



Specialized Recovery Services Program Handbook

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



Department of
Medicaid



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



My Recovery Management Contractor's Name



24-Hour Toll-Free Phone Number



My Recovery Manager's Name and Phone Number



My Recovery Manager Supervisor's Name
and Phone Number

Recovery Managers:

Please help with filling in the blanks or
attach your card to this page.

How To Use This Handbook

This handbook provides important information about the **Specialized Recovery Services program**.

It should answer many questions you may have.

If you cannot find the answers to your questions in this handbook, please contact your recovery manager who is always available to help you with your service needs.



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

For more information, contact: (614) 466-6742
or BCO@medicaid.ohio.gov

Introduction

The Specialized Recovery Services (SRS) program is administered by the Ohio Department of Medicaid in partnership with the Ohio Department of Mental Health and Addiction Services.

The SRS program provides you with special services over and above your regular Medicaid services.



SRS program services include:

For individuals with severe and persistent mental illness:

Recovery Management: helps develop a plan of care specific to your needs.

Individualized Placement and Support-Supported Employment: helps you find a job, and keep it.

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

For individuals with diagnosed chronic conditions:

Recovery Management: helps develop a plan of care specific to your needs.



What Is a Recovery Manager? A recovery manager is someone who will help you plan and coordinate your services.



What Is an Authorized Representative? An authorized representative is a person, age 18 or older, who you have chosen to make decisions on your behalf about your Ohio Medicaid coverage. **You or your authorized representative direct your services.**

Your Rights

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

- » Be fully informed of your rights and responsibilities.
- » Be treated with dignity and respect.
- » 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 with your recovery manager.
- » Be protected from abuse, neglect and mistreatment.
- » 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.
- » Participate in developing your person-centered care plan.
- » Request a change in recovery management contractor.
- » 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.
- » Be fully informed about how to report any concerns about your recovery manager, services or providers to the Ohio Department of Medicaid.

Your Responsibilities

- » Communicating openly and honestly with your recovery manager, providers and other members of your care team.
- » Providing accurate and complete information, including your medical history.
- » Participating in your service planning and implementation.
- » Keeping scheduled appointments.
- » Reporting problems, concerns, changes or incidents to your recovery manager.
- » Informing your recovery manager if you want or need to change services or providers.
- » Respecting the rights of your providers.
- » Working with your care team to resolve problems or concerns.
- » Refusing to participate in dishonest or illegal activities involving your providers, caregivers or team members.

A complete list of your rights and responsibilities is listed in Ohio Administrative Code.

Learn more online: <http://codes.ohio.gov/oac/5160-43-03>

You may also ask your recovery manager for a printed copy.

What is Recovery Management?

Recovery management connects you to services and supports that help you get the care you need in an environment where you can be the most independent.

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.
- » Authorizing services that meet your needs.
- » Providing referrals and connecting you to services and providers.
- » Working with your care team to develop your person-centered services plan.
- » Monitoring the delivery of all services identified in your person-centered services 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.

Changing your recovery management contractor:

Each year, you will have the opportunity to change your recovery management contractor during an annual open enrollment period.

You may ask to change your recovery management contractor outside of the open enrollment period. These requests are reviewed on a case-by-case basis.

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

Send an E-mail: BCO@medicaid.ohio.gov

Send a Fax: 614-466-6945

Mail Your Request: Ohio Department of Medicaid
Bureau of Clinical Operations
Attn: Recovery Management Contractor Change
P.O. Box 182709
5th Floor
Columbus, OH 43218

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.

The Ohio Department of Medicaid, its recovery management contractors, and its provider oversight agency (Public Consulting Group) work together to ensure that you are protected from harm.

Incident investigation and reporting include:

- » Making sure you are healthy and safe, and get any needed medical attention.
- » Taking steps to prevent incidents from reoccurring.
- » Identifying patterns to determine if you or your providers could benefit from education in a particular area.
- » Confirming that you have the needed services to remain safe and healthy.
- » Making sure providers know how to keep you safe and cause you no harm.
- » Educating you on how to report incidents when they occur.

Person-Centered Care Plan

Your person-centered care plan is a written outline of all the SRS provided to you.

The person-centered care plan identifies goals and outcomes related to your health and the services you receive.

The person-centered care plan also details the amount, frequency and duration of your SRS or recovery services.

Your recovery manager works with you and your care team to develop your care plan.



Who is on your care team? Care team members include you, your family and friends, an authorized representative, your mental health counselor (if applicable), and your physician.

Your recovery manager will also:

- » Document communication records and/or team meeting minutes in the planning process.
- » Assist you with arranging services through collaboration with you, service providers and other caregivers.
- » Help you identify and contact all providers and agencies that are involved in your care.

- » Help to schedule meetings, send information, update your person-centered services plan, maintain records, and mediate disagreements among team members.

The person-centered care plan will be reviewed and updated annually, or any time that is needed for it to continue to meet your needs.

Your person-centered care plan must address all of the following:

- » Your care, including your medical and personal care needs.
- » Your strengths.
- » Your identified goals and desired outcomes.
- » Setting where you choose to receive your care.
- » Keeping your home clean and safe.
- » Community access, including transportation.
- » Mental or behavioral health, including any behavior interventions.
- » Prescription medication refills and management.
- » Recovery management services.

Your Providers

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

Find a provider:

➔ Call the Medicaid Consumer Hotline at (800) 324-8680

➔ Find a provider online:

Ohio Medicaid Provider Search

<http://medicaid.ohio.gov/FOROHIOANS/AlreadyCovered.aspx>

Ohio Department of Mental Health and Addiction Services
Provider Search

<http://mha.ohio.gov/Default.aspx?tabid=790>