

Recovery Works Referral FAQ
Submit Referrals: www.pacerecoveryworks.org

System Implementation

1. What's the new Recovery Works referral system?

- a. Recovery Works has launched a new web-based referral system designed to enhance overall functionality, simplify the referral process, and significantly reduce the time required to process participant referrals.
- b. Effective **October 16, 2025**, the Information Sheet is no longer valid

2. Who can submit a referral in the new system?

- a. Participants
- b. Criminal Justice Partners (CJP's)

3. What is the process for submitting referrals?

- a. Step 1. Confirm eligibility
- b. Step 2. Submit a referral at (www.pacerecoveryworks.org)
- c. Step 2. RW liaisons will contact the participant to gather information.
- d. Step 3. RW liaison will send multiple agencies a **Referral Opportunity Form**
- e. Step 5. Agency informs liaison of acceptance/denial
- f. Step 6. Liaison sends a **Recovery Works Intake Form** to agency (treatment and/or recovery residence)

4. How is the new system different from the old system?

- a. There are many new features with the new web-based system including:
 - i. Appointment times available at the onset of submitting referrals
 - ii. Participants can now submit referrals.
 - iii. Eligibility documents uploaded at onset of referral.
 - iv. Real-time referral updates for CJP's and providers
 - v. Acceptance letters not required prior to referral.

Eligibility & Documentation

5. Have eligibility requirements changed for Recovery Works?

- a. Eligibility remains the same:
 - i. Must be 18 years of age.
 - ii. Must be a resident of Indiana.
 - iii. Must have a household income not exceeding 200%.
 - iv. Must have a current open case.
- b. Individuals who have a closed felony conviction within the last 10 years now qualify for Recovery Works

6. What are acceptable eligibility documents that can be uploaded to the system?

- a. Driver's license, passport, state ID card
 - i. Prison/Jail face sheets acceptable for incarcerated individuals

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- b. Check stub, bank statement, etc.
 - i. If the participant is not employed, mark unemployed
- c. Court forms, sentencing orders, etc.

7. Are providers still required to collect eligibility documentation?

- a. The liaison will collect all eligibility documentation at the point of referral. Effective October 16, 2025, providers are no longer required to verify eligibility documents.
- b. All documents are required at the time a referral is completed. Criminal Justice Partners may not submit applications without the proper referral documents.
- c. Incomplete referrals are not accepted. All eligibility documentation must be uploaded at the time the referral is submitted. Documents can only be uploaded during the referral process—there is no alternate email address or phone number available to update information or upload documents afterward.

8. Can treatment providers, case managers etc. submit a referral on behalf of the participant?

- a. No, only a **CJP** or a **participant** may submit a referral.
- b. Submissions by any other entity will result in an automatic referral denial

9. How long does it take to process referrals?

- a. Liaisons will begin processing referrals as soon as they are submitted. If everything proceeds as expected, best practice is for the referral process—from initiation to completion—to take approximately 2 to 3 business days. Delays may occur if participants or providers do not respond to outreach. To ensure a smooth and timely warm handoff, it is important for all parties to communicate and collaborate effectively.
- b. Liaisons will attempt to contact participants for up to 7 consecutive days. If the participant does not respond within that timeframe, the referral will be closed. When a referral is closed due to no contact, the participant may reapply for Recovery Works after 14 days.

10. How many times can a person submit a referral?

- a. One referral may be submitted every 90 days.
- b. If a referral is incomplete, the individual may submit a new referral if:
 - i. All policies and procedures were followed when submitting the original referral
 - ii. Referral was closed due to “no provider available.” Referral may be resubmitted in 7 days

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- c. Referrals closed due to no contact from the participant may be resubmitted in 14 days from close date of initial referral.

11. What should I do if I need to change the information included on the referral?

- a. The liaisons will attempt to reach out to the participant at the phone number listed. It is important to ensure accurate information is uploaded when completing the referral.
- b. Do not upload inaccurate information to move the referral along. If a referral is uploaded with inaccurate information, the information will be processed, and a new referral cannot be uploaded until the referral is completely closed. Additional information cannot be accepted via email.

Referral Allocations

12. How are referrals allocated for participants?

- a. Referrals are allocated based on a multitude of factors.
 - i. Provider availability
 - ii. Participant input
 - iii. Rotated provider allocation
 - iv. Participant prior history

13. Why has Recovery Works changed how referrals are allocated?

- a. Recovery Works modified its referral allocation process to improve access to treatment by incorporating additional factors beyond participant preference. While participant input remains at the forefront, other factors are also considered to ensure participants have access to timely treatment.

14. What if the participant does not want to receive services at the assigned provider?

- a. Recovery Works makes every effort to align the participants with their preferred provider. However, there may be instances where this is not possible. In those cases, Recovery Works will assign the participant to a provider with the appropriate service availability or capacity. If the participant chooses not to utilize the referral, no further action is required. The referral will remain active for up to 90 days to assist the participant in accessing services.
- b. Once the referral is complete, participants may not reapply for Recovery Works for 90 days.

15. Is an acceptance letter still required prior to the referral?

- a. An acceptance letter is **no longer required** prior to the participant or Criminal Justice Partner (CJP) submitting a referral.

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- b. All referrals now begin with the Recovery Works liaison, who sends the provider a “Referral Opportunity Form.” The provider then assesses whether the participant is a suitable fit for the agency.

16. Are agencies still able to choose who they accept or deny?

- a. Yes, agencies retain authority to determine which participants they accept or deny.
- b. Agencies use the “Referral Opportunity Form” to initiate contact and conduct an interview with the participant to assess eligibility.
- c. After completing the evaluation, the agency informs Recovery Works of their decision regarding acceptance

17. What if a person is court ordered to a particular provider?

- a. For the purposes of Recovery Works, participants cannot be mandated to receive services from a specific provider, participate in particular services, or engage in treatment for a specified length of time. Recovery Works encourages individuals to comply with court orders; however, Recovery Works funding is not tied to court-mandated requirements.
- b. All participants must be able to access any DMHA-certified provider. Providers are not required to sign additional MOUs, service agreements, or other contracts to receive referrals. All approved Recovery Works providers are eligible to receive referrals.

18. Does the process for jail services or problem-solving courts change?

- a. No, the process for problem-solving courts and in-jail services remains unchanged.
- b. Once registration with Recovery Works is complete, problem-solving courts and jails will continue submitting referrals through the established web-based system.

19. What information do I need to check the status of a referral?

- a. Anyone can check the status of a referral by providing the following details:
 - i. Name of individual
 - ii. DOB
 - iii. Last 4 digits of the Social Security Number (SSN)
- b. Referral status is not limited by city or county. Anyone with the required information may access the referral status, regardless of location.
- c. If you are unable to see a referral status for a participant with a submitted referral, please check the information submitted. This occurs when incorrect information is submitted but has been corrected by Recovery Works upon review of the identification.

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20. When can a participant begin treatment at an agency?

- a. The agency must receive a Recovery Works referral (Intake Form) from the liaison before the participant begins treatment.
- b. Participants who start services without an approved referral are not eligible for Recovery Works funding.
- c. Participants who intend to use Recovery Works must receive a referral prior to residing at the recovery residence or provider. Participants cannot be sent to the recovery residence and/or treatment provider without a referral if Recovery Works is the intended funding source.

21. What if a participant is already receiving services from a provider prior to the referral?

- a. To ensure participants do not accumulate a balance and have a choice in all providers, a referral **must** be received prior to the participant engaging in services.