Access to Recovery IV

Provider VMS Navigation Tool

Access to Recovery is a SAMSHA funded project.

NAVIGATING THROUGH THE VOUCHER MANAGEMENT SYSTEM – (VMS)

Step 1. Go to the website address: http://prod.ada.ohio.gov/Portal

Step 2. Logging into the Voucher Management System

Enter Your Username into the Username Field. (*You created and will remember*)

Enter Your Password into the Password Field. (*You created*)

Click "Login". You will be directed to the Provider Home Page

Ohio Department of Alcohol & Drug Addiction Services

Non-ODADAS Employees

Username:

Password:

Forgot your Password?

LOGIN

ODADAS Employees

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[Click here](#) **if you currently do not have an account but would like to create one. Create something you will remember**

NAVIGATING THROUGH THE VOUCHER MANAGEMENT SYSTEM

Choosing your Agency:

Step 3.From the Provider Home Screen.

- The Provider Home Page will appear. Verify your Home Page Information Screen.
- From the Drop Down Menu – You agency name, address, and zip code.
- **If** you have multiple Recovery support Services Locations click on the site you want to review

ENTER

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Step 4. Getting Started – This Week's Task

Regular tasks are to be completed on a weekly basis.

1. From the *TASK TO COMPLETE menu* select the *"Service Plan"* category. This Task indicates that a client has chosen your program. The provider would click the new client link and create a service plan for the client. Please note that the service plan should be completed during the client's orientation to your program.

2. Click on *"We Need To Know If You Have Seen These People".* This Task will generate, every 7 days, an opportunity for the provider to provide information on the client's attendance status. The provider must answer the questions for each client they are serving every 7 days.

3. Billing Records: Service provided but have not billed for… ***Billing should be completed every 7 days.*** This Task will remind the provider to submit bills for services rendered for each client that they are serving. This will generate every 7 days.

Regular tasks need completed on a weekly basis. This list will help you make sure all of the tasks are completed each week. Click on a task in order to be guided through the steps to complete it.

This Week's Tasks

Click on a task below in order to complete it. Tasks will disappear from the list as they are completed.

Service Plans need created for each of these vouchers

#	Task
All of your service plans have been created. Thank you.	

We need to know if you have seen these people

#	Task
You have now let us known about each of your clients' whereabouts this week. This is a very important task. Thank you so much for all of your help.	

Billing - the following tasks need completed in order for you to get paid

#	Task
You have billed for all of your clients. Great job! ODADAS can now process your payments	

Please do not serve clients prior to the VOUCHER being assigned by the Benefits Coordinator in the VMS.

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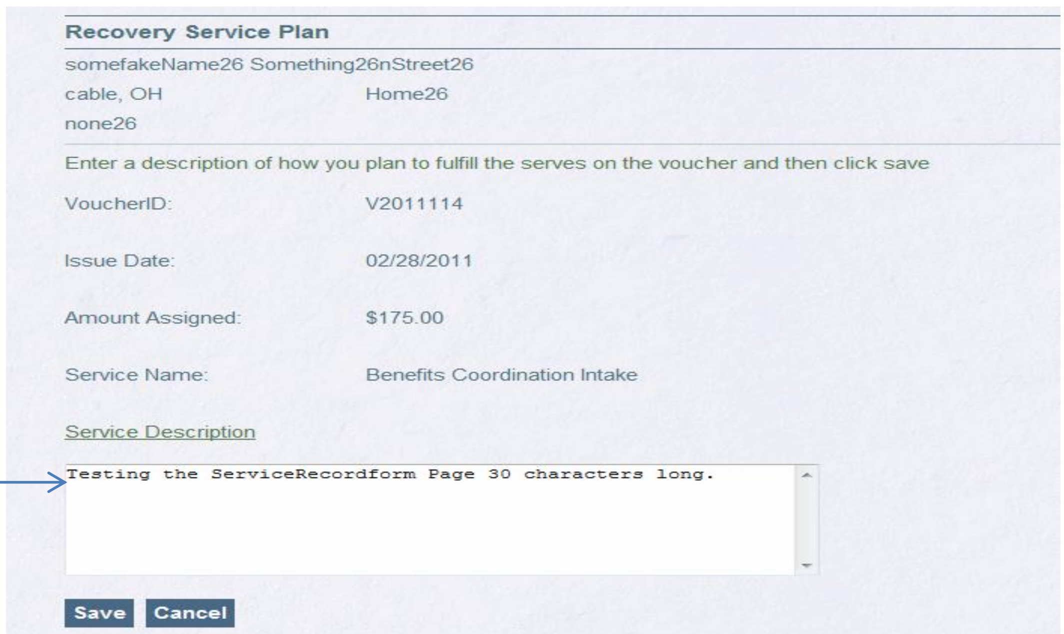
Step. 5. Recovery Support Services Plans is created for each of the Vouchers.

- From the ***TASK TO BE COMPLETE*** menu, please select a Voucher from the Service Plan Category.
- The Service Plan screen will appear, please verify the flowing items: Client Voucher ID, Service Name, the Issue date, and Amount Assigned.


Recovery Service Plan

somefakeName26 Something26nStreet26
cable, OH Home26
none26

Enter a description of how you plan to fulfill the serves on the voucher and then click save

VoucherID:	V2011114
Issue Date:	02/28/2011
Amount Assigned:	$175.00
Service Name:	Benefits Coordination Intake

Service Description

Testing the ServiceRecordform Page 30 characters long.

Save Cancel

- Enter a description of how you plan to render the service listed on the Voucher for the client and then click **SAVE**.

- Remember to document accurate service plan descriptions, using a minimum of 30 characters.

- Once your Service Plan is completed click the **SAVE**, now you will be redirected to your VMS home screen.

- Repeat this process until all clients Service Plans have disappeared from you" **TASK TO COMPLETE** "menu

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- The **"SERVICE PLAN"** section is completed one time per voucher.

- When all Service Plan are complete. This message will appear: ***All of your Service Plans have been created. Thank you***

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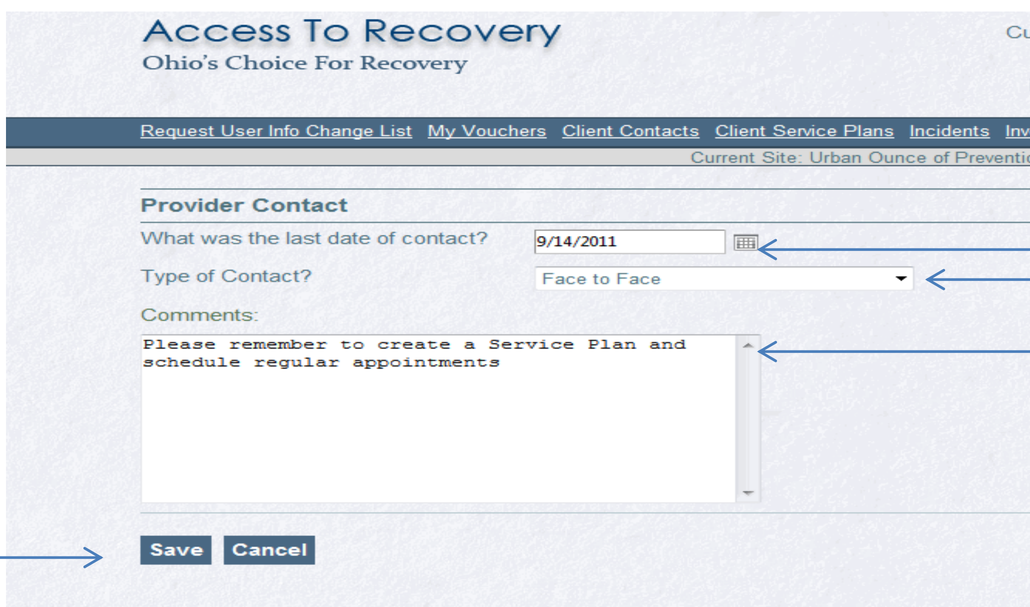
NAVIGATION THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS

Step. 6 "*HAVE YOU SEEN QUESTIONS"- PROCEDURES FOR "YES"*

A] Answering **YES to the contact, the VMS will redirect to the contact's page.**

1. Using the "Select A Date" calendar icon, click the icon to your actual contact date.
2. From the drop down menu: Select the method of contact. (i.e.) face to face, telephone, ECT.
3. In the text box provided, please document contact comments regarding the client.
4. Then click **SAVE.**



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NAVIGATION THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS

B] "HAVE YOU SEEN QUESTIONS" - PROCEDURES ***FOR NO***

- If the Provider selects ***"NO"*** the client will be discharged.
- If the client has not been seen within the billing cycle of **7 days** or the client is **missing or from the program for more than 48 hours.**

NAVIGATION THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS

Step. 7 How to Create a Billing for Payment

When the client is successfully enrolled or and receiving services from ATR program the Provider has the flexibility of how often they will bill for services rendered (within the 7 day expected billing cycle). The Payment schedule is posted in VMS.

***THE BILLING PROCESS* – *From* the "Task to be Complete" menus section.**

In addition to the weekly tasks that you need to complete, you may need to manage clients in other ways, such as creating an incident report, client contact schedules, or performing discharge.

1. "From your TASK To Complete", select a client from the "Billing menus link below.

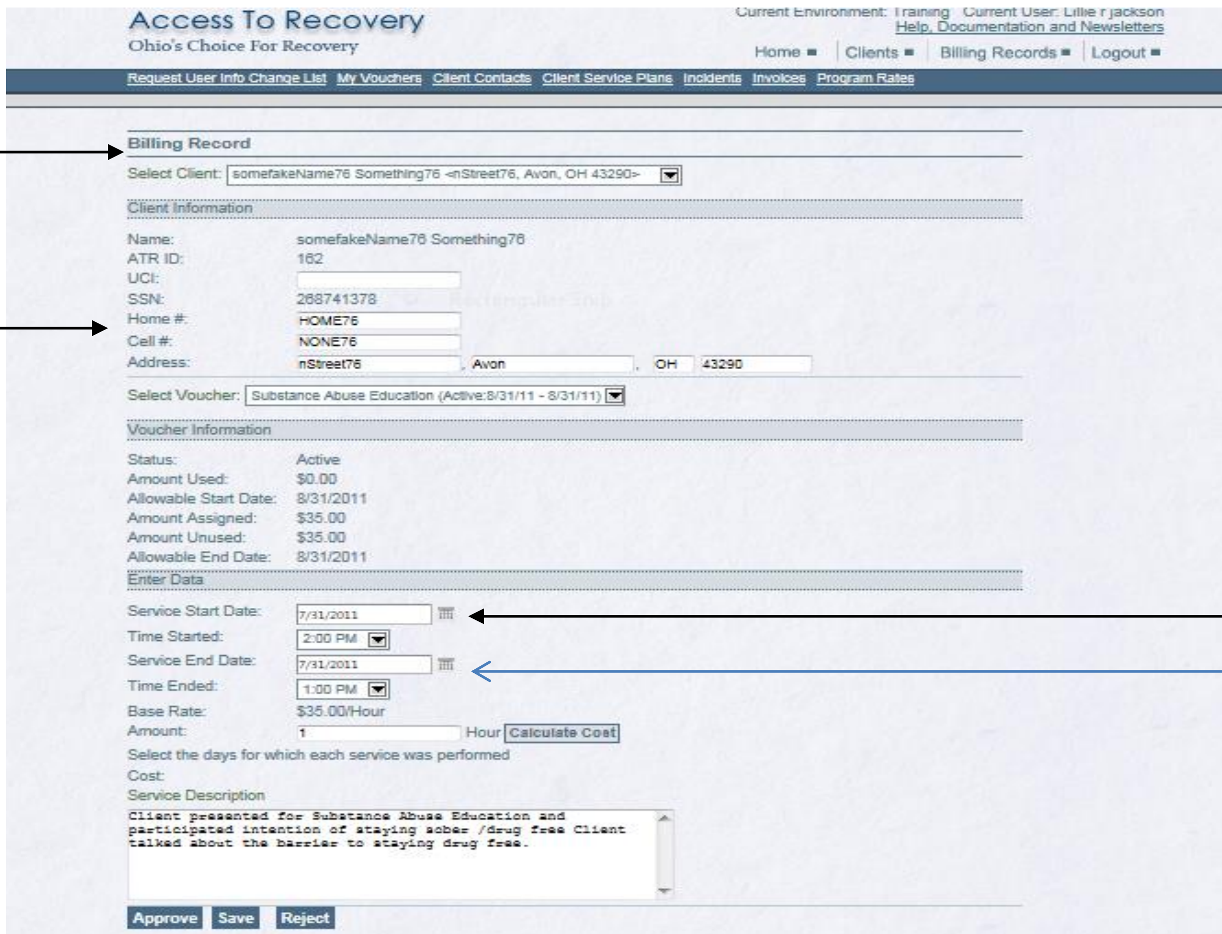
2. Once you have selected your client from the "Billing Menu Link" you will now be redirected to the Billing Record Screen. Click "Add New Record".

3. Make your selection from the options provided: Contact Schedule, Billing Records, Discharge Client, Contact Benefit Coordinator, or Incident Reports.

NAVIGATION THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS

Step 7. (Still in Billing) We are Verifying Client Information

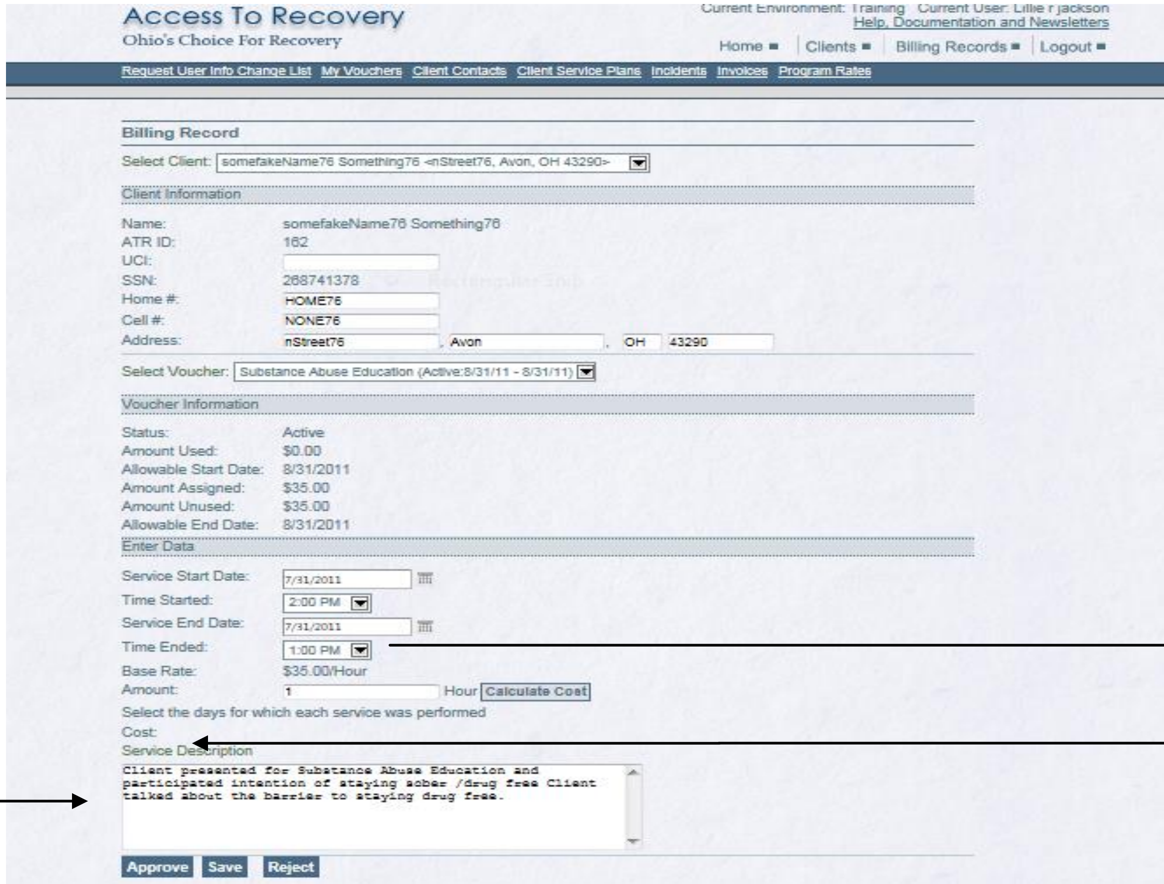
From the" Billing Record" service screen. The Provider will need to verify the client information.



1. The correct Client ID in order to bill for services actually rendered.
2. The correct Selected Voucher to which to bill for. (Some Providers may have two or more **services).**
3. Check the Voucher amount is correct.
4. Check the allowable Voucher Start date and End are current for billing.

NAVIGATION THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS

Step 7. Billing or Services



<u>THE BILLING PROCESS</u> - Bill for Services Rendered

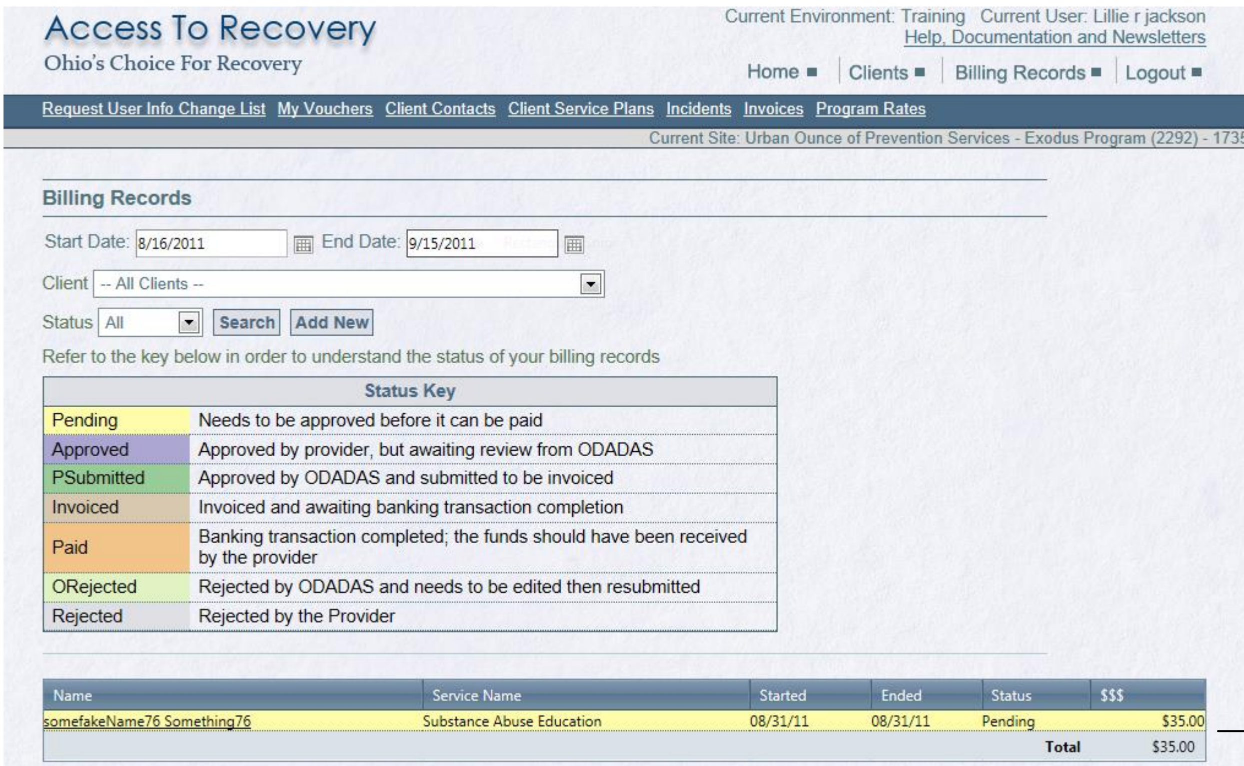
1. From the Calendar Date select the" Service Start Date" or Date of the Service.
2. From the drop down menu select the "Time Started" for the service rendered.
3. From the next Calendar Date select “Time Ended" select the time the session ended.
4. From the" Service End Date" menu select the same date as the service date.
5. From the "Time Ended” menu select the time ended from the drop down menu. (No more than 2)
7. Please pay close attention to the "BASE RATE" as the total may vary from serve to service. (In some case calculation is required).
8. Enter the "Unit Amount in the “Total Units" field and then click "Calculate Cost"
Please verify the "COST" calculated total. Make corrections when necessary to reflect the correct units to service provided.
9. Enter the service rendered documentation description in the text box provided. Complete the billing function by clicking **SAVE** at the bottom of the screen.

NAVIGATION THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS

Step 7. Billing for Services Procedures

<u>THE BILLING PROCESS</u> The Process for Payment of the Billing Record

If the billing record is only ***<u>SAVED</u>*** it remains in the pending status.(Yellow)
If the billing record is **<u>APPROVED</u>** it is approved by the provider (Purple)
If the billing record is **<u>PSUBMITTED</u>** it is submitted by ODADAS to be invoiced (Green)
If the billing record ***<u>is REJECTED</u>*** it remains in the provider informatioon.



Status Key	
Pending	Needs to be approved before it can be paid
Approved	Approved by provider, but awaiting review from ODADAS
PSubmitted	Approved by ODADAS and submitted to be invoiced
Invoiced	Invoiced and awaiting banking transaction completion
Paid	Banking transaction completed; the funds should have been received by the provider
ORejected	Rejected by ODADAS and needs to be edited then resubmitted
Rejected	Rejected by the Provider

Name	Service Name	Started	Ended	Status	$$$
somefakeName76 Something76	Substance Abuse Education	08/31/11	08/31/11	Pending	$35.00
				Total	$35.00

***<u>THE BILLING PROCESS</u>* - *SAVE-APPROVE- REJECT* The Billing Record**

1. From the "Billing Record" summary screen. The Provider's Fiscal Approver will need to substantiate the current Client billing information prior to finalizing the billing process.

2. Prior to your "Billing Record" being approved by the Fiscal person (this may or may not be you) your "Billing Record" remains at the Provider level and has **NOT** been submitted for payment.

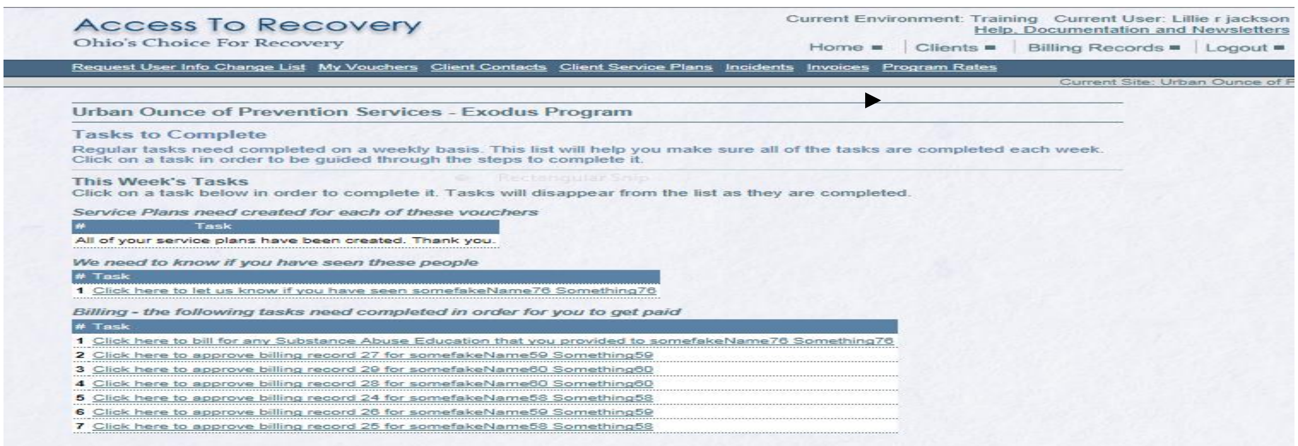
3. The Provider's Fiscal Approver (the person who has been assigned this role in the VMS to approve billing) should select a "Billing Record" from a list below to approve.

4. When the **<u>Billing Record is in the pending status it CANNOT be paid,</u>** the billing record must be **<u>approved to start the payment process.</u>**

<u>NAVIGATION THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS</u>

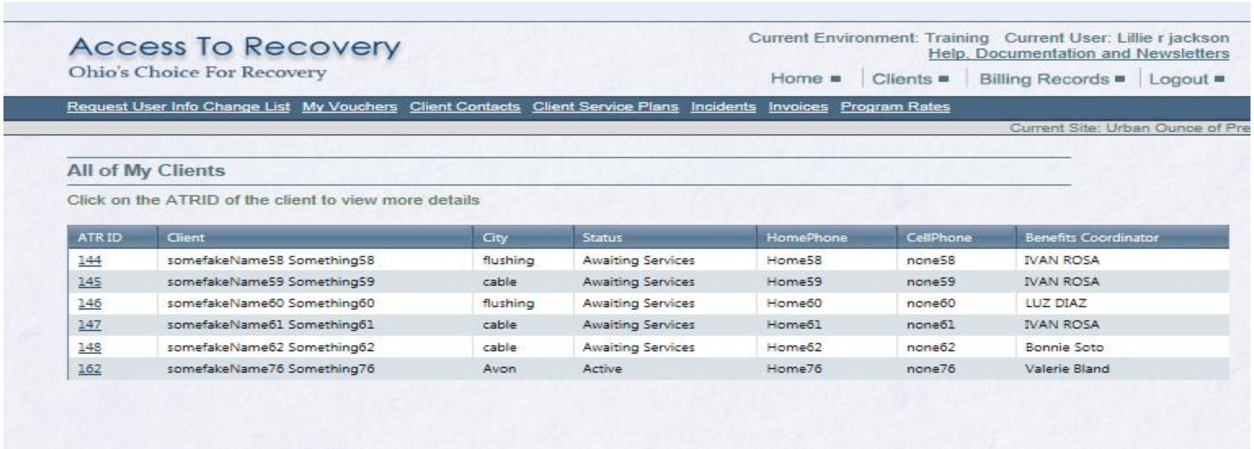
Step 8. DISCHARGING CLIENTS

A] Locating the Client for Discharge.

- From the navigation menu on the top of your home screen, click “All Clients".
- The VMS will redirect you to “All Clients" Screen.
- 

B]. Verify the correct Client is selected.

- Click on the ATR ID of the client to see more details about him/her.
- The assigned Benefit Coordinator information is viewable.
- From the "Participant Information” screen, click on the top menu button" DISCHARGE".



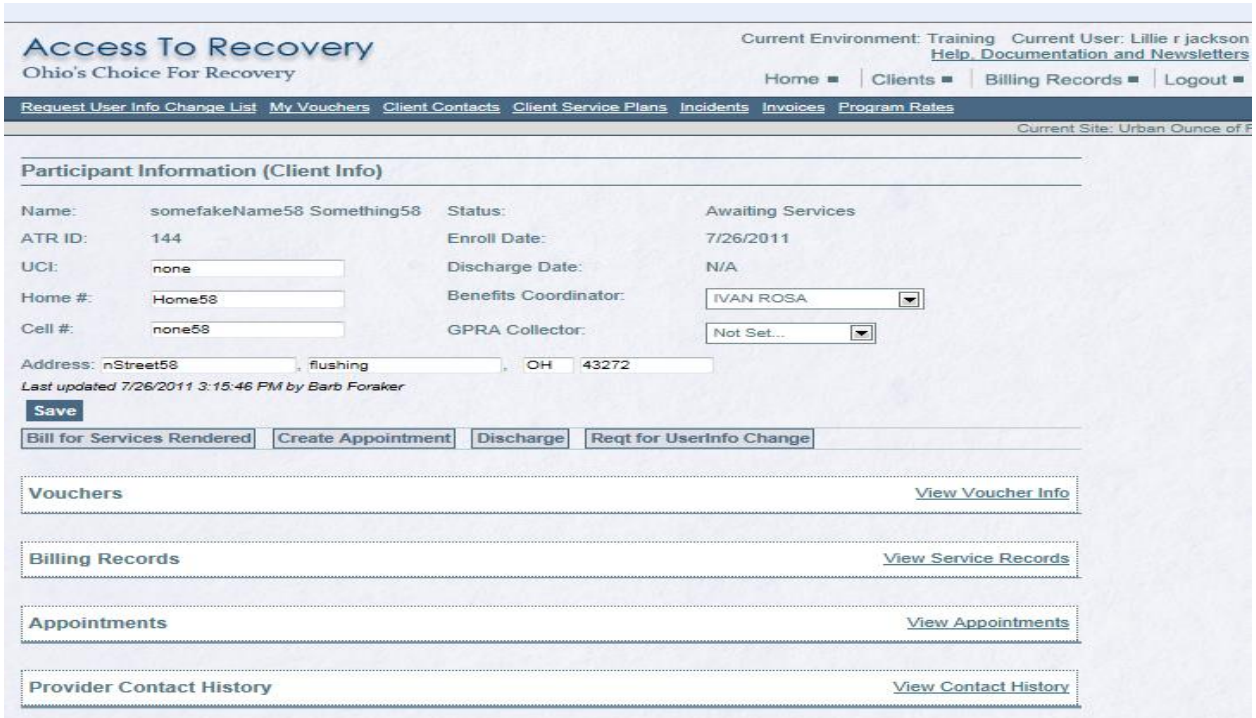
ATR ID	Client	City	Status	HomePhone	CellPhone	Benefits Coordinator
144	somefakeName58 Something58	flushing	Awaiting Services	Home58	none58	IVAN ROSA
145	somefakeName59 Something59	cable	Awaiting Services	Home59	none59	IVAN ROSA
146	somefakeName60 Something60	flushing	Awaiting Services	Home60	none60	LUZ DIAZ
147	somefakeName61 Something61	cable	Awaiting Services	Home61	none61	IVAN ROSA
148	somefakeName62 Something62	cable	Awaiting Services	Home62	none62	Bonnie Soto
162	somefakeName76 Something76	Avon	Active	Home76	none76	Valerie Bland

NAVIGATION THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS

Step 8. DISCHARGING CLIENTS

C]. Processing Your Clients for Discharge

- From the "Participants Information" Screen you will need to verify all Clients information prior to Agency discharge.
- Click on the "DISCHARGE" menu button, you will now be re-directed to the Discharge screen.



NAVIGATION THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS

D]. FINALIZING the Client for Discharge.

There are two very important things to do before discharging the client;

1. Make sure you have **created and approved Billing Records for all services that you provided.**

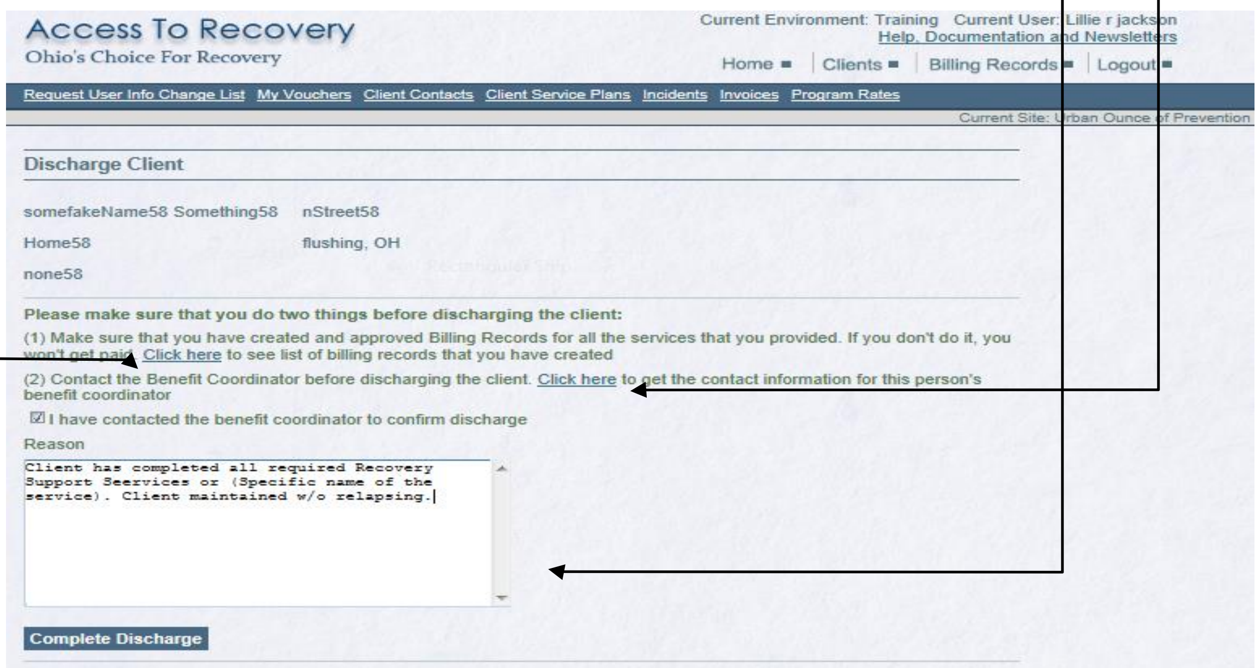
Please click on the "**Click Here" link** to verify the client billing records. By clicking on this link you will now be re-directed to the" Billing Record" summary screen.
If no Billing Record is found.

a. The Provider may have not provided services to the client, "NO SHOW"
b. The Provider has not billed for services rendered to the client,
c. The Provider has completed all billing records for the client.

If the Provider has not billed for services rendered click "Add New Record" button and proceed through the prompts to complete billing.

If you accidently bill for services NOT rendered: You must contact the ATR Training and Treatment Coordinator who will notify the ATR Fiscal Coordinator. See ATR contact page for email and telephone number.

2. Contact Benefits Coordinator: Click on the “Click Here" link to contact link contact information. Click on the "Check Box" to acknowledge that you have contacted the Benefits coordinator. Clicking the "Check Box" will re-direct the Provider to indicate the Reason for discharge.



Research Supporting Recovery Support Services

Addiction treatment and recovery support services have repeatedly been shown to be effective with many people achieving recovery. As with any chronic disease, however, discrete treatment episodes, supported by continuing recovery support services, are often needed to help people achieve and maintain recovery. Treatment for addictive disorders is not typically a “one-shot” type of intervention. Research indicates that cost savings are associated with a chronic care model when compared to an acute care model (Zarkin, Bray, Mitra, Cisler, & Kivlahan, 2005).

RECOVERY WORKS!

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