



Recovery Works Audit Policies and Tier Program

January 2024

Audit Notifications

Step 1

Initial Email Notification

- RW provides notification of audit date fourteen (14) days prior to the visit
- RW provides arrival and departure times of audit
- RW confirms number of RW staff

Step 2

Second Email Notification

- RW provides follow-up notification of audit date seven (7) day prior to the visit
- RW provides audit agenda
- Provider verifies agency address



Provider Preparation

Recovery Works staff will need to access:

- **Administrative Records**
- **Personnel Files**
 - List of names will be provided upon arrival
 - Randomly selected
 - Paper and/or electronic copies
- **Participant Files**
 - List of names will be provided upon arrival
 - Randomly selected
 - Paper and/or electronic copies



Question Break

Agency Interview

A brief interview between Recovery Works and agency staff is held before audit materials are reviewed. The purpose of this interview is to get to know the agency, the population being served, and the agency's experience with Recovery Works.



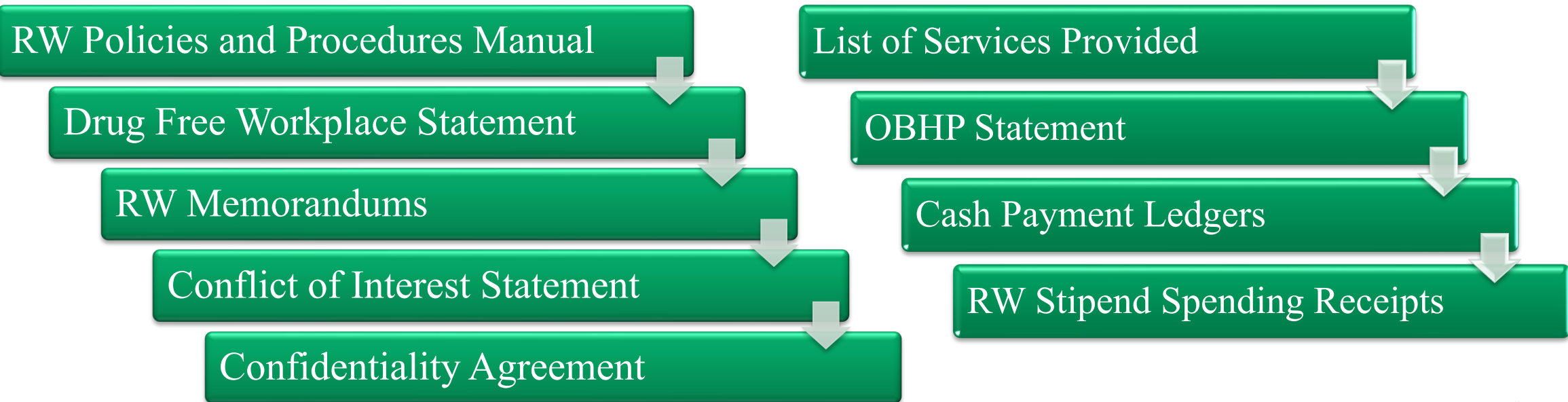
Facility Tour

During the interview, Recovery Works will conduct a tour of the agency's facility. This is the agency's opportunity to highlight facility innovations, introduce participants, and walk Recovery Works through a typical day.



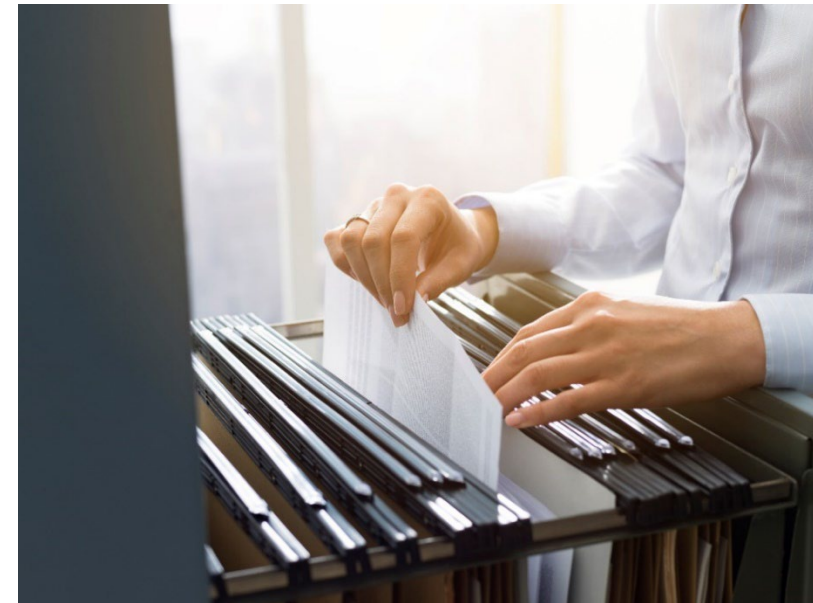
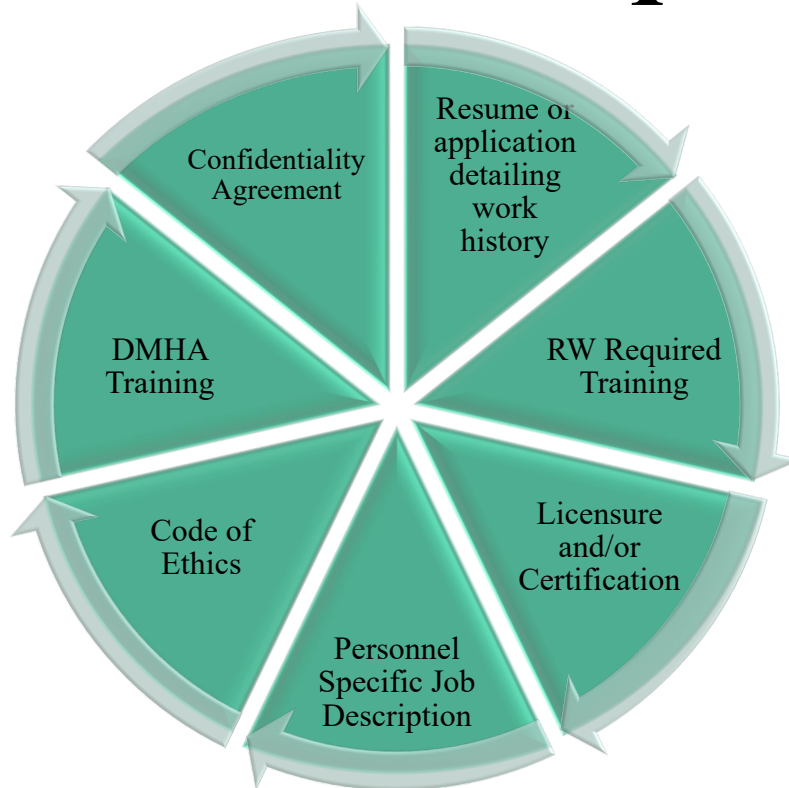
Administrative Requirements

The agency must provide the following materials:



Question Break

Personnel File Requirements



Participant File Information

A list of participant names will be provided upon arrival.

Participants are randomly selected.

Recovery Works only audits RW funded participants.

Recovery Works audits up to 3 years in the past.



Participant File Requirements

Treatment Provider & RR IV

- Comprehensive Mental Health/Substance Use Disorder Assessment and ANSA results
- Connection to insurance
- Clinical session notes

Both

- RW Referral and Felony Documentation from PACE
- Signed release of Information
- Initial Treatment Plan
- Ongoing Communication with CJP

Recovery Residence II &II

- Recovery Residence logs
- Ongoing Communication with Treatment Provider
- Progress notes from Treatment Provider

Question Break

Audit Debriefing

A brief meeting is held immediately after the conclusion of the audit review. The purpose of the meeting is to provide a brief list of Recovery Works findings, discuss the incoming audit report, and answer any agency questions. Findings discussed in the debriefing are not all inclusive and detailed information will be in the audit report.





Post Audit

- A detailed Audit Report is provided to the agency via email within thirty (30) business days following the on-site visit.
- There are three standard Audit Report outcome determinations.
 - **Meets Expectations** – agency found to be in compliance and no changes are required.
 - **Corrective Action Plan (CAP)** – highlights issues and necessary changes agency must implement.
 - **Suspension with or without CAP** – The agency will be suspended from accepting new referrals until further notice. A CAP may still be required by a CAP alone will not suffice, and agency is irrevocably out of compliance.



Common Audit Mistakes

- Personnel Records missing resumes, licensures/certifications, job descriptions, etc.
- Missing or incomplete RW Referral.
 - Referrals must be filled out completely with no missing information.
 - All CJP and participant information must be entered with required signatures and dates.
- Lack of Quality Progress Notes
 - Progress notes must include date, time, individual contribution, etc.
 - All progress notes with a participant must be individually documented with participant individual contribution to the session included.
 - Inconsistent times that do not match WITS or explain discussion lengths.
- No Proof of Ongoing Communication with CJP
- Participants are involved with DCS while receiving Recovery Works funds.





Common Audit Questions

- Are electronic files a requirement?
 - No, administrative, personnel, and participant documents can be provided as electronic files (via EMR or agency database) and printed copies.
- Can audit materials be provided after the on-site visit?
 - No, only materials provided during the on-site visit will be honored.
- What should agencies do if they do not have required materials?
 - If your agency is missing documentation, inform Recovery Works staff immediately.



Question Break

Recovery Residence Tier Program

• TIER 1

- Room only- Recovery Residences that offer a sober living environment, without providing additional necessities.
- Rate for RR not accepting all forms of medication (including MAT)
- Billing rate **\$22** per day

• TIER 2

- Room only and Room & Board
- Recovery Residences that provide a safe and sober living space as well as necessities (2 prepared meal and enough to make own meal).
- Billing rate **\$28** per day

***Must accept all forms of medication, including all forms of MAT**

• TIER 3

- Room and Board
- Recovery Residences that provide a safe and sober living space as well as necessities.
- Billing Rate **\$32** per day

***Must accept all forms of medication, including all forms of MAT**

Recovery Residence Tier Program Cont.

• TIER 1

- Bill rate **\$22** per day
- Room only and Room & Board providers who do not accept **all** forms of medication (including MAT)
- Standard titration of participants after 3 months of Recovery Works

• TIER 2

- Bill rate **\$28** per day
- Room only and Room & Board providers must accept all forms of medication (including all forms of MAT)
- Standard titration of participants after 3 months of Recovery Works

• TIER 3 - GOLD

- May bill for the rate of **\$32** per day
- May bill for Peer Recovery Services
- May bill for Transportation Services
- Room and Board providers who accept all forms of medication (including all forms of MAT)
- Flexible titration schedule
- Flexible billing guidelines (14-day increments).

TIER 3 GOLD CRITERIA

- **Minimum 85% or better on overall RW Audit**
 - No administrative corrective action 2 years
 - Participant driven service delivery
 - Adherence to Recovery Works Policies and Procedure standards.
 - Emphasis on participant launching success
 - Job Readiness
 - Re-Entry readiness
- **Participant Voice in treatment**
 - Documentation shows history of participant voice in treatment
 - May include previous or current participant interview
 - Review of all grievance history and resolutions
- **Treatment-Centered Care**
- **Recovery Works Policies and Procedures Guidelines**



Question Break

GOLD STANDARD CRITERIA

Quality Standards– Criteria which includes minimum audit score as well as location reviews.

Re-Entry Preparation - Assist the participant in re-entering society. This could include programs geared toward re-entry.

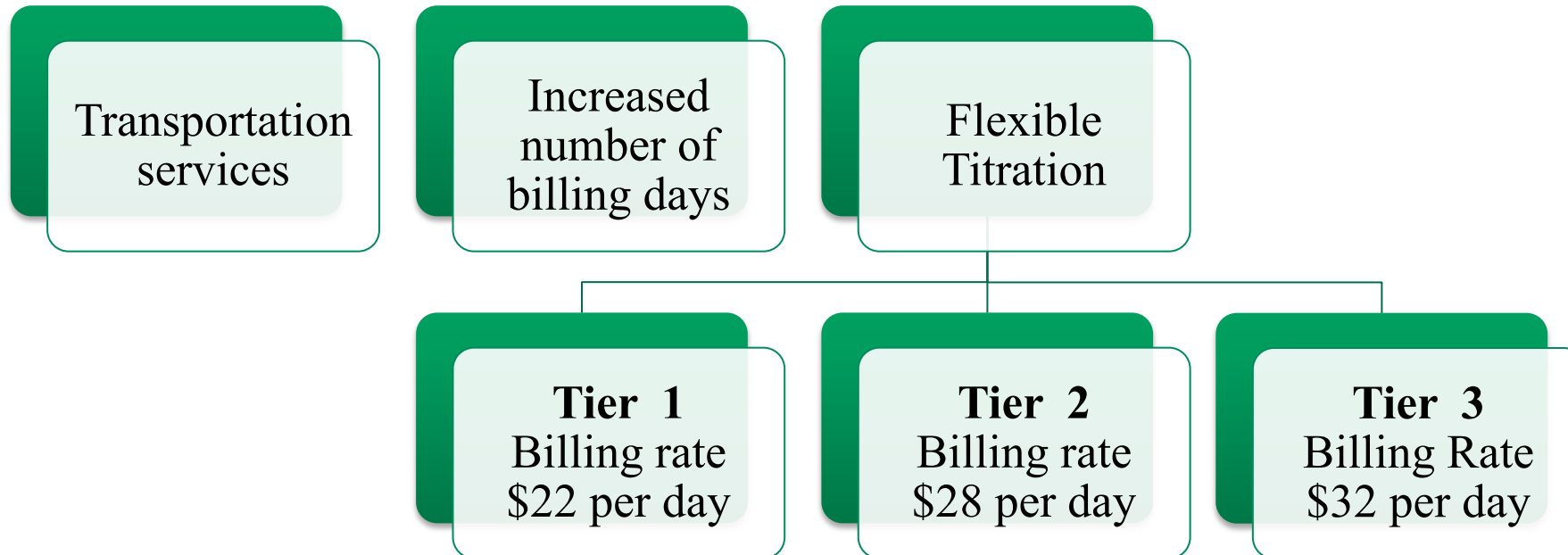
Participant Driven- Encourage participant choice and voice in all steps of the treatment process

Ethical Service Delivery - Providers incorporate ethics in service delivery and uphold the guidelines of NARR ethical standards



Focus
on
Quality

Recovery Works Gold



Question Break

Reminder – Memo #17

Effective **October 1, 2022**, all COVID-19 allowances will end. Any changes made as a result of COVID-19 will cease. Please follow the Policies and Procedures Manual and contact Recovery Works with any questions.

This includes:

- Peer Recovery Services for Recovery
- Referral guideline allowances
- Modifications to billing (service provisions)



Recovery Works Website Tour

- <https://www.in.gov/fssa/dmha/recovery-works/>

Click here