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## ATR II VOUCHER PROCESSING MEMORANDUM

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**TO:** ATR II PROVIDERS

**FROM:** ADVANCED BEHAVIORAL HEALTH

**SUBJECT:** SERVICE RECIPIENT VOUCHERS

**DATE:** JULY 28, 2008

Vouchers will be printed and distributed on Monday and Wednesday by ABH. Providers are responsible for distributing vouchers to the service recipients and for returning uncollected bus passes to ABH. Additionally providers **MUST** keep vouchers and bus passes in a locked box which is in a locked closet or file cabinet. The provider **MUST** have a method for knowing who has access to the locked vouchers. **Providers are responsible for lost vouchers and bus passes.** Improper handling of vouchers may lead to the provider losing the right to receive and distribute vouchers to service recipients.

### VOUCHER PACKETS

Providers will receive envelopes containing vouchers for several service recipients. A service recipient's voucher packet may contain the following:

- One to three pink-colored voucher(s)
- A bus pass or bus passes (if applicable) affixed to a white ATRII Program Recipient Agreement for the bus pass

### INSTRUCTIONS TO PROVIDERS

1. Once you have received a voucher packet:
  - Check that the service recipient(s) name(s) is/are printed correctly
  - Check that the vendor and amount are correct
  - Check (if applicable) that the number on the bus pass matches the "voucher #" on the plain white voucher

Please call ATR II at (860) 580-3922 if there are any inconsistencies or missing information.

2. If you do not have a meeting scheduled with the service recipient, contact the service recipient to pick up the voucher(s). Remind the service recipient to bring picture identification.
3. **When the service recipient picks up the voucher, use the service recipient's picture identification to complete the upper left side of the voucher: "Form of identification used," and "Identification #."**
4. **Instruct the service recipient sign in 3 places:**
  - the bottom part of the pink-colored voucher
  - the top left part of the pink-colored voucher where it reads "Bearer Signature (at time of issue)"
  - the bottom part of the white ATRII Program Recipient Agreement where it says, "Recipient Signature." (if applicable)

Vouchers without the service recipient signature will not be redeemed by participating stores. Stores will compare the signature at the time of purchase to that signed in your presence when you distributed the voucher to the service recipient so it is essential that the service recipient sign the voucher in your presence.

5. Remind the service recipient of the non-allowable items as indicated in bullets on the back of voucher. Service recipients may not use vouchers to purchase: alcohol, Lottery tickers, swimwear, tobacco, gift cards, pet foods, medications, electronics, and infant/baby items (including clothes, toys and infant food). If an individual purchases a non-allowed item they will not be able to get vouchers in the future.
6. Remove the top two-thirds of the salmon voucher(s) and give to the service recipient for use in the store. Remind the service recipients that they must bring their identification to the store when using the voucher. Remove the bus pass (if applicable) and give to service recipient.

7. Since you are required to have a service recipient file for each ATR II service recipient, place the voucher receipt and the bus pass receipt in the service recipient's file. Please ensure that the voided vouchers are kept on file for audit purposes. You may be audited monthly for bus pass distribution.
8. Any vouchers that have not been picked up by the service recipient within 30 days of the date on the upper right hand corner of the voucher should be individually stamped with the word "VOID" across the face of the voucher so the voucher cannot be used. The voided vouchers should then be placed in the service recipient file. Vouchers should not be given to service recipients if 30 days have passed since the issue date since they are VOID.
9. After 30 days from the date on the voucher all unclaimed bus passes should be mailed to

Advanced Behavioral Health  
ATR II Program  
P.O. Box 735  
Middletown, CT 06457

Please call (866) 580-3922 if you have any questions.