 agency.

D. What are the criteria to become a Tier 3 participant?

If you want to qualify for Recovery Works Gold, your agency must meet the following criteria:

- Quality Standards:** Ensure high quality services. With a minimum of 85% audit score after March 1, 2024. In addition, agency has completed the additional standards to demonstrate quality service administration.
- Re-Entry Preparations:** Provide guidance and help the individual reintegrate into the community and resume their everyday life. The agency focuses on participant launching (employment, skills, financial literacy, etc.) and assisting the participant for growth outside of the supportive housing environment.
- Participant Driven:** Provide a supportive and empowering environment for the participant throughout their treatment process. Adheres to the guidelines of participant input in all forms of the treatment process. The participants are valued, included and assisted in their journey.
- Ethical service Delivery:** All Policy and Procedures are followed to ensure adequate service delivery, transparency and accountability.

Please note, many factors are discussed prior to the agency receiving the above designation. Gold designation is not a “check the box” standard and requires the above standards met by the intended agency.

E. Is Recovery Works Tier Billing optional?

All Recovery Works providers will move to Tier billing, effective March 1, 2024.

F. What is the correct way to bill for each Tier?

Recovery Residences may access billing instructions on the Recovery Works website. New billing instructions will be posted to reflect Tier billing the final week of February.



G. Is it possible to be in multiple tiers if I have multiple Recovery Residences certified at different levels?

Recovery Residences are classified into one Tier.

H. Will I still bill an additional per diem?

Effective March 1, 2024, Recovery Residences will move to the Tier billing guidelines. All per diems are built into the Tier options. There are no additional billing options.