



Michael R. Pence, Governor
State of Indiana

Division of Mental Health and Addiction
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Recovery Works Conference Call

Minutes

February 6, 2017

Toll Free Number: 1(877) 422-1931

Conference Code: 9626119100

1. Welcome and Check-in
2. Updates
 - a. New Recovery Works Staff Members:
 - i. We have been fortunate enough to add two new staff members to the Recovery Works team!
 - ii. Nechelle Baker- Forensic Treatment Program Services Coordinator – Central Indiana – she will be overseeing WITS Training, billing, and TA; assisting with provider growth in the Central region, and working in conjunction with the Clinical Director during site visits
 - iii. Sam Goodson - Forensic Treatment Program Clinical Director – Central Indiana- she will be providing agency TA; auditing; approvals and guidance on Prior Authorizations
 - iv. Please be kind to them as they learn their new roles and become familiar with all of you!
 - v. Sarah Whiteside – continues to work for Recovery on a part-time contract basis. You will be receiving emails from her through the Recovery Works email, don't be alarmed.
 - b. Numbers:
 - i. We have spent \$7.6 million in direct client care, with just shy of 9,200 client enrolled
 - ii. We currently have 57 active agencies, 75 total agencies, with 5 coming on in just the past month
 - iii. Currently our top counties: Marion, Vanderburgh, Madison, Monroe, and Allen



3. House Keeping

a. Email Requests:

- i. When sending an email request, please let us know what the request is in the Subject line of the email, along with the client's WITS/DARMHA ID
- ii. Example: Subject: Reject Encounter: M123456789OS1234
- iii. This allows us to quickly categorize and prioritize emails to address them in a timely manner
- iv. When sending requests to REJECT an encounter, please include the Encounter ID
- v. When requesting units be added to a voucher, please include the Voucher Number

b. Refund Payments:

- i. All refund payments, need to be addressed Attn: Recovery Works. Please don't send them to Sarah's attention, as she is no longer in our office.... She's in far away.
- ii. All checks can be made out to the State of Indiana.
- iii. The address in which they can be sent to, will be included in the minutes:
- iv. Division of Mental Health and Addition
Attn: Recovery Works
402 W Washington Street, Rm W353
Indianapolis, IN 46204

c. Vouchers

- i. We have noticed an influx in extensive claiming on vouchers. Meaning, perhaps clinicians and billing staff are not being very realistic on the services that will in fact be provided over the next 30 days.
- ii. When a voucher is built, you are reserving that money, and pulling it out of the pot of money. Essentially, you are stating that you will be claiming that amount of funds. In turn, this takes away from others, and could potentially cause trouble for your client in the future.
- iii. Please be more realistic when creating your vouchers so that we are not tying up more funds than necessary and so that we can be more accurate in our budget predictions.

d. Housing:

- i. We are trying to gather an understating of what housing providers all of our designated Recovery Works agencies are utilizing.
- ii. In order to do so, I am asking that if you currently have an MOU/Agreement/Contract with a housing provider, that you please send us an email and let us know about that agreement. I would like to receive these by March 1st please.
- iii. We will be working with MHAI and INAR to create standards and a certification process to move forward with certifying Recovery/Transitional Homes, and this will help us get started.

- e. AOD Screens
 - i. If you are partnering with a toxicology lab for your AOD screens, it is your agency's responsibility to ensure that the lab gets paid.
 - ii. I have received several calls lately from tox labs requesting payment, for services rendered. We do not pay the labs directly, we pay you, and you must pay them. Let me know if you have ANY questions about this or need assistance.
 - iii. In addition, please keep in mind what we reimburse for, and what you are sending out.
- f. Annual Entity Reports:
 - i. For you Annual Entity Reports, we should be labeled as "fee for service"
 - ii. If you have further questions about this, please reach out to the auditor's office
- g. Closing Clients out:
 - i. As we have surpassed a year of the program being around, some of you are starting to ask how to close out client's episode of care in WITS.
 - ii. You will find directions attached to the minutes on how that process works
 - iii. If a client has been inactive for longer than 30-days, we ask that you close their episode of care in WITS and DARMHA.
 - iv. If the client shows back up, you may start a new episode in both DARMHA and WITS.
 - v. If the client has been gone for under a year, may claim for a reassessment ANSA, NOT an assessment fee or enrollment, as most likely a new diagnosis is not necessary. If the client has been gone longer than a year, my charge for a full assessment.

4. Reminders

- a. Response Time:
 - i. Please remember that we do our very best to get back to as soon as possible, but it may take up to 48 hours for us to get back with you. Identifying your need in the subject line will assist us in responding in a timely manner.
- b. TA Requests:
 - i. We are getting back out on the road! Please let us know if your agency or any of your criminal justice partners require technical assistance.

To Do:

- Send email to Recovery.Works@fssa.in.gov by March 1, listing Housing partners
- _____
- _____
- _____