



## CRIMINAL JUSTICE FAQ

### Covid-19 Specific:

**1. During COVID-19 Precautions, do I still need my client to sign the Recovery Works Referral?**

No. At this time, Recovery Works recognizes the unique circumstances that come with COVID-19

and encourage the practice of social-distancing and other precautions ordered by Governor

Holcomb. Client signatures are not needed. However, it is the expectation that at the first face

to face meeting between the client and either the criminal justice provider or treatment

provider, that a signature be obtained. Please ensure that the date of the signature is accurate

and note that the delay in signature is due to COVID-19.

**2. My facility would like to apply for technology funding/reimbursement in order for mental health services to continue. How do we apply?**

Recovery Works will provide assistance to Work Release Facilities and/or Jails that are currently utilizing the Recovery Works Program for participants. Recovery Works will assist with payments for equipment necessary to ensure the successful transmission of tele-health services.

To access this funding, individual Work Release Facilities and/or Jails must complete application and any documentation that would justify the requested funds, including a budget, itemized list, proof of cost, and/or cost analysis. Please understand, this is considered as aid toward reimbursement for expenses. Facilities wishing to request a refund, must send an email to

[Recovery.Works@fssa.in.gov](mailto:Recovery.Works@fssa.in.gov) by April 7, 2020. Recovery Works will determine how much funding each provider will receive upon approval. The approval amount may not be the actual amount spent.

In order to apply for the funding/reimbursement, your facility must be considered a correctional facility, such as a County/State Work Release Facility or Jail (not a provider partner) and must have an existing partnership with a Recovery Works certified mental health agency that provides services inside the facility for Recovery Works consumers.

Please fill out application and attach any documentation that would justify the requested funds, including a budget, itemized list, proof of cost, and/or cost analysis, and submit it to

[recovery.works@fssa.in.gov](mailto:recovery.works@fssa.in.gov).

## **General Policies and Procedures:**

**1. *Can I complete a referral for a prior client who called for one?***

No, a referral can only be completed by you for individuals on your current caseload. If there is a “team” point person for completion, the individual must be directly involved with someone on the referring person’s “team.”

**2. *Do I have to send information about the person’s criminal history to the provider?***

Yes, the provider needs a way to verify criminal justice documentation. Acceptable forms of documentation include the full and completed IRAS, Case Summary, Odyssey print out etc. It needs to be something the provider can review and clearly see how they qualify from a criminal justice standpoint. The felony documentation is the only qualification the provider cannot verify on their own. The provider is NOT allowed to print MyCase, Pop Dox etc. for verification.

**3. *My client came to me stating he was kicked out of the Recovery Residence because he couldn’t pay what he owed. He has Recovery Works, so what service is he paying for?***

As of October 1, 2019, a participant in the Recovery Works Program cannot be charged cash for ANY service, unless it is for an insurance co-payment. Recovery Residences and/or treatment providers cannot charge a deposit, administrative fee or any fees to the participant for services. The individual is receiving Recovery Works funding based on a “need” for service(s), and additional fees charged by the provider are not permitted.

**4. *A Recovery Residence is refusing to discharge a client, due to the client having a balance, what should we do?***

A Recovery Residence and/or Treatment Provider should not stop an individual from graduating from services due to owing a balance. The provider may not issue a certificate to the individual, however ongoing collaboration should have existed throughout treatment, and the criminal justice provider should be aware of the individual completing treatment prior to issuance of a certificate. In addition, Recovery Residence Level II and III are not treatment providers, and do



not have DMHA approved treatment programs. Individuals in a Level II and Level III Recovery Residence must receive an assessment and/or treatment related services from an approved Recovery Works provider. The Recovery Residence will refer the participant to a treatment provider within 7 days.

**5. *My client is utilizing Recovery Works for the Recovery Residence, but states he has to pay cash for clinical services (or vise-versa), is this true?***

As of October 1, 2019, a participant in the Recovery Works Program cannot be charged cash for ANY service, unless it is for an insurance co-payment. Residence should be connected to insurance to cover clinical services. If insurance denies coverage, the treatment provider may submit the denial to Recovery Works for consideration of coverage. Participants may be charged a co-payment/deductible by the insurance company (only), which may be required to pay to the treatment provider. Recovery Residences and/or treatment providers cannot charge a deposit, administrative fee or any other fee to the participant for services. The individual is receiving Recovery Works funding based on a “need” for service(s), and additional fees are not permitted.

**6. *Who can my client contact with complaints regarding a Recovery Residence?***

The Recovery Works participant can reach out to the Indiana Affiliation of Recovery Residences at [www.inarr.org](http://www.inarr.org), where they may file a grievance of their concerns. The participant may also contact the Indiana Consumer Complaint Line at 1.800.382.5516.

**7. *Who can we speak with if we have a complaint or want to follow up on Recovery Works Policies and Procedures?***

We encourage you to first reach out to the agency to work out any differences you may have.

We understand this may not always be possible and/or a resolution may not be met. Our

Policies and Procedures are available on our website [www.recoveryworks.fssa.in.gov](http://www.recoveryworks.fssa.in.gov). If the



answer is not found there, you may reach out to the Recovery Works shared inbox

[Recovery.Works@fssa.in.gov](mailto:Recovery.Works@fssa.in.gov).