

# MassHealth Recovery Coach and Recovery Support Navigator Services

## Listening Session

September 18, 2019

# Recovery Coach Benefit Enhancements

## » Today's Agenda



Background Information: Timeline on Implementation of Recovery Coach and Recovery Support Navigator Services



Intent of Listening Session



Overview of Recovery Coach and Recovery Support Navigator Services



Guiding Questions & Speaking Opportunity

## Background Information: Timeline on Implementation of Recovery Coach and Recovery Support Navigator Services

November 2016

EOHHS obtained federal authority to provide Recovery Coaching and Recovery Support Navigator Services as MassHealth covered services

January 2019

MassHealth One Care, SCO plans and fee for service began coverage of Recovery Coach and Recovery Support Navigator services

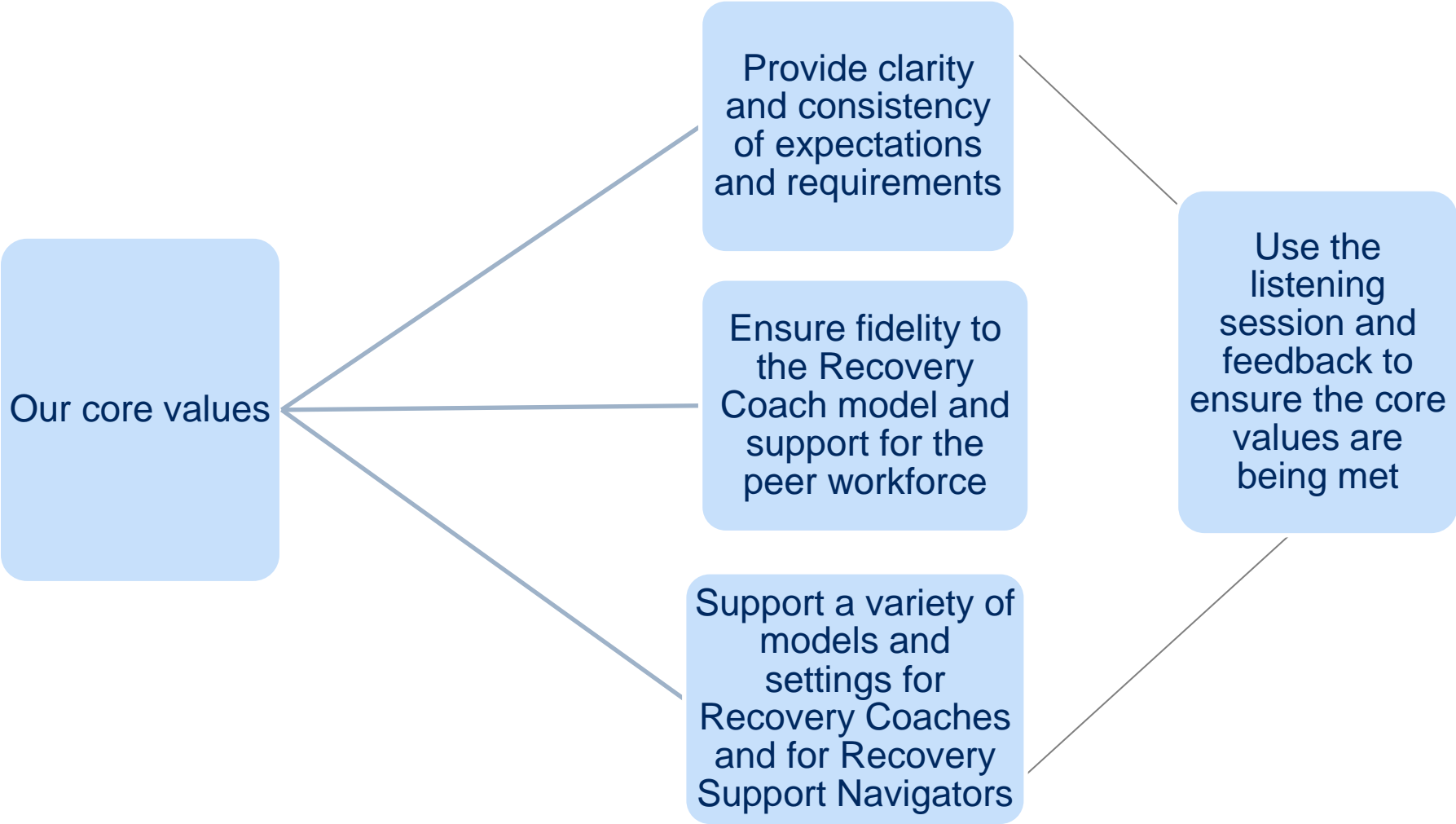
September 18, 2019

EOHHS holds Listening Session on Recovery Coach and Recovery Support Navigator services

July 2018

MassHealth ACO, MCO, and MBHP programs began coverage of Recovery Coach and Recovery Support Navigator services

# Intent of Listening Session



# Recovery Coach (RC) Overview

## Recovery Coach Service Description (Performance Specifications)

- **Common definition** – “Recovery Coaches (RC) are **individuals currently in recovery** who have lived experience with addiction and/or co-occurring mental health disorders and **have been trained to help their peers with a similar experience** to gain hope, explore recovery, and achieve life goals.”
- **Common components of service** – e.g. “The RC must provide **emotional and social support**.” “The RC must support members in **making positive life changes and developing skills to facilitate their recovery**.”
- **Common staffing and supervision requirements** - “The RC must have successfully participated in trainings and/or **coursework designed to prepare individuals to serve as RCs**.” “The RC must receive direct supervision from a supervisor who has completed training and/or coursework that **is designed to prepare supervisors to supervise RCs**.” “RCs must have obtained, or must be able to demonstrate that they are actively working to obtain certification as a Recovery Coach.”

## Eligibility Criteria

- **Eligible Members** must have substance use disorder and/or co-occurring mental health disorder and must be **“attempting to achieve and/or maintain recovery”**.

## Other Administrative Requirements

- **Prior authorization** is not required.
- The RC must **develop a “Wellness Plan”** and produce progress notes using the **“Stages of Change” framework**
  - Wellness Plans are created in a **collaborative manner** and do not need to follow a standard template, but must meet the individual needs of the Member.
- At least **one in-person meeting** at the onset of service delivery **to develop the Wellness Plan in conjunction with the Member**.
- An RC must **make at least five connections** with the Member over a **30-day period**.

# Recovery Support Navigator (RSN) Overview

## Recovery Support Navigator Service Description (Performance Specifications)

- **Common definition-** “Paraprofessionals who provide care management and system navigation supports to engage Members as they present in the treatment system and support them in accessing treatment services and community resources.”
- **Common components of service-** Assist the Member in accessing treatment services, bed finding, facilitating warm hand-offs upon referral to other services and supports, and navigating insurance issues.
- **Common Staffing and supervision requirements-** “The RSN must be a bachelor’s-level paraprofessional and at a minimum, must have a bachelor’s degree in social work, psychology, or a related field.” “RSN staff are supervised by a licensed, master’s-level clinician with training and experience in providing support services to adults and/or youth with addiction and/or co-occurring disorders.” “RSNs must possess sufficient knowledge and understanding about treatment and recovery from substance use disorders.”

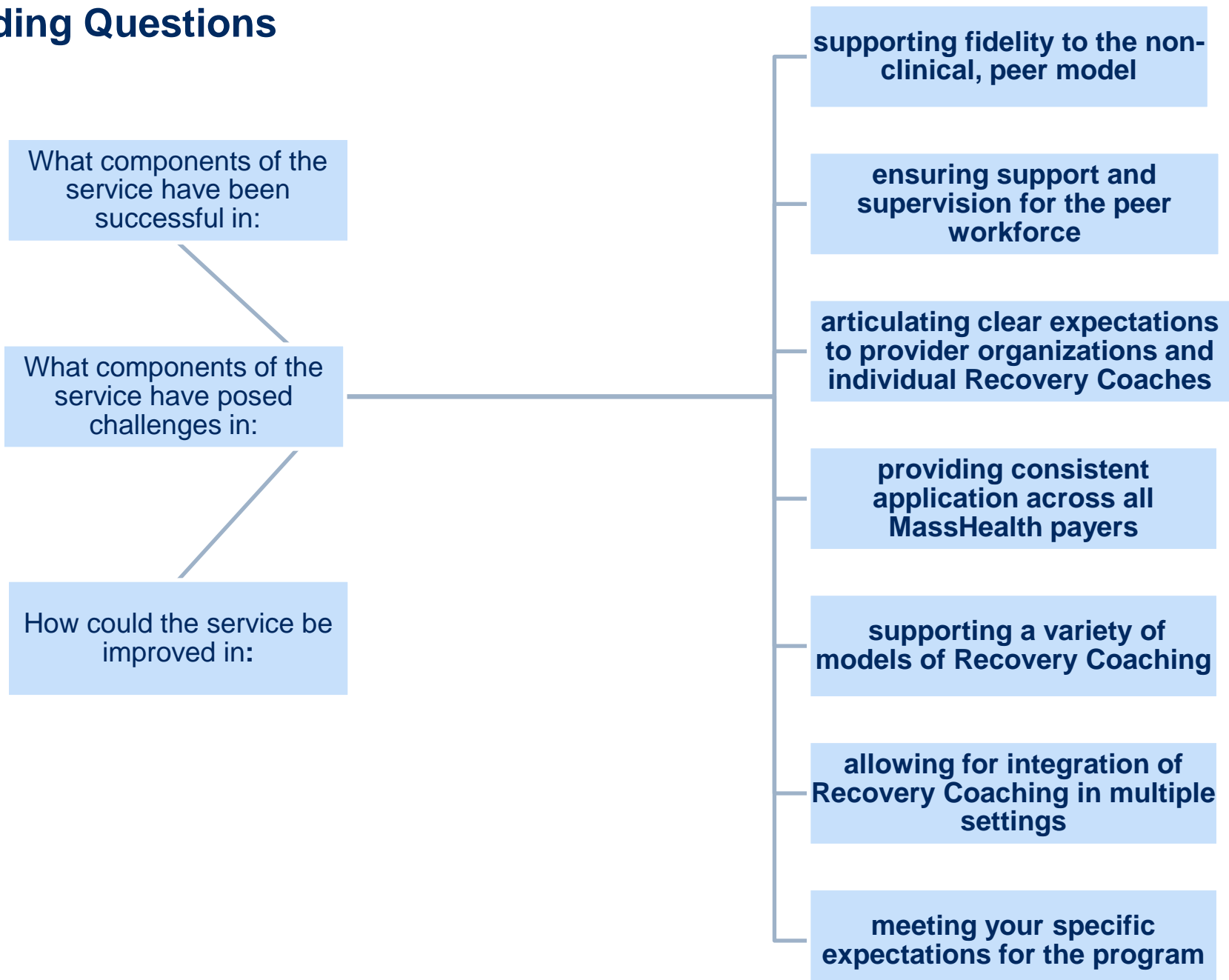
## Eligibility Criteria

- **Eligible Members** must have a **diagnosis of substance use disorder** and/or co-occurring mental health disorders and...
  - are in need of additional support in remaining engaged in treatment
  - identifying and accessing treatment and recovery resources in the community including prescribers for addiction and psychiatric medications
  - and/or developing and implementing personal goals and objectives around treatment and recovery from addiction and/or co-occurring disorders.

## Other Administrative Requirements

- **Prior authorization is not required.**
- The RSN works with the Member to **develop a set of goals** and objectives that **guide the activities of the RSN services**. If a Member has a care plan, such goals and objectives must be consistent and supportive of the overall care plan.
- The RSN is **not responsible for a Member’s comprehensive care plan** or medical or clinical service delivery, but **supports the Member in accessing those services** and participates as part of the overall care team when appropriate.

# Guiding Questions



# Thank you!!

Continued acceptance of feedback to the RCFeedback email:  
[RCFeedback@massmail.state.ma.us](mailto:RCFeedback@massmail.state.ma.us)

- Adam Stoler, Director of Addiction Services
- Maddie Murphy, Senior Analyst of Addiction Services