

Updated: July 1, 2020



Department of  
Medicaid

# Recovery Management Handbook

A resource guide for Ohioans enrolled in  
the Specialized Recovery Services program



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**Fill out the information below.  
Keep it on hand for easy access.**

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My Recovery Management Agency

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My Recovery Manager's Name and Phone Number

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24- Hour Toll Free Phone Number

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Managed Care Plan (MCP) or MyCare Ohio Plan (MCOP) (if applicable)

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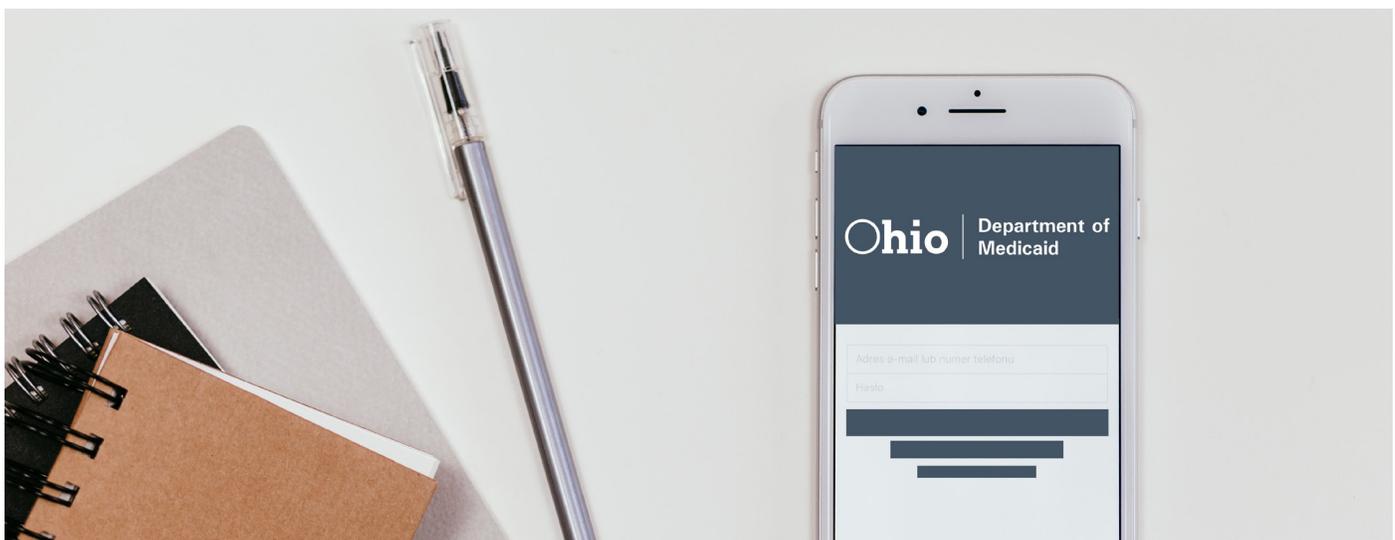
MCP or MCOP Care Manager and Phone Number (if applicable)

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1(800) 324-8680

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Medicaid Hotline



## How to use this Handbook

This handbook provides important information about the Specialized Recovery Services (SRS) Program. The information in the handbook should help answer basic questions you have.

If you cannot find answers to your questions in this handbook, contact your case manager who is available to assist you.

You will receive a new copy of this document each year during your annual assessment.

This handbook is prepared by:

The Ohio Department of Medicaid, Bureau of Clinical Operations

For more information, contact the Medicaid Consumer Hotline at:

1 (800) 324-8680

## Introduction

Specialized Recovery Services (SRS) is an Ohio Department of Medicaid program that provides recipients with support services, in addition to regular Medicaid services.

The SRS program includes the following services:

**Recovery Management:** helps develop a person-centered care plan specific to your needs.

**Individualized Placement and Support:** Supported employment that helps you find a job and keep it.

**Peer Recovery Support:** support from others with similar life experiences.

While enrolled in the SRS program, a Recovery Manager will be assigned to you. A Recovery Manager will help you plan and coordinate the services you receive.



## What is Recovery Management?

All individuals enrolled in the SRS program receive recovery management services. These services include:

- Monitoring your health and welfare.
- Periodically assessing your needs, service goals and objectives.
- Annually assessing your SRS program eligibility.
- Coordinating meetings with you and your care team.
- Providing referrals and connecting you to services and providers.
- Working with your care team to develop your person-centered care plan to meet your needs.
- Monitoring the delivery of services identified in your person-centered care plan.
- Transition planning for significant changes, such as entering or exiting the hospital, moving to a new home, etc.
- Educating you on how to identify and report incidents and working with you to develop prevention plans to reduce risks.

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## Your Rights

As an individual enrolled in Ohio Medicaid and the SRS program, you have the right to:

- Be treated with dignity and respect.
- Be protected from abuse, neglect and mistreatment.
- Appoint an authorized representative to act on your behalf.
- Have your Recovery Manager explain what it means to be enrolled in the SRS program and work with you to plan the services you will receive.
- Have private meetings and receive ongoing assistance from your Recovery Manager.
- Be kept informed with material that is accurate and easy to understand.
- Choose Medicaid-approved providers that will provide safe, appropriate and high quality services.
- Speak in confidence and know that your health care information will be kept confidential.
- Request assistance with problems, concerns and issues.
- Access files, records and other information related to your health care.
- Request a change in recovery management contractor or Recovery Manager.
- File a grievance , if on MyCare, or Request a state hearing to appeal any decisions made by your Recovery Manager or Ohio Medicaid about your eligibility or benefits.
- See any files or records related to your health care.

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- Be fully informed about how to report any concerns about your Recovery Manager, services or providers to the Ohio Department of Medicaid.

## Your Responsibilities

- Communicate openly and honestly with your Recovery Manager, providers and other members of your care team.
- Authorize the exchange of information between the care team and your providers.
- Provide accurate and complete information, including your medical history.
- Participate in and cooperate during assessments to determine ongoing program eligibility and service needs and the development and implementation of your person-centered care plan.
- Decide who will participate in the service planning process.
- Keep scheduled appointments and notify the provider and Recovery Manager if you are going to miss a scheduled visit or service.
- Report problems, concerns, changes or incidents to your Recovery Manager.
- Report any significant change to your Recovery Manager that may affect the services you need.
- Inform your Recovery Manager if you want or need to change services or providers.
- Use services according to your person-centered care plan.
- Treat your Recovery Manager, care team and providers with respect.
- Work with your care team to resolve problems or concerns.
- Refuse to participate in dishonest or illegal activities involving your providers, caregivers or team members.

## Person-Centered Care Plan

Once you are enrolled in SRS, your Recovery Manager will develop the person-centered care plan with you and your care team. The person-centered care plan is a written outline of all the services provided to you, and it identifies goals and outcomes related to your health and the services you receive.

Care team members include you, your family and friends, your recovery manager, an authorized representative (if applicable), your managed care plan care manager, your behavioral health counselor, physician and disease management specialist.

You, your care team, and your recovery manager will review and update your person-centered care plan annually, or any time that is needed for it to continue to meet your needs. A copy of the plan will be provided for you.

## Reporting Incidents

An incident is any event that is inconsistent with your routine care and is harmful or potentially harmful to you.

You or a member of your care team should notify your Recovery Manager within 24 hours of an incident.

## SRS and Managed Care

### What is a Managed Care Plan?

Managed care plans (including MyCare Ohio plans) provide coordinated health care to most individuals receiving Medicaid benefits.

When you enroll in a Medicaid managed care or MyCare Ohio plan, a care manager can help you coordinate your health care services, usually through the managed care plan's provider network.

Your SRS Recovery Manager and care manager work together to plan specialized recovery services to meet your needs.

When enrolled in a MyCare Ohio plan, your person-centered plan is approved by your care manager.

When a person-centered plan is in effect before you are enrolled in a managed care, or MyCare Ohio plan, your services will not be changed for the first 180 days after enrollment.

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## Your Provider

You have the right to choose your Medicaid service providers. Your Recovery Manager is responsible for making sure you are able to choose your provider and helping you to make a choice.

How to find a provider:

- Call the Medicaid Consumer Hotline at (800) 324-8680
- Call your managed care plan
- Find a provider online:

Ohio Department of Medicaid Provider Search

[medicaid.ohio.gov/FOROHIOANS/AlreadyCovered.aspx](https://medicaid.ohio.gov/FOROHIOANS/AlreadyCovered.aspx)

Ohio Department of Mental Health and Addiction Services  
Provider Search

[mha.ohio.gov](https://mha.ohio.gov)

## Changing Your Recovery Manager

You may ask to change your recovery manager, please submit a justification with your change request. These changes are approved on a case-by-case basis.

To request a change, submit your request in one of the following ways:

- If enrolled with a MyCare Ohio plan, call the customer service number located on the back of your insurance card.
- If not enrolled on a MyCare Ohio plan, send an e-mail to [caremanagement@medicaid.ohio.gov](mailto:caremanagement@medicaid.ohio.gov).