

Frequently Asked Questions: Specialized Recovery Services

Ohio Department of Medicaid

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What is the Specialized Recovery Services Program?

The Specialized Recovery Services (SRS) program currently serves individuals diagnosed with a severe and persistent mental illness (SPMI), a diagnosed chronic condition (DCC), and/or who are active on the solid organ or soft tissue transplant waiting list.

SRS is a Medicaid program that provides three services in addition to Medicaid coverage. These services are:

- **Recovery Management** – assistance developing a plan of care specific to an individual’s needs.
- **Individualized Placement and Support - Supported Employment** – helping individuals find and keep a job.
- **Peer Recovery Support** – support from others with similar life experiences.

Who is eligible for SRS?

SRS is for individuals diagnosed with severe and persistent mental illness, certain chronic conditions, or who are active on the solid organ or soft tissue transplant waiting list. To be eligible for SRS, the following criteria must also be met:

- The individual must be 21 years of age or older.
- The individual must meet eligibility criteria in [Ohio Administrative Code 5160-43-02](#).
- The individual must have one or more of the medical conditions below (see the [SRS Qualifying Diagnosis List](#) for a full list of qualifying medical conditions).
 1. Severe and persistent mental illness, which may include (but is not limited to) bipolar disorder, obsessive-compulsive disorder, schizophrenia, or post-traumatic stress disorder.
 2. Diagnosed chronic condition, which may include (but is not limited to) end-stage renal disease (ESRD), cystic fibrosis, HIV/Aids, or immune deficiencies.
 3. Active status on a solid organ or soft tissue waiting list.
- The individual must need help with medical appointments and/or activities of daily living.
- The individual must have been determined to meet the definition of disability used by the Social Security Administration for purposes of SSI or SSDI.
 - Please note that this requirement does not apply if you are:
 - Under 65 with ESRD.
 - Over 65 with certain DCCs.
 - Actively on the solid or soft transplant waiting list.
 - For more information on how SSA disability is defined, please visit <https://www.ssa.gov>.
- The individual resides in a Home and Community-Based Services setting (as defined in [Ohio Administrative Code 5160-44-01](#)).

How do I sign up for SRS?

You may ask your health care provider or local County Department of Job and Family Services office about SRS and the application process. Also, if you have been identified as potentially eligible for SRS, a recovery manager may contact you.

The recovery manager may ask you about your past and current health care treatment and complete an assessment to determine your need for SRS services. The assessment is part of the eligibility determination process.

To submit a SRS application on your own or for another individuals, you may either download [the SRS Referral Template](#) or send a secure email to the SRS@medicaid.ohio.gov mailbox. Please follow the instructions below to provide the required information:

Directions for Establishing a Secure E-mail Connection with the Ohio Department of Medicaid:

1. Access the state's [secure e-mail system](#) (Please note: Providers can only use the State secure e-mail system to send secure e-mail to the State of Ohio e-mail addresses).
2. Click the "Register" button at the bottom center of the page.
3. Follow the registration directions and establish an account.
4. Log in and use the "Compose" tab to send an SRS referral e-mail or attach a completed SRS referral template to SRS@medicaid.ohio.gov.

The secure email should include:

- Medicaid ID (if already enrolled in Medicaid, members will have a Medicaid ID number identifying them in the Medicaid system. The Medicaid ID number is available on the identification card members receive from their managed care plan).
- Social Security Number.
- Qualifying Diagnosis (a link to the SRS Qualifying Diagnosis List lookup is available at <https://medicaid.ohio.gov/specialized-recovery-services> under the "more information" section).
- Monthly Income (Retirement, Survivors, and Disability insurance (RSDI), Social Security Income (SSI), Pensions, Employment, etc.).
- Name.
- Address.
- Telephone number.
- Gender.
- Whether the individual is scheduled for any surgeries related to their diagnosed chronic condition(s).

If I am enrolled in SRS will I keep my other Medicaid benefits?

If you are eligible for SRS, then you will continue to receive your other Medicaid benefits except for Home and Community-Based Services (HCBS) waiver benefits. You may not be enrolled on an HCBS waiver and SRS at the same time.

If I am enrolled in SRS can I continue to see my current health care provider(s)?

Yes. Because you will keep your Medicaid coverage, you may continue seeing any of your current Medicaid provider(s). Under SRS you will also meet with a recovery manager to develop a personalized plan of care.

Will new benefits be offered through the SRS program?

Yes. They include:

1. Recovery Management*

Recovery managers will work with individuals to develop a comprehensive plan of care. The recovery managers will meet with individuals regularly to monitor their plan and the receipt of their services.

2. Individualized Placement and Support - Supported Employment (IPS-SE)

Supported employment services can help individuals find a job. A supported employment worker will evaluate an individual's interests, skills, experience, and goals as it relates to employment goals. IPS programs also provide ongoing support to help individuals successfully maintain employment. A job can serve as more than an income. It can also help individuals feel a sense of accomplishment and help them manage their behavioral health issues.

3. Peer Recovery Support

Peer recovery supporters are people who use their own experiences with mental health and substance use disorders to help individuals reach their recovery goals. Goals are included in a care plan designed by the individual based on his or her preferences and availability of community and natural supports. The peer relationship can help individuals focus on strategies and progress toward self-determination, self-advocacy, well-being and independence.

***Note:** If you are eligible for SRS because of a diagnosed chronic condition or because you are on a transplant list, you can only receive Recovery Management services. IPS-SE and Peer Recovery Support are only currently available to those with a severe and persistent mental illness diagnosis.

Are there any costs associated with the SRS program?

No. There is no cost to apply and there are no co-payments or premiums for the SRS program.

Who can answer my questions about the SRS program?

You can ask your health care provider or your local County Department of Job and Family Services or you can call the Medicaid Consumer Hotline at 1-800-324-8680 if you have questions about SRS. Information may also be found on the [Ohio Department of Medicaid website](#).

Questions?

Contact the Ohio Medicaid Consumer Hotline: 1-800-324-8680