



**State of Connecticut
Department of Mental Health and Addiction Services**

GENERAL ASSISTANCE RECOVERY SUPPORTS PROGRAM

PROVIDER/VENDOR MANUAL

July 2007

TABLE OF CONTENTS

Section 1. General Information	Page 3-6
- Introduction	
- Background and Overview	
- Goals of the Program	
- Staff functions and Contact Information	
Section 2. Initial Eligibility	Page 7
Section 3. Ongoing Eligibility	Page 8
Section 4. Available Recovery Supports	Page 9-11
Section 5. Limitations and Exclusions	Page 12-13
Section 6. Application for the Recovery Supports Program	Page 14
Section 7. Authorization of Requests for Recovery Supports	Page 15
Section 8. Vendor Certification and Contracting Process	Page 16-17
Section 9. Vendor Certification and Contract Termination	Page 18
Section 10. Vendor Payment	Page 19
Section 11. Vendor Audits	Page 20
Section 12. Quality Management	Page 21
Section 13. Reconsideration of Denied Requests	Page 22
Section 14. Grievances	Page 23
Section 15. Fraud	Page 24
Section 16. Glossary of Terms	Page 25
APPENDIX	

SECTION 1 GENERAL INFORMATION

INTRODUCTION TO THE GENERAL ASSISTANCE RECOVERY SUPPORTS PROGRAM (GA RSP)

The Connecticut Department of Mental Health and Addiction Services (DMHAS), together with Advanced Behavioral Health, Inc. (ABH), is pleased to welcome you to the General Assistance Recovery Supports Program (GA RSP).

Your organization, as a treatment provider or vendor in the GA RSP, is a valuable part of the statewide continuum of behavioral health and recovery support services. You have joined a network devoted to ensuring access to a comprehensive, quality driven, and progressive recovery support system.

This manual has been developed to answer your questions about the GA Recovery Supports Program. It describes the program's policies and procedures in a comprehensive manner to aid your organization with items such as: obtaining authorizations, submitting payment requests, and appealing service denials.

Should there ever be a question related to the program or the contents of this manual, please call the GA RSP toll free number.

1-800-658-4472

We look forward to a dynamic and rewarding relationship and thank you for providing quality behavioral health and/or recovery support services to General Assistance Recovery Supports Program recipients.

Important Notice – DMHAS reserves the right to interpret terms and provisions of this manual and to amend the manual, from time to time, as may be required to improve operation of the program. To the extent that there are inconsistencies between this manual and the contractor agreement or policies governing the program, the contractor agreement and policies shall apply.

BACKGROUND AND PROGRAM OVERVIEW GENERAL ASSISTANCE RECOVERY SUPPORTS PROGRAM

On July 1, 1997, Governor John Rowland signed into law Public Act 97-8, "An Act Concerning Expenditures for the Programs and Services of the Department of Public Health." This Act made significant changes to the General Assistance financial assistance programs stating that:

"On and after July 1, 1998, the Commissioner of Mental Health and Addiction Services shall expand the program established by this section to include services that provide basic needs supports to assist in the restoration of functioning of recipients determined eligible by the Department of Social Services."

On June 30, 1998 the cash benefit terminated for certain State Administered General Assistance (SAGA) or General Assistance (GA) recipients formerly classified as Substance Abusers or Mentally Ill (SAMI). In its place, but not as an entitlement, the legislature appropriated funding for DMHAS to provide some level of basic needs supports for individuals who are attempting to access or are actively engaged in treatment.

In response to Public Act 97-8 the Department of Mental Health and Addiction Services designed the Basic Needs Program, now know as the General Assistance Recovery Supports Program, to function as a collaboration between various entities. Those entities are the individuals receiving the SAGA medical benefit, behavioral health treatment providers, Advanced Behavioral Health, recovery support service vendors and the Department of Mental Health and Addiction Services. Acting in unison these stakeholders maximize the potential benefit of the General Assistance Recovery Supports Program to individuals requiring recovery supports in order to focus on the clinical aspects of recovery.

Advanced Behavioral Health (ABH) has been contracted by the Department of Mental Health and Addiction Services (DMHAS) effective January 1, 2004, to act as the Administrative Services Organization (ASO) for the General Assistance Recovery Supports Program (GA RSP). ABH manages a central database of individual General Assistance Recovery Supports Program authorizations or denials and vendor payments. This database allows ABH to provide DMHAS with the reports necessary to manage and evaluate essential elements of the General Assistance Recovery Supports Program.

To increase client accessibility to the General Assistance Recovery Supports Program, SAGA recipients initiate their GA RSP requests at the location of their behavioral health treatment provider. Behavioral health treatment providers play a pivotal role in helping individuals to access and navigate the process for requesting GA RSP supports.

GOALS OF THE GENERAL ASSISTANCE RECOVERY SUPPORTS PROGRAM

The primary goals of the General Assistance Recovery Supports Program are to:

- Provide basic supports which will enhance the recovery process of eligible SAGA/GA recipients engaged in behavioral health treatment; and
- Assist SAGA/GA recipients in restoring and/or maximizing independent functioning.

In keeping with legislative intent and the program's goal of enhancing the eligible individuals' recovery process, the General Assistance Recovery Supports Program adheres to the following programmatic tenets:

- The General Assistance Recovery Supports Program assists SAGA/GA recipients who are engaged in the recovery process and are actively involved in behavioral health treatment or who are in the pre-contemplative stage of treatment. The pre-contemplative stage of treatment may commence at the initial point of "street" contact. In other words, outreach staff or case managers may offer a SAGA/GA recipient the GA RSP to facilitate admission into treatment (e.g. transportation to detox).
- The General Assistance Recovery Supports Program provides support to SAGA/GA recipients who are not receiving direct cash assistance;
- SAGA/GA recipients participating in the General Assistance Recovery Supports Program do not receive cash directly from the program to meet their needs;
- The General Assistance Recovery Supports Program is not an entitlement, but rather a supplier of transitional supports intended to meet the unique needs of the SAGA/GA recipient;
- The General Assistance Recovery Supports Program cannot duplicate existing community resources; and
- The General Assistance Recovery Supports Program is intended to provide supports that will assist the SAGA/GA recipient in gaining independent functioning.

**STAFF FUNCTIONS
GENERAL ASSISTANCE RECOVERY SUPPORTS PROGRAM**

General Assistance Recovery Supports Program staff process requests for recovery support services for those SAGA/GA recipients who are engaged in, or attempting to access, behavioral health treatment. This staff includes Determination and Eligibility Coordinators.

Customer Service staff provide general information and answer questions from SAGA/GA recipients, behavioral health treatment providers, and GA RSP vendors related to items such as: available recovery supports, authorizations, and payment requests.

Provider Relations staff work closely with vendors in certification, contracting, and various other administrative issues. This staff includes Credentialing Specialists.

All staff members work together to provide responsive service in real time to GA RSP recipients, treatment providers, vendors, and DMHAS.

<p>DMHAS GA RECOVERY SUPPORTS PROGRAM CONTACT INFORMATION SHEET</p>
--

Advanced Behavioral Health, Inc. is located at
213 Court Street
Middletown, Connecticut 06457

The main telephone number is 1 – 800 – 658 – 4472.

The main fax number is 1 – 866 – 249 – 8766.

SECTION 2 INITIAL ELIGIBILITY

To be eligible to receive recovery supports under the DMHAS GA Recovery Supports Program, an individual shall be:

- Determined to be actively receiving SAGA medical assistance as determined by the Department of Social Services (DSS); and
- Determined to not be receiving a SAGA cash benefit, or any other income; and
- Determined, by behavioral health treatment provider assessment, to be actively engaged in behavioral health treatment services; and
- Determined to be in need of recovery supports that cannot be met by existing and available resources.

DMHAS, or its designated agent staff, shall neither authorize, nor continue to provide recovery supports to a GA recipient who takes any action that impedes the verification of eligibility requirements.

Clients who are otherwise eligible for the GA RSP, but are in transition from one behavioral health treatment program to another, will continue to be eligible for GA RSP supports during this interim period as long as a specific admission date has been established. These individuals are eligible as long as the delay in entering treatment is due to factors beyond their control (e.g., administrative factors).

The Department of Social Services (DSS) is the agency responsible for determining eligibility for General Assistance medical benefits. Potential recipients need to present, in person, at their local DSS office for enrollment. Once enrolled, recipients are given CONNECT cards with identification and contact information.

Behavioral health treatment providers can verify a GA RSP applicant's eligibility for General Assistance by using the Automated Eligibility Verification System (AEVS). Given that General Assistance is a benefit, and not an entitlement, client eligibility is more dynamic than static.

**AEVS NUMBERS: 1-800-842-8440 (statewide)
1-860-832-9259 (Hartford area)**

While the ASO has historical information regarding eligibility status on record, the AEVS line should be used for the most current information available.

SECTION 3 ONGOING ELIGIBILITY

Since General Assistance Recovery Supports Program services are temporary, requests are required to be made on a monthly basis. After the initial application, GA RSP participants are expected to take specific steps toward independent functioning, and ABH shall require evidence of such steps at the time of any subsequent applications. Thus, in order to attain ongoing eligibility, GA RSP applicants must:

- Continue to maintain initial eligibility for recovery supports outlined in Section 2 (Initial Eligibility); and
- Submit evidence of employment readiness; and
- Submit any other information requested by ABH, needed to determine ongoing eligibility.

As GA RSP assistance is temporary in nature, employment readiness is an integral part of the program. One of the goals of GA RSP is to aid recipients in restoring independent functioning, including returning to work so recovery supports can be maintained independently. Employment readiness encompasses many things, such as: job search, vocational training, treatment related employment groups, online education, online resume posting, work therapy, etc. Applicants may describe their employment readiness on the applicant statement portion of the Provider Assessment and Request Form (ARF) or may use the Job Readiness Information Form (see appendix).

Individuals who are no longer receiving SAGA/GA medical benefits, are no longer in treatment, or have begun receiving direct cash assistance may not be re-authorized for GA RSP services.

Individuals who have become employed within the last 30 days may be re-authorized for recovery supports if sufficient information is submitted detailing start-date, hours and rate of pay.

GA RSP applicants are eligible for ongoing recovery support services up to the program maximum of 3 months in any 12 month period.

SECTION 4

AVAILABLE RECOVERY SUPPORTS

All supports provided by the General Assistance Recovery Supports Program must be determined to assist the GA recipient in his/her recovery. Recovery supports are temporary and are available under several categories, such as:

1. Housing - rental payments available for:
 - Sober Housing
 - Only vendor sites that are certified and contracted by DMHAS will be reimbursed by GA RSP.
 - Payment amounts authorized are based on the United States Department of Housing and Urban Development's (HUD's) fair market rental standards.
 - Independent Apartment
 - Applicants must submit a lease agreement and a Landlord Verification Form (see appendix) with their GA RSP application to receive housing payment approval.
 - The GA RSP applicant must be named as lessee or appear in the "use section" of a standard lease, documenting the permission of the owner to occupy the unit.
 - Applicants must also provide proof of income (within 30 days of employment) in an amount that enables the applicant to continue this housing support independently.
 - Payment amounts authorized are based on the United States Department of Housing and Urban Development's (HUD's) fair market rental standards.
 - ABH will request a W-9 form from the landlord if one is not currently on file.
2. Security Deposit
 - Applicants must submit a lease agreement with their GA RSP application to receive payment approval.
 - One security deposit will be approved per applicant for the lifetime of the program in an amount equivalent to one month's rent.
3. Utilities
 - Applicants must submit a utility statement in their own name indicating their current address and itemized charges.
 - GA RSP will only authorize payments for current monthly charges and will not authorize payments for phone, internet, or television services.
4. Transportation – Supports are available in the following categories:
 - Bus pass/tokens

➤ Livery Service

- Applicants, with the help of their treatment provider, must provide a Transportation Supplement (see appendix) with their GA RSP application for transportation.
- The Transportation Supplement must be submitted at least 24 hours prior to the requested transportation episode.
- The treatment provider is responsible for notifying DMHAS' contracted transportation vendor once the request has been authorized.
- Livery transportation is only available between applicable behavioral health treatment levels of care via DMHAS' contracted vendor.

5. Personal Care

- Vouchers are issued for hygiene products and haircuts.

6. Clothing

- Vouchers are issued for adult clothing intended for use by the applicant.

7. Food

- Vouchers are issued for food for those applicants who do not receive food stamps.

8. Other

- Any support deemed appropriate by DMHAS or ABH that enhances the GA recipient's recovery plan.
- Vouchers may be issued for recovery supports that fall into this category.

ABH will prioritize and approve qualifying requests for supports within these categories in accordance with available funding.

Specific procedures for each GA RSP covered recovery support are limited to those established by DMHAS. DMHAS may authorize exceptions to these procedures for covered supports as it deems necessary to meet the needs of GA recipients.

The GA RSP Voucher System

GA RSP vouchers are issued for several recovery support categories including: clothing, personal care, food, and other. Prior to receiving authorized vouchers, GA RSP recipients are given, and are required to sign, a Recipient Agreement (see appendix) that explains how the vouchers are to be used.

Vouchers are valid for 30 days from the date of issue and cannot be used for any items that are considered Non-Allowable Items. Non-Allowable items include: alcohol, tobacco, medications, lottery tickets, gift cards, electronics, swimwear, pet food, and infant/baby items.

Once issued, vouchers and bus passes/tokens must be safeguarded, as they will not be replaced if lost or stolen. Misuse of GA RSP vouchers or bus passes/tokens will cause the recipient to be ineligible for GA Recovery Supports Program for a period of 12

months. Continued misuse of vouchers may result in termination of eligibility for the program. Misuse includes, but is not limited to: purchasing Non-Allowable Items, selling vouchers or bus passes/tokens, or trading vouchers or bus passes/tokens.

SECTION 5 LIMITATIONS AND EXCLUSIONS

DMHAS reserves the right to establish limits and exclusions on the use and duration of recovery supports to meet budget and program goals, including but not limited to, the following:

1. Limitations – the following limitations shall apply to recovery supports received under the GA Recovery Supports Program:
 - With regards to specific categories of GA RSP supports, limits on dollar amounts and duration may be made to meet the needs of the program.
 - GA RSP supports will be provided only for the costs of goods and services that will reasonably assist the applicant with his/her progress toward treatment goals and/or life management goals.
 - The requested supports are limited to those thought to represent a positive effect on an individual's recovery or independent functioning.
 - GA RSP supports will not be provided when other community resources are available to meet those needs. For example, if food is an identified need, the applicant is expected to apply for food stamps from the Department of Social Services.
 - Ongoing recovery supports must be linked to progress toward treatment objectives, including such goals as recovery, employability or self-sufficiency.
2. Exclusions – the following supports are excluded under the GA Recovery Supports Program:
 - The GA RSP may not pay for recovery supports provided by vendors that are not currently certified and contracted by the GA RSP (see Section 8 – Vendor Certification and Contracting Process).
 - The GA RSP will not pay for items or services deemed non-allowable by DMHAS, including but not limited to: products containing alcohol and tobacco, illicit or controlled substances, medications, lottery tickets, and gift cards.
 - The GA RSP will not pay for back bills or arrearages.
 - No GA RSP funds may be authorized for a Department of Motor Vehicle fine or a fine of any type.
 - The GA RSP will not pay for the following excluded housing services:
 - Dwelling units deemed not fit for human habitation;
 - Dwelling units that exceed the listed capacity of individuals as noted in town zoning and/or housing code regulations (unless reasonable accommodation or a variance request has been submitted to the town by the owner);
 - Any independent housing where the GA recipient is not party to the lease, either as lessee or named in the "Use Section";
 - Behavioral health treatment programs funded by the state government, federal government, or any other private entity;

- Any residential facility licensed by the Department of Public Health; or
- Dwelling units located outside of the State of Connecticut.
- No GA RSP funds will be authorized for use as a sober deposit.
- The GA RSP will not pay for the following excluded transportation services:
 - To Court Support Services Division or Department of Correction funded services or programs; or
 - Between levels of care in instances when the treatment provider receives DMHAS funds to transport participants.

SECTION 6

APPLICATION FOR THE RECOVERY SUPPORTS PROGRAM

Behavioral health treatment providers are the key link between the GA recipient and the GA Recovery Supports Program. It is crucial that the treatment provider work with the GA recipient throughout the GA RSP application process until a determination is received. Treatment providers apply on behalf of the GA recipients through submission of the Assessment and Request Form (ARF) to ABH, only after ensuring that all fields on the form have been completed accurately.

At a minimum, the application shall include:

- Identifying information of the GA recipient for whom the recovery supports are being requested; and
- A description of the type of recovery supports being requested, as documented by the treatment provider in collaboration with the GA recipient. and
- Verification by the treatment provider that the individual has satisfied the requirements of the eligibility section of these policies; and
- A valid consent form provided by DMHAS, or its designated agent, signed by the GA recipient authorizing the release of confidential information.

ABH may require additional information relevant to the type of recovery supports being requested and will request such information when necessary.

The treatment provider shall ensure that an application for recovery supports is submitted to ABH no later than fourteen (14) business days after the treatment provider has conducted an assessment to determine the GA recipient's need for support(s).

ABH staff will assist the treatment provider, as needed, in completing the ARF. Assistance may be in the form of education and training about the program or in the form of consultation on individual cases.

SECTION 7

AUTHORIZATION OF REQUESTS FOR RECOVERY SUPPORTS

Upon receipt of a properly completed application for GA RSP supports, ABH may authorize such request, provided the following determinations have been made:

- The information required by the eligibility section has been verified by ABH. and
- The requested supports fall within available categories; and
- ABH has determined that there are no community resources accessible to meet the need for which supports are being requested; and
- The requested supports can be provided within the available resources of the GA Recovery Supports Program.

ABH shall notify the treatment provider and GA recipient for whom supports are being requested, or that person's authorized representative, regarding the disposition of the request for recovery supports no later than five (5) business days after the request was received.

At a minimum, the determination notification shall contain the following:

- Name and address of the entity making the decision
- Name of the contact person who has made the authorization
- A phone number for the contact person
- Date of the determination
- Amount and type of the recovery support(s) requested
- Amount and type of the recovery support(s) authorized, if any
- Rationale for any recovery support that were not authorized, if any
- Date, location, and time during which the recovery support will be available
- Notice of the opportunity for reconsideration

Authorization of requests for recovery supports may extend for a period not to exceed thirty (30) days. After the first approved thirty (30) day period, GA recipients may request GA RSP supports for additional periods in accordance with the Eligibility and Application sections of this manual.

When a determination is made on the request, a Determination Form will be completed and forwarded via fax to the provider. In order to reinforce the GA RSP as a clinical tool and not an entitlement, it is the responsibility of the treatment provider to review the determination form with the client. The determination form will provide instructions to the applicant indicating how to proceed to obtain the approved supports.

Applications that are incomplete may be placed in a pending file for up to five working days while awaiting the necessary information to complete the review/processing of the ARF. The five working days that an incomplete application is held in a "pending" status will not be considered as part of the five days permitted to make a decision regarding the application. If the necessary information is not received within the five day "pending" period, the application will be denied.

SECTION 8

VENDOR CERTIFICATION AND CONTRACTING PROCESS

DMHAS and ABH will work with GA recipients and treatment providers to identify and recruit vendors for the GA Recovery Supports Program. ABH will establish contacts with vendors to encourage GA RSP participation in order to expand the list of available vendors and expedite the process of recovery supports provisions.

Vendors wishing to accept GA RSP payment will have to complete a certification and contracting process set forth by DMHAS, or its designated agent.

DMHAS retains the right to deny vendor certification and contracting based on the information contained in the certification application or the current needs of the GA Recovery Supports Program.

Sober Housing

Sober houses interested in becoming a participating vendor in the GA Recovery Supports Program must be certified and contracted by DMHAS through its designated agent, ABH. Interested vendors may contact the GA Recovery Supports Program to inquire whether the network is open to new applicants. If the network is open, a certification packet will be sent to the vendor organization. Completed packets must be returned to ABH.

The certification process is initiated upon successful receipt of the application and required associated documents. Once the vendor is certified, the contracting process may begin. A contract specifies conditions and terms that govern the vendor's participation in the GA Recovery Supports Program. DMHAS shall bear no financial responsibility for services that are rendered in the absence of a fully executed contract.

DMHAS and ABH recognize the value each contracted vendor adds to statewide housing resources. DMHAS and ABH staff will offer support regarding completion of the certification application and contracting process. In addition, training requests or any other inquiries related to participation in the GA Recovery Supports Program can be made by contacting an ABH GA Recovery Supports Program staff member at 1-800-658-4472.

Contracted vendors are responsible for notification to DMHAS and/or ABH if there are:

- Changes to the status of any license, zoning, or other certification requirement;
- Any legal actions pending;
- Any changes in ownership;
- Any service location changes; or
- Any changes in the ability to provide contracted services.

Vendors of Voucher Services

Vendors interested in participating in the GA RSP voucher system may contact an ABH Recovery Supports Program staff member at 1-800-658-4472. Interested vendors must complete the GA RSP vendor agreement which verifies the vendor's agreement to honor the GA RSP vouchers and rules governing such.

SECTION 9

VENDOR CERTIFICATION AND CONTRACT TERMINATION

A contract can be terminated after written notice by DMHAS. Termination may be **Automatic** (e.g. loss of required credentials, as a result of fraud, or posing imminent harm to recipients); for **Cause** (e.g. unethical behavioral or failure to repay an overpayment); or **Non-Renewal** (e.g. DMHAS decision not to renew the contract).

SECTION 10 VENDOR PAYMENT

All payments to vendors will be processed and recorded by ABH. The funds available to the GA RSP will be used as the "payor of last resort." DMHAS will establish all rates for payment under the GA Recovery Supports Program and reserves the right to review, update, or change rates at any time in order to meet the needs of the program or budget.

No cash will be given directly to program participants. In some instances, the client will be given vouchers for the purchase of designated items (e.g. clothing, personal care items). Vendors must submit the vouchers along with an itemized invoice/receipt to ABH for reimbursement. In other instances, ABH will send notice of the authorization to the vendor (e.g. landlords, utility companies, etc.). In these cases, ABH will issue payments to approved vendors for "direct pay" within thirty (30) business days of the authorization. Copies of leases and utility bills must be included with the application in order to be approved.

Vendors shall not bill the GA recipient for covered services. GA RSP payment is considered "payment in full" for services rendered. Vendors will not be reimbursed for excluded or unauthorized services.

DMHAS has developed timely filing limits by which vendors must adhere when submitting documentation to request payment. All payment requests must be submitted within 60 days of the invoice/receipt date.

Housing Support Payments and Use of HUD Fair Market Rent Standards

Payments required to support client housing are made directly to landlords (or their designated property managers). Payments to landlords are made based upon region specific HUD guidelines developed for Connecticut. The guidelines indicate the monthly fair market value of a rental unit and are dependent upon the number of bedrooms in the dwelling and the number of occupants. GA RSP will only pay the applicant's portion of the rent, meaning GA RSP payments are made on a per person basis.

SECTION 11 VENDOR AUDITS

DMHAS, or its designated agent, may conduct audits of vendor fiscal and other administrative records. Audits may be conducted in order to substantiate payments for services or to ensure that the standards of care required by the certification and contracting process are met. Audits may be conducted when services have been authorized and/or payments have been made, and may include, but are not limited to:

- Review of records indicating services provided
- Review of financial records
- Verification of certification information

The vendor shall, as a condition of eligibility for participation in the GA Recovery Supports Program, permit access to DMHAS, or its designated agent, to the vendor's records and financial statements.

DMHAS, or its designated agent, may also conduct any additional audits it deems necessary to carry out its responsibilities, based on evidence of fiscal irregularities or non-compliance with DMHAS regulations, or state or federal laws, or both.

If an audit results in finding of any material non-compliance with the laws, regulations, or policies governing the GA Recovery Supports Program, the vendor shall take appropriate corrective action to eliminate such non-compliance. If the non-compliance threatens the health or welfare of a GA recipient, corrective action shall be initiated within twenty-four (24) hours of notification of such non-compliance to the vendor. In all other cases, corrective action shall be initiated in five (5) business days of the notification to the vendor of such non-compliance.

In order to recover payments obtained by a vendor as a result of error, abuse or fraud, DMHAS, or its designated agent, may withhold or adjust payment currently due to the vendor by DMHAS.

SECTION 12 QUALITY MANAGEMENT

Treatment providers and vendors shall comply with all applicable state and federal requirements pertaining to the communication, storage and retention of confidential information regarding GA recipients with mental health or substance abuse disorders, or both, including the Health Insurance Portability and Accountability Act (HIPAA), 42- CFR Part 2, 45 CFR Part 164, Chapter 899 of the Connecticut General Statutes, Section 17a-688 of the Connecticut General Statutes, and other such laws and regulations as may apply. In addition, the treatment provider or vendor shall assume responsibility for obtaining any release of information that may be necessary to meet data transmittal and service coordination requirements specified in these regulations.

SECTION 13

RECONSIDERATION OF DENIED REQUESTS FOR GA RSP SERVICES

If GA RSP supports have been denied by ABH, the applicant, his/her designee, or a treatment provider acting on behalf of the applicant, may request a reconsideration of the decision by submitting a Reconsideration Form (see appendix) and any other supporting documentation or details to DMHAS.

Reconsideration requests must be submitted to DMHAS no later than 14 calendar days after the denial has been issued. Reconsiderations may be submitted by fax or mail to:

DEPARTMENT OF MENTAL HEALTH AND ADDICTION SERVICES
ATTN: GA RECOVERY SUPPORTS PROGRAM PROJECT MANAGER
HEALTH CARE SYSTEMS
410 CAPITOL AVENUE,
P. O. BOX 341431
HARTFORD, CT 06134
Fax: (860) 418-6730

DMHAS shall notify the treatment provider and applicant (or designee) of the reconsideration determination within 5 business days after receipt of the reconsideration request. The decision given by DMHAS is considered final.

In lieu of or in conjunction with reconsideration, an applicant may choose to submit another GA RSP application for the same or similar GA RSP service(s).

SECTION 14 GRIEVANCES

For the purpose of the section, grievances are defined as a complaint against a GA Recovery Supports Program vendor providing recovery support services to GA recipients.

A recipient receiving services under the GA Recovery Supports Program, or his/her authorized representative, may utilize the established grievance procedure to seek resolution of complaints concerning the quality or level of services provided. Complaints can be offered by contacting ABH at 1-800-658-4472. Complaints received by ABH will be documented and investigated as appropriate.

Corrective action may be requested as a result of a complaint. ABH will set timeframes and confirm completion of all implemented corrective action plans.

DMHAS will be informed of all documented grievances, investigation results, and grievance resolutions. If a grievance is received that may impact on the safety of a GA RSP recipient, DMHAS and/or law enforcement officials will be contacted immediately.

SECTION 15 FRAUD

DMHAS shall document all information regarding alleged or suspected fraud. DMHAS' GA Recovery Supports Program staff will work with DMHAS' internal audit division and law enforcement authorities as appropriate according to state and federal guidelines governing confidentiality.

Any vendor determined to have committed fraud by DMHAS' internal audit division is subject to automatic or administrative termination of their GA Recovery Supports Program contract.

SECTION 16

GLOSSARY OF TERMS

AEVS – *Automated Eligibility Verification System* – a system accessible to treatment providers, which allows for verification of eligibility for General Assistance.

ASO – *Administrative Services Organization* – An entity, operated by a private vendor that provides utilization management, claims processing, and other administrative assistance to the Department of Mental Health and Addiction Services to facilitate the purchase and provision of mental health, addiction and recovery support services for recipients.

GA RSP – *General Assistance Recovery Supports Program* – a program administered by the Department of Mental Health and Addiction Services (DMHAS) that provides transitional recovery supports to enhance the treatment and recovery process for eligible SAGA recipients.

DMHAS – *Department of Mental Health and Addiction Services* – the state agency responsible for oversight of behavioral health programs for adults.

DSS – *Department of Social Services* – the state agency responsible for enrolling eligible persons on various programs and entitlements.

EMS – *Eligibility Management System* – the information system utilized by DSS to record eligibility information for recipients of General Assistance and Medicaid for the State of Connecticut. An EMS ID number is a unique identifier assigned to persons who meet eligibility criteria for assistance under the Department of Social Services programs.

GA – *General Assistance* – a program providing medical assistance to low-income persons who do not qualify for, or are awaiting an eligibility determination, for other state or federal programs. The Department of Social Services provides cash and/or medical assistance to individuals who are unable to work for medical or other prescribed reasons, and who do not qualify for other Department of Social Services programs. Also known as *State Administered General Assistance*.

SAGA – *State Administered General Assistance* – see GA.

APPENDIX