



# Access to Recovery IV

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## 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

[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:

The screenshot shows the 'Access To Recovery' web application interface. At the top left, the logo 'Access To Recovery' is displayed with the tagline 'Ohio's Choice For Recovery'. At the top right, it says 'Current Environment: Training' and has a 'Help, D' link. Below the header is a dark blue bar. The main content area has a light blue background with the instruction 'Please select one of the options below.' Below this is a text input field containing 'Catholic Charities Services Corporation - Midtown Office (1121) - 3135 Euclid Avenue Suite 202'. Underneath the input field are five buttons, each with a right-pointing arrow: 'Enter as a Benefit Coordinator', 'Enter as a Benefit Coordinator Manager', 'Enter as a Provider', 'Enter as a GRPA Data Collector', and 'Enter as a Board'. At the bottom of the page, there is a grey bar with the date '07/23/2011', the text 'Gpra Survey', and a partially visible line 'Discharge Date not showing up on client page'.

### **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 know 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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## NAVIGATING THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS

### 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
- 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.

Access To Recovery  
Ohio's Choice For Recovery

Request User Info Change List My Vouchers Client Contacts Client Service Plans Incidents  
Current Site: Urban Ounce of F

**Provider Contact**

Did you or anyone else within your organization have any kind of contact with some days? This can include face-to-face meetings, phone calls, mail, fax, email, or anyt

Yes  No

**Next**

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**.

Access To Recovery  
Ohio's Choice For Recovery

Request User Info Change List My Vouchers Client Contacts Client Service Plans Incidents Inve  
Current Site: Urban Ounce of Preventio

**Provider Contact**

What was the last date of contact? 9/14/2011

Type of Contact? Face to Face

Comments:  
Please remember to create a Service Plan and schedule regular appointments

**Save** **Cancel**

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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**.



The screenshot displays the 'Access To Recovery' web application interface. At the top, the logo reads 'Access To Recovery' with the tagline 'Ohio's Choice For Recovery'. Below the logo is a navigation menu with links for 'Request User Info Change List', 'My Vouchers', 'Client Contacts', 'Client Service Plans', and 'Incidents'. The current site is identified as 'Urban Ounce of F'. The main section is titled 'Provider Contact' and contains the question: 'Did you or anyone else within your organization have any kind of contact with some days? This can include face-to-face meetings, phone calls, mail, fax, email, or anyt'. Below the question are two radio button options: 'Yes' and 'No'. A 'Next' button is located at the bottom of the form.

# 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” menu 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.

The screenshot displays the 'Access To Recovery' web application interface. At the top, it shows the current environment as 'Training' and the current user. Navigation links include 'Home', 'Clients', and 'Billing Records'. A menu bar contains links for 'Request User Info', 'Change List', 'My Vouchers', 'Client Contacts', 'Client Service Plans', 'Incidents', 'Invoices', and 'Program Rates'. The current site is identified as 'Catholic Charities Services Corporation - Midtown Office (1121) - 3'. The main content area is titled 'Catholic Charities Services Corporation - Midtown Office' and features a 'Tasks to Complete' section. Below this, there are three task categories: 'This Week's Tasks', 'Service Plans need created for each of these vouchers', and 'We need to know if you have seen these people'. The 'Billing' section is highlighted with a blue arrow, showing a task that has been completed: 'You have billed for all of your clients. Great job! ODADAS can now process your payments'.

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## 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.

The screenshot displays the 'Billing Record' interface. At the top, it says 'Access To Recovery Ohio's Choice For Recovery'. The current environment is 'Training' and the user is 'Little r jackson'. Navigation links include 'Home', 'Clients', 'Billing Records', and 'Logout'. A menu bar contains 'Request User Info Change List My Vouchers Client Contacts Client Service Plans Incidents Invoices Program Rates'. The main form is titled 'Billing Record' and includes a 'Select Client' dropdown menu. Below this is the 'Client Information' section with fields for Name, ATR ID, UCI, SSN, Home #, Cell #, and Address. The 'Select Voucher' dropdown is set to 'Substance Abuse Education (Active:8/31/11 - 8/31/11)'. The 'Voucher Information' section shows Status: Active, Amount Used: \$0.00, Allowable Start Date: 8/31/2011, Amount Assigned: \$35.00, Amount Unused: \$35.00, and Allowable End Date: 8/31/2011. The 'Enter Data' section contains fields for Service Start Date (7/31/2011), Time Started (2:00 PM), Service End Date (7/31/2011), Time Ended (1:00 PM), Base Rate (\$35.00/Hour), and Amount (1 Hour). A 'Calculate Cost' button is present. Below this is a section for 'Select the days for which each service was performed' and a 'Cost' section with a 'Service Description' text area. At the bottom are 'Approve', 'Save', and 'Reject' buttons. Arrows from the instructions below point to the Client ID dropdown, the Voucher dropdown, the Service Start Date field, and the Service End Date field.

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.

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## NAVIGATION THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS

### Step 7. Billing or Services

Access To Recovery  
Ohio's Choice For Recovery

Current Environment: Training Current User: Little r jackson  
[Help](#), [Documentation and Newsletters](#)

Home ■ Clients ■ Billing Records ■ Logout ■

[Request User Info Change List](#) [My Vouchers](#) [Client Contacts](#) [Client Service Plans](#) [Incidents](#) [Invoices](#) [Program Rates](#)

**Billing Record**

Select Client: somefakeName76 Something76 -<nStreet76, Avon, OH 43290>

**Client Information**

Name: somefakeName76 Something76  
ATR ID: 162  
UCI:   
SSN: 268741378  
Home #: HOME76  
Cell #: NONE76  
Address: nStreet76, Avon, OH 43290

Select Voucher: Substance Abuse Education (Active: 8/31/11 - 8/31/11)

**Voucher Information**

Status: Active  
Amount Used: \$0.00  
Allowable Start Date: 8/31/2011  
Amount Assigned: \$35.00  
Amount Unused: \$35.00  
Allowable End Date: 8/31/2011

**Enter Data**

Service Start Date: 7/31/2011  
Time Started: 2:00 PM  
Service End Date: 7/31/2011  
Time Ended: 1:00 PM  
Base Rate: \$35.00/Hour  
Amount: 1 Hour

Select the days for which each service was performed

Cost:

Service Description  
Client presented for Substance Abuse Education and participated in session of staying sober /drug free Client talked about the barriers to staying drug free.

### **THE BILLING PROCESS - 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.

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## NAVIGATION THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS

### Step 7. Billing for Services Procedures

#### THE BILLING PROCESS The Process for Payment of the Billing Record

If the billing record is only **SAVED** it remains in the pending status.(Yellow)

If the billing record is **APPROVED** it is approved by the provider (Purple)

If the billing record is **P SUBMITTED** it is submitted by ODADAS to be invoiced ( Green)

If the billing record **is REJECTED** it remains in the provider information.

### Access To Recovery

Ohio's Choice For Recovery

Current Environment: Training Current User: Lillie r jackson  
[Help, Documentation and Newsletters](#)

Home ■ Clients ■ Billing Records ■ Logout ■

[Request User Info Change List](#) [My Vouchers](#) [Client Contacts](#) [Client Service Plans](#) [Incidents](#) [Invoices](#) [Program Rates](#)

Current Site: Urban Ounce of Prevention Services - Exodus Program (2292) - 1735

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#### Billing Records

Start Date:  End Date:

Client:

Status:

Refer to the key below in order to understand the status of your billing records

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
<b>Total</b>					\$35.00

#### THE BILLING PROCESS - 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.

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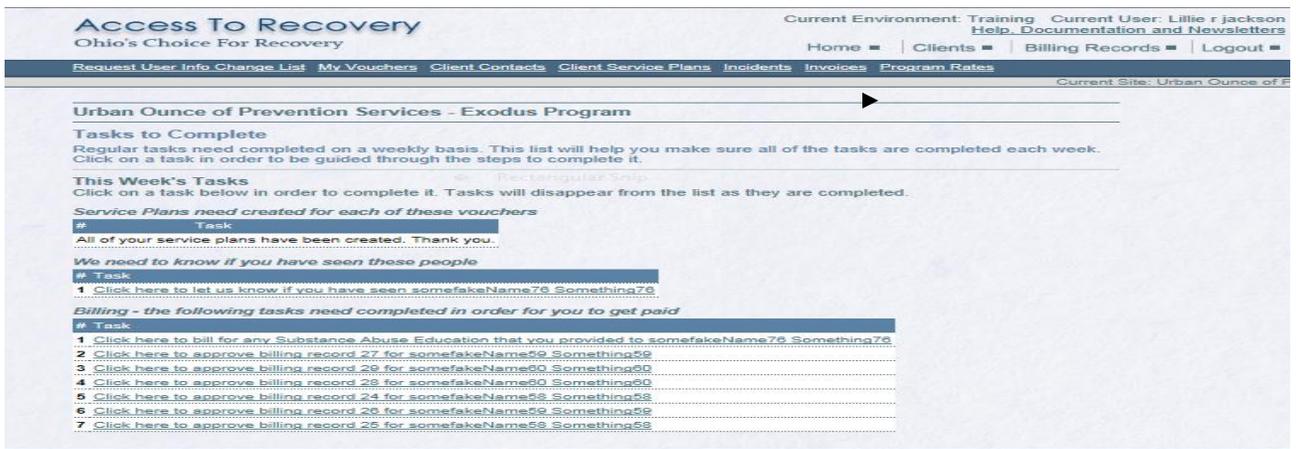
4. When the **Billing Record is in the pending status it CANNOT be paid**, the billing record must be **approved to start the payment process**.

## **NAVIGATION THROUGH THE VOUCHER MANAGEMENT SYSTEM - VMS**

### **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".

**Access To Recovery**  
Ohio's Choice For Recovery

Current Environment: Training Current User: Lillie r jackson  
[Help](#) [Documentation and Newsletters](#)

Home ■ | Clients ■ | Billing Records ■ | Logout ■

[Request User Info Change List](#) [My Vouchers](#) [Client Contacts](#) [Client Service Plans](#) [Incidents](#) [Invoices](#) [Program Rates](#)

Current Site: Urban Ounce of Pre

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**All of My Clients**

Click on the ATRID of the client to view more details

ATR ID	Client	City	Status	HomePhone	CellPhone	Benefits Coordinator
<a href="#">144</a>	somefakeName58 Something58	flushing	Awaiting Services	Home58	none58	IVAN ROSA
<a href="#">145</a>	somefakeName59 Something59	cable	Awaiting Services	Home59	none59	IVAN ROSA
<a href="#">146</a>	somefakeName60 Something60	flushing	Awaiting Services	Home60	none60	LUZ DIAZ
<a href="#">147</a>	somefakeName61 Something61	cable	Awaiting Services	Home61	none61	IVAN ROSA
<a href="#">148</a>	somefakeName62 Something62	cable	Awaiting Services	Home62	none62	Bonnie Soto
<a href="#">162</a>	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.

Participant Information (Client Info)

Name: somefakeName58 Something58 Status: Awaiting Services  
ATR ID: 144 Enroll Date: 7/26/2011  
UCI: none Discharge Date: N/A  
Home #: Home58 Benefits Coordinator: IVAN ROSA  
Cell #: none58 GPRA Collector: Not Set...  
Address: nStreet58, flushing, OH 43272  
Last updated 7/26/2011 3:15:46 PM by Barb Foraker

[Save](#)

[Bill for Services Rendered](#) [Create Appointment](#) [Discharge](#) [Req for Userinfo Change](#)

Vouchers

[View Voucher Info](#)

Billing Records

[View Service Records](#)

Appointments

[View Appointments](#)

Provider Contact History

[View Contact History](#)

## 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.

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

If you accidentally 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.

**Access To Recovery**  
Ohio's Choice For Recovery

Current Environment: Training Current User: Lillie r jackson  
Help, Documentation and Newsletters

Home | Clients | Billing Records | Logout

Request User Info Change List My Vouchers Client Contacts Client Service Plans Incidents Invoices Program Rates

Current Site: Urban Ounce of Prevention

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**Discharge Client**

somefakeName58 Something58 nStreet58  
Home58 flushing, OH  
none58

Please make sure that you do two things before discharging the client:  
(1) Make sure that you have created and approved Billing Records for all the services that you provided. If you don't do it, you won't get paid. [Click here](#) to see list of billing records that you have created  
(2) Contact the Benefit Coordinator before discharging the client. [Click here](#) to get the contact information for this person's benefit coordinator

I have contacted the benefit coordinator to confirm discharge

Reason  
Client has completed all required Recovery Support Services or (Specific name of the service). Client maintained w/o relapsing.

**Complete 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

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associated with a chronic care model when compared to an acute care model (Zarkin, Bray, Mitra, Cisler, & Kivlahan, 2005).

***RECOVERY WORKS!***