

Updated: November 1, 2023



Department of  
Medicaid

# Recovery Management Handbook

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



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

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My Recovery Management Agency

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My Recovery Manager's Name and Phone Number

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24- Hour Toll Free Phone Number

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Managed Care Plan (MCP) or MyCare Ohio Plan (MCOP) (if applicable)

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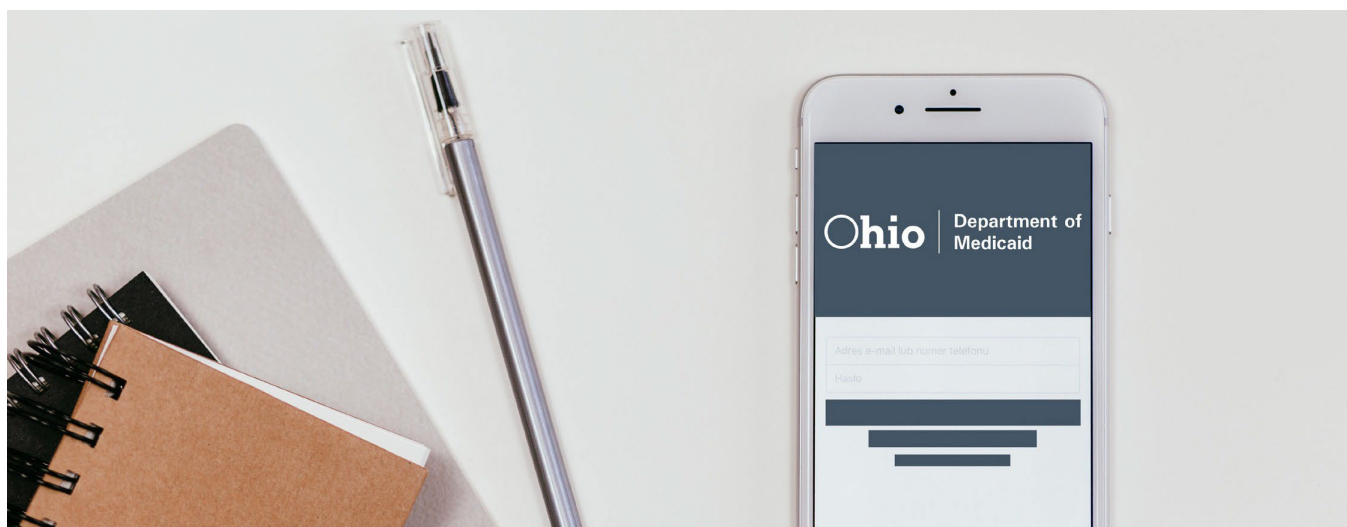
MCP or MCOP Care Manager and Phone Number (if applicable)

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1-800-324-8680

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Medicaid Hotline



## How to use this Handbook

This handbook provides important information about the Specialized Recovery Services (SRS) Program. The following topics are covered in the pages below:

- Introduction to Specialized Recovery Management Program
- What is Recovery Management
- Person Centered Care Plan and Care Team
- SRS and Managed Care Programs
- Your Providers
- Your Rights
- Your Responsibilities
- Reporting Incidents
- Changing Recovery Managers or Recovery Management Agencies
- Contacts

If you cannot find answers to your questions in this handbook, please contact your recovery manager who is available to assist you.

You will receive a copy of this document each year during your annual assessment.

This handbook is prepared by The Ohio Department of Medicaid. For more information please visit the program website at:

<https://medicaid.ohio.gov/wps/portal/gov/medicaid/families-and-individuals/citizen-programs-and-initiatives/specialized-recovery-services/specialized-recovery-services>

## Introduction

Specialized Recovery Services (SRS) is a program offered by the Ohio Department of Medicaid which allows individuals (who may not meet income guidelines for other Medicaid eligibility) to qualify for full Medicaid based on a medical or mental health diagnosis. In addition to gaining access to full Medicaid, individuals who qualify must accept supportive services in order to aid in the management and recovery for the qualifying diagnosis.

The SRS program offers the following services., Individuals who are successfully enrolled in the program must receive one of these services per month to remain eligible for the program:

**Recovery Management:** helps develop a person-centered care plan specific to your needs.

**Individualized Placement and Support:** Supported employment that helps you find a job and keep it.

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

While enrolled in the SRS program, a Recovery Manager will be assigned to you. A Recovery Manager will help you plan and coordinate the SRS services you receive. You will work with your care team to develop a person-centered care plan, maintain monthly contacts with your Recovery Manager and cooperate with annual assessments. These activities are in addition to keeping up with any eligibility requirements and renewals due with your County Jobs and Family Services.

For those enrolled in SRS who may have a Care Manager with a managed care plan or MyCare plan, your Recovery Manager will be a separate contact to focus on your medical or mental health recovery specifically. Please outreach to your assigned Recovery Manager with any updates to your contact information should that change while enrolled.

## What is Recovery Management?

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



## Care Team and Person-Centered Care Plan

Once you are enrolled in SRS, your Recovery Manager will develop your person-centered care plan with you and your care team. The person-centered care plan is a written outline of all the services provided to you that identifies goals and outcomes related to your health and the services you receive.

Care team members include you, your family and friends, your Recovery Manager, an authorized representative (if applicable), your managed care plan or MyCare Care Manager, your behavioral health counselor, physician, and disease management specialist.

You, your care team, and your Recovery Manager will review and update your person-centered care plan annually, or any time that is needed for it to continue to meet your needs. A copy of the plan will be provided for you.



## SRS and Managed Care and MyCare

Some individuals enrolled in the SRS Program are or will become enrolled in a managed care plan or MyCare plan.

An individual enrolled in SRS, who is enrolled with a managed care plan or MyCare plan will receive an insurance card from the plan and continue to access services from the plan.

Managed care plans and MyCare plans may provide additional assistance by offering a Care Manager. A Care Manager can help you coordinate your health care services, usually through the managed care plan's provider network, and may also participate in your care team. Your SRS Recovery Manager and plan-based Care Manager should work together to meet your needs.

## Your Provider

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

How to find a provider:

- Call the Medicaid Consumer Hotline at (800) 324-8680
- Call your managed care plan
- Find a provider online:

Ohio Department of Medicaid Provider Search

<https://portal.ohmits.com/public/Public-Information/Search-Provider-Directory>

Ohio Department of Mental Health and Addiction Services  
Provider Search

[mha.ohio.gov](https://mha.ohio.gov)



## Your Rights

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

- Be treated with dignity and respect.
- Be protected from abuse, neglect, and mistreatment.
- Appoint an authorized representative to act on your behalf.
- 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 and receive ongoing assistance from your Recovery Manager.
- 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.



- Request assistance with problems, concerns and issues.
- Access files, records and other information related to your health care.
- Request a change in recovery management contractor or Recovery Manager.
- File a grievance, if on MyCare, or 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

- Communicate openly and honestly with your Recovery Manager, providers, and other members of your care team.
- Authorize the exchange of information between the care team and your providers.
- Provide accurate and complete information, including your medical history.
- Participate in and cooperate during assessments to determine ongoing program eligibility and service needs and the development and implementation of your person-centered care plan.
- Decide who will participate in the service planning process.
- Keep scheduled appointments and notify the provider and Recovery Manager if you are going to miss a scheduled visit or service.
- Report problems, concerns, changes, or incidents to your Recovery Manager.
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- Report any significant change to your Recovery Manager that may affect the services you need.
- Inform your Recovery Manager if you want or need to change services or providers.
- Use services according to your person-centered care plan.
- Treat your Recovery Manager, care team and providers with respect.
- Work with your care team to resolve problems or concerns.
- Refuse to participate in dishonest or illegal activities involving your providers, caregivers, or team members.

## Reporting Incidents

An incident is any actual or suspected event that is inconsistent with your routine care and is harmful or potentially harmful to you.

Incidents can be considered critical in the case of physical or emotional abuse, neglect, and you feel that your health and safety has been at risk.

Other reportable incidents may cause hardship to an individual but may not risk your health such as eviction from place of residence or a hospitalization that adds new diagnosis.

You or a member of your care team should notify your Recovery Manager of any such events within 24 hours of an incident.

## Changing Your Recovery Manager

You may ask to change your Recovery Manager, or recovery management agency. If you would like to change your Recovery Manager within your current agency, please contact your recovery management agency directly.

If you would like to change your recovery management agency, ODM will need to review the request and notify you of approval or denial for agency

change. These changes are approved on a case-by-case basis

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

- If enrolled with a MyCare Ohio plan, call the customer service number located on the back of your insurance card.
- If not enrolled on a MyCare Ohio plan, send an e-mail to [caremanagement@medicaid.ohio.gov](mailto:caremanagement@medicaid.ohio.gov).

## Contacts

<b>Organization</b>	<b>Contact Info</b>
County Medicaid Eligibility Status	1-844-640-6446
ODM Consumer Hotline	1-800-324-8680
ODM Care Management (for change RM agency requests)	<a href="mailto:caremanagement@medicaid.ohio.gov">caremanagement@medicaid.ohio.gov</a> (Subject: RMA Change)
CareStar Recovery Management Agency	1-800-616-3718
CareSource Recovery Management Agency	1-855-717-5676
Aetna MyCare Recovery Management	1-855-364-0974

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