

Unified Recovery and Monitoring Program

**Massachusetts Department
of Public Health**



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A Letter from the Program Director

Dear Applicant:

We commend you on your consideration of URAMP. Wherever you are on your journey, we welcome you here, and look forward to taking that first step to recovery and wellness with you.

Deciding to seek help when life becomes overwhelming may appear daunting, but you've already taken that brave initial step on the road to healing. We believe that such a courageous choice is based on hope - the belief that whatever challenges and conditions we face can be overcome and a return to full wellness is not just a goal, but a possibility.

At URAMP, we want to provide you with a safe place to engage in a recovery and monitoring program tailor-made for you - one that will help you to craft a long-term plan for both your recovery and future well-being. We believe that embracing this change now will improve your life forever.

The process of recovery is highly personal and occurs via many pathways. It may include clinical treatment, peer and family support, medications, self-care, and a host of other approaches. Together, we can support your creation of the program that works best for you.

Working together, the future is bright....one step at a time!

With regards,
Mark Waksmonski
URAMP Director

Our Mission

“There is no shame in beginning again, for you get the chance to build bigger and better than before.”



Our mission is to protect public health and safety by providing licensed healthcare professionals facing challenges due to a substance use or mental health issue with the support, structure, and accountability needed to set them on the path to treatment and wellness. URAMP is built upon principles of support and compassion and offers all participants the opportunity to achieve sustained sobriety and recovery to return to practice safely.

We guide participants through a carefully monitored treatment process with an individually designed and proven program that will facilitate the eventual return to safe practice. URAMP is not about penalizing the participant – the goal of the program is to ensure that they are accountable, dependable, and supported as they return to their career.

We also greatly respect, value, and prioritize participant confidentiality. This is the cornerstone of our entire program. During URAMP, a participant's conditions and complaints are restricted from public access to create an environment that encourages treatment. Upon completion of URAMP, complaints held against the participant will be dismissed and they will not subsequently have to undergo their respective board's disciplinary procedures. We understand the stigma that often

arises with mental health and substance use and want to ensure treatment is not delayed or deterred through careful consideration of the participant's individual needs.

Finally, we understand that conflicting feelings of uncertainty, ambivalence, frustration, helplessness, gratefulness, hope, and a readiness for change may arise as you begin URAMP. Our staff and the Rehabilitation Evaluation Committee (REC) are here to ensure that your treatment is manageable and successful, and we congratulate you on your decision to consider participation in URAMP.

We recognize there may be challenges ahead while you navigate your time in URAMP, including being new to treatment and feeling stigmatized. We want to assure you that your team of treatment clinicians and supports that are in place aim to help you with these challenges, to enhance your coping skills, address any underlying mental health needs, and bring together a supportive social network that works for you.

We applaud your consideration of URAMP, and we are with you every step of the way as you transition to a state of successful treatment and wellness.

Definitions



The following terms are used throughout the manual chapters that follow:

Approved Evaluator (AP): A licensed mental health professional meeting certain licensing credentials or training set by URAMP to complete a URAMP required evaluation.

Chemical Dependency: A pattern of human response evidenced by habituation, tolerance, and the psychological and/or physiological compulsive use of or addiction to any mood/mind altering drug (including alcohol) that interferes with function in important areas of life.

URAMP Consent Agreement for Participants (UCAP): A legally binding document entered into by the URAMP participant as a condition of acceptance into the program. By signing the UCAP, the participant agrees that, should they fail to successfully complete participation in URAMP, either by withdrawal from the program or by termination from the program for noncompliance with the terms of their UCAP, they agree to voluntarily surrender their license.

Discharge: The successful ending of URAMP participation as approved by the REC once the participant has successfully fulfilled the requirements of the UCAP.

Diversion: An unauthorized acquisition of nonprescribed drugs.

Drug Testing Management Company (DTMC): An organization that coordinates URAMP toxicology testing protocol and testing of urine, blood, hair/fingernail, and/or saliva specimens for the purpose of screening for the presence of alcohol, drugs, and respective metabolites.

Individualized Rehabilitation Plan (IRP): A rehabilitation plan personalized to the participant and created with the assistance of an approved evaluator, established clinicians/treaters, and URAMP staff to ensure a safe and successful return to practice.

Intensive Treatment: Inpatient hospitalization, partial hospitalization program(s) and intensive outpatient program(s).

Licensee/Participant: A health care professional who falls under the 22 boards of licensure and registration in the Massachusetts Bureau of Health Professions Licensure (BHPL) who is licensed

to practice in the state of Massachusetts, meets all URAMP admission criteria, and is voluntarily participating in URAMP.

Mental Health Condition: A functionally impairing condition that alters safe health professions practice.

Monitoring: The practice of the health profession with supervised practice and/or while required to supply toxicology testing per the UCAP/IRP.

Noncompliance: Failure of a URAMP participant to adhere to any or all of the UCAP provisions.

Non-disciplinary Voluntary Agreement Not to Practice: An agreement, signed by a participant, where the participant agrees to stop practicing until admission into URAMP.

Peer Support Group: A social, mutual help support group for people with similar experiences or challenges with the aim of encouraging wellness and healing and advancing substance use disorder and/or mental health recovery goals.

Progress Reports: Periodic reporting by URAMP participants, their employers, and the providers involved in their care that tracks a participant's restoration of functioning, advancement of treatment goals, and other participant related or program compliance content.

Professional Support Group: A social, mutual help support group for participants with the same profession and/or professional background who have similar challenges or circumstances with the aim of encouraging wellness and healing and advancing substance use disorder or mental health recovery goals.

Program Withdrawal: The participant's voluntary removal from URAMP while the UCAP is in effect.

Psychosocial Interventions: The engagement in peer and professional support groups and therapy sessions.

Rehabilitation Evaluation Committee (REC): A group of individuals knowledgeable in the field of addictions and mental health conditions, appointed by the Commissioner in accordance with M.G.L., Chapter 112, § 65G, who, with the assistance of URAMP's program director, assess, plan, implement and evaluate the treatment plans of participants in URAMP.

Reoccurrence of Use: The resumption of the use of substances (physiological relapse) but may also include the return to old patterns of behavior (relapse). For purposes of this regulatory program, a reoccurrence of use refers to any break in abstinence.

Release of Information (ROI) Forms: Documents, signed by URAMP participants, which give legal permission for URAMP staff to request or share confidential information.

Respite: Interruption of the UCAP/IRP for non-medical or mental health event reasons.

Substance Misuse: A dysfunctional pattern of human response characterized by excessive, inappropriate, or unhealthy use of chemical substances despite negative consequences.

Supervised Practice: The practice of a healthcare profession while being supervised for safety, professionalism, and safe occupational functioning as reported by identified person(s) in the organization by URAMP, as required by the UCAP/IRP.

Termination: The cessation of the participant in URAMP due to the action by the board.

Toxicology Testing: A tool used to detect the presence of substances and metabolites of URAMP participants.

Unified Recovery and Monitoring Program (URAMP): The Unified Recovery and Monitoring Program developed and governed by the Massachusetts Bureau of Health Professions Licensure (BHPL), is a structured program designed to assist licensed health care professionals with substance use and functional impairment due to a mental health condition(s) that impairs safe practice.

URAMP Director: An individual with demonstrated professional expertise in the field of mental health and substance abuse treatment, who serves as a liaison between the licensing boards, the REC, URAMP participants, treatment providers, and other relevant parties and oversees participants' compliance with the provisions of their UCAP.

Mental Health Admissions



The purpose of this section is to set out how we will manage mental health conditions within the Unified Recovery and Monitoring Program that do not relate to substance use disorders.

“Mental health problems don’t define who you are. They are something you experience. You can walk in the rain, and you feel the rain, but you are not the rain.”

Recovery from mental health challenges takes time, persistence, and encouragement. Mental health recovery means different things to different people. Depending on a person's unique story and experience, the process can be longer or shorter, clinical or personal. Recovery does not just mean the symptoms have gone away, but rather you are reclaiming your right to a meaningful and nourishing life.

Mental health conditions vary widely from the severity of symptoms, treatment options, and the length of time you can expect to reach symptom remission, behavioral stability, and a return to unimpaired functioning, which vary from person to person.

At URAMP, we emphasize the importance of treating each applicant as an individual case and so we avoid implementing fixed standards—including the length of time away from work, minimum length of monitoring contract, and possible use of and frequency of randomized drug testing.

We rely on our independent clinical evaluators and treatment providers for their recommendations on these matters to maintain an individualized approach to applicants, build a tailored treatment plan, and avoid imposing unnecessary measures on our participants.

Entering a Mental Health Recovery and Monitoring Program

Entering a mental health recovery and monitoring program is a significant and often life-changing decision. If you're considering this path, you likely have many questions about what to expect.

Our recovery program is designed to offer support, structure, and tools that will empower you to face your challenges, build resilience, and move you towards recovery – all at a pace that works for you.

Preparing for Entry –

The application process begins with a number of simple steps:

- 1. Contact URAMP staff and request a URAMP admission application.**
- 2. Complete the URAMP application in your e-licensing portal.**
- 3. Secure an appointment for and complete a URAMP admission evaluation by an approved evaluator.**
- 4. Complete and submit the required URAMP forms and documents.**
- 5. Your application materials will be reviewed for eligibility and a pathway for entry.**
- 6. Complete your URAMP orientation and sign a monitoring agreement.**
- 7. A final review of your application materials will be made by URAMP staff and you will be notified that your URAMP enrollment has been successful.**

Eligibility Criteria for Admission

The purpose of this section is to establish the eligibility criteria for admission into the Unified Recovery and Monitoring Program (URAMP).

Initial Applications Eligibility Criteria –

An applicant shall meet the following eligibility criteria at the time they submit their application for URAMP participation:

- A. Acquisition of a Bureau of Health Professions (BHPL) license.
- B. A license that is not permanently revoked.

An applicant may meet these criteria if their license is expired, surrendered, suspended, or revoked¹, if the license status resulted from termination or withdrawal from previous enrollment in an alternative to discipline program within the Bureau or in another jurisdiction.

An applicant shall admit to having a substance use disorder and/or having practiced while functionally impaired due to a mental health condition and be:

- A. A first-time participant in a program designed for the restoration of functioning for health professionals.
- B. A former participant with successful discharge designation from a comparable program.
- C. A licensee participating in a comparable program seeking entry into URAMP provided they are in compliance with the comparable program.
- D. A former alternative-to-discipline program participant who voluntarily withdrew or was terminated from previous enrollment in an alternative-to-discipline-program that was established by the Bureau or a comparable program managed by another jurisdiction.
- E. In good standing and be eligible for current licensure before all other professional licensing bodies that have issued a license, registration or certification to them, except when license status, registration or certification is expired, surrendered, suspended, or revoked , if the license status resulted from termination or withdrawal from previous

^{1,2} If the definition of revoked was previously utilized to mean “surrendered” or “suspended” after a Board action on a license that pertained to the termination or withdrawal from previous enrollment in an alternative to discipline program within the Bureau or in another jurisdiction

enrollment in an alternative to discipline program within the Bureau or in another jurisdiction.

An applicant should have no open complaints against their BHPL License (in cases where they have self-referred to URAMP) or complaints that are principally based on allegations related to their substance use disorder or functional impairment because of a mental health condition.

An applicant should have no pending criminal case(s) or investigation(s) in the U.S. or foreign jurisdictions. Applicants will be asked to self-attest to this. If BHPL has not obtained a Criminal Offender Record Information (CORI) report for the applicant in the last two years as part of its licensing or investigation procedures, a CORI report will be obtained as part of the URAMP application process.

In all circumstances where applicants have pending criminal cases or open BHPL complaints, the application will be referred to the Rehabilitation Evaluation Committee (REC) and the applicant's respective board for review.

Applicants shall possess the physical, functional, and/or psychological ability to participate in and comply with URAMP and practice pursuant to their health professions license. Applicants will not meet these criteria if they have a medical condition, mental health functioning status, or psychological findings whereby:

- A. A determination by a program approved evaluator that the condition, functional status, or psychological findings prevents the applicant from practicing in a safe and competent manner currently, or due to progression of the condition, or both, and is either with or without interventions to fully or partially amend the condition or functional status.
- B. The medical condition or mental health functioning status necessitates treatment with a substance prescribed in a manner that leads to functional impairment and that prevents the applicant from practicing in a safe and competent manner.

All applicants shall be reviewed by the Rehabilitation Evaluation Committee (REC) and the applicant's respective board, as needed, when they are seeking enrollment in URAMP after previous alternative to discipline program participation when the applicant has any open criminal matters, pending investigations, or pending disciplinary actions.

Re-admission Eligibility Criteria -

An applicant applying for re-admission into URAMP who was previously enrolled in an alternative to discipline program within the Bureau or in another jurisdiction and who was suspended or surrendered their license as a result of program non-compliance shall meet all of the criteria in the Eligibility Criteria section, and:

1. If applying for re-admission due to a substance use disorder shall,
 - A. Supply evidence of twelve (12) months of negative randomly selected and observed toxicology screening tests from a Bureau approved site and that within the twelve (12) months of testing there shall be:
 - i. No missed toxicology screening tests.
 - ii. No more than two (2) instances of urine toxicology screens that result with a creatinine value of less than 20mg/dL when alternative toxicology tests result negative.
 - iii. No toxicology tests that result positive for unauthorized substances or metabolites.
 - iv. No more than four (4) missed check-ins.
 - B. If applying for re-admission due to a mental health condition shall,
 - i. Meet the URAMP eligibility criteria in URAMP Eligibility Criteria, Policy 24-01.
 - ii. Supply evidence including but not limited to satisfactory engagement in treatment and sustained mental health functioning stability.
 - iii. Have no evidence either by self-attestation treatment record, or other record review that the criteria for substance abuse, misuse, or disorder use were met.
 - iv. Demonstrate sustained stability and function through the supply of documents upon request that include but are not limited to occupational history, educational attainment, performance reports, and other documents that demonstrate sustained stability and functioning.

Transfer Eligibility Criteria –

An applicant applying for transfer into URAMP while participating in a similar program in another jurisdiction shall meet all of the eligibility and re-admission eligibility criteria and shall authorize URAMP to communicate with and collect materials from the alternative jurisdiction including but not limited to:

- A. Details pertaining to the complaint or referral for the cause of entry into the comparable program.
- B. Alternative program admission materials that may include but not limited to evaluations, medication reports, and medical records.

- C. A copy of the program's participation agreement.
- D. A program compliance history that includes a history of toxicology testing results, as it applies.

URAMP Application Materials -

The applicant shall submit all required URAMP application materials including but not limited to:

- A. URAMP application, assessment, provider and clinician acknowledgement forms, and information forms.
- B. Signed and accurate release of information forms that authorize URAMP staff to obtain and review their medical or mental health records.
- C. Authorization for URAMP staff to obtain a MassPat (PMP) report and to provide the information to BHPL, and authorization to allow URAMP staff to supply an evaluator with the respective records.
- D. Authorization to allow URAMP staff to communicate with relevant person(s) or organizations relative to the acquisition of needed application materials.
- E. Authorization for URAMP staff to disclose limited complaint information to the URAMP admission evaluator.

The applicant shall authorize URAMP staff to provide certain information to BHPL staff, the rehabilitation evaluation committee, and their respective board, pursuant to URAMP's confidentiality guidance.

Enrollment Deadlines -

An applicant shall be **effectively enrolled** in URAMP within ninety (90) days of starting their URAMP application process. The applicant shall complete all of the enrollment elements within the ninety (90) day timeframe. The URAMP director may extend the enrollment deadline timeframe pursuant to URAMP's staff action policy.

Applicants previously terminated from the URAMP enrollment process shall resubmit new application materials as part of a new URAMP application cycle and are subject to the enrollment deadline.

Frequently Asked Questions:

What if I need an extension to the ninety (90) day enrollment due date?

Extending the ninety (90) day due date requires a request from the licensee and continued engagement with URAMP staff regarding the status of your application over time. Communication is critical so that you and program staff can problem solve through issues.

What happens to my complaint as I am applying for entry into URAMP?

The complaint resolution process continues as you apply for entry into the URAMP. Your complaint is resolved when your Board closes the complaint and/or when you effectively enroll in URAMP.

What happens if my URAMP application is terminated?

URAMP staff will send you a notice of URAMP termination with a notice that your complaint resolution process continues to advance up and until complaint closure. You may re-apply to URAMP knowing the standard application and enrollment due dates apply and that you may need an up-to-date URAMP admission evaluation.

Consent Agreements



The URAMP Consent Agreement for Participants (UCAP) and the individualized recovery program (IRP) is the binding agreement that participants both enter into and comply with during their participation in URAMP.

The agreement describes URAMP's terms and conditions and is designed to allow participants to meet the terms by demonstrating their compliance with the program to achieve a restoration of functioning, demonstrate sustained recovery from substance use disorder(s), and return to practice safely.

There are two agreement structures. The substance use disorder agreement requires abstinence from unauthorized substances in addition to toxicology testing requirements, engagement with recovery oriented psychosocial interventions, and respective reports from others to the program. The mental health monitoring focused agreement is without the toxicology testing requirements but contains psychosocial interventions and other reporting requirements from providers, clinicians, and employers.

The UCAP/IRP also describes the boundaries of the program and the impact a breach of the agreement may have on a participant's licensure.

How Does URAMP Work?



You will begin your journey with URAMP after the URAMP Consent Agreement for Participants (UCAP) goes into effect, which will occur on the date the consent agreement is countersigned by URAMP Staff. The duration of a URAMP agreement is five (5) years with an opportunity for early discharge at the three (3) year mark.

You are required to comply with the conditions listed in the UCAP agreement throughout your time with URAMP.

All admissions carry an out of practice consideration. Participants entering URAMP for a complaint based on a substance use disorder normally require a restriction from practice for the first six (6) months in the program with gradual return to work privileges granted as you continue to meet the program compliance criteria. The duration of the restriction from practice requirement due to a complaint based on mental health functioning is determined by the URAMP admission evaluator and/or the REC.

The UCAP will include an individualized rehabilitation plan (IRP) which, depending on the agreement type, may include toxicology testing and individualized elements as determined by the URAMP admission evaluator and/or the REC.

Body Sample Testing/Toxicology

Where admissions are not related to a substance use disorder the REC will determine what, if any, body sample testing is required. Admissions based on substance use disorders will have a standard set of body sample testing/screening requirements, which include but are not limited to the following requirements:

- You will check in daily between 4am and 2pm utilizing an app/call-in number.
- You will undergo a minimum of 15 randomized and observed urine toxicology tests with the expectation that the toxicology results are free of unauthorized substances pursuant to those identified in the UCAP/IRP and that the urine creatinine value is no less than (<) 20mg/dL.
- You will undergo additional toxicology testing such as hair/fingernail and/or blood pursuant to our programmatic policies.
- You will attend at least four (4) mutual support group meetings per week, one (1) of which must be a peer support group meeting.
- You will attend at least two (2) therapy sessions per month with a licensed clinical therapist.
- You will facilitate the submission of quarterly reports, as required, which may include a self-report, a therapist report, a medication prescriber report, and monitoring supervisor reports when privileges are restored.

Return to Practice Requirements

Practice privileges shall be restored by the program prior to returning to practice. Return to practice requires a supervisor agreement and quarterly supervisor employment reports. Note that if required by the agreement, one (1) year of health professions practice is required to successfully discharge from the program.

Additional Requirements

- You will submit quarterly reports in January, April, July, and October of each year.
 - Quarterly reports as required in your IRP/UCAP on required program forms may include:
 - Self-assessment report.
 - Therapist report.
 - Medication prescriber report.
 - Professional support group report.
 - Employment monitoring report when applicable.
 - Group attendance logs for self-help meetings.

- Assurance that your professional license has not expired.
- Responsiveness and communication with URAMP staff that includes expectations to communicate in a dignified and professional manner.

Matters of Non-Compliance

Throughout your time with us, you will be expected to follow the program conditions that have been designed to fit your individual needs. Your commitment is critical to the success of your participation in URAMP. Non-compliance may seriously affect the outcome of your program.

What does non-compliance mean? Matters of non-compliance may include:

- Missed check-in(s.)
- Failing to submit a toxicology test when selected.
- A urine toxicology screening with a creatinine value of <20mg/dL.
- A toxicology test that is positive for an unauthorized substance as listed in the IRP.
- Failing to submit quarterly documents.
- Failing to attend the required therapy sessions.
- Failing to attend the weekly group meetings (self-help and peer support.)
- Failing to gain employment approval prior to starting work.
- A re-occurrence of unauthorized substance use.
- Failing to notify URAMP prior to taking a substance as identified in the UCAP/IRP due to a medical/ psychiatric necessity.
- Failing to adhere to additional policies that go into effect after the consent agreement is signed.
- The program's receipt of a supervised practice report that indicating unsafe health professions practice.

Matters of non-compliance are reviewed by the REC and a board action(s) may be recommended.

Recommendations can include:

- Excusing non-compliance after justification is determined.
- Modification of the consent agreement.

- Extension of the consent agreement.
- Termination of the consent agreement.
- No action.

Application for UCAP Changes



As you progress through URAMP, you may need to alter or change some components of your UCAP. This can be managed through our UCAP request form. All requests for UCAP change(s) must be made in writing on the required form and forwarded to URAMP staff.

Changes to your UCAP will only be considered once you have demonstrated compliance with all the UCAP provisions and documentation requirements prior to your request. You may also be required to provide supporting recommendations from therapists, employers, and other relevant parties.

Requests are only considered at specified timeframes as outlined in the UCAP. The agreement states that:

- All UCAP changes must be reviewed and approved by URAMP staff or the REC.
- The participant may be required to attend a REC meeting to discuss the change(s).
- The participant will be advised of the decision. An approved and updated IRP will be generated and provided to the participant.

Request for changes applicable to all participants are:

- Normally, a return to practice after six (6) months of successful compliance under a substance use disorder agreement.
- Return to practice after a period out of practice, as determined by the URAMP admission evaluator and/or REC.

- Return of practice restricted privileges as outlined in each UCAP (standardized for each professional license).
- Reduction in therapy pursuant to current policy.

Management of Disciplinary Matters

What led you to URAMP?

Prior to a URAMP referral, concerns about a licensee will usually be brought to the attention of a BHPL licensing board following an adverse practice related incident within the workplace or an adverse incident outside of the workplace that raises questions about a licensee's ability to practice safely. In these circumstances, details about the incident(s) are referred to the BHPL licensing board's investigations team for further analysis and where consideration of disciplinary action will be taken.

How can URAMP benefit me?

In these circumstances, URAMP may function as an alternative to disciplinary proceedings if evidence indicates that the incident happened as a result of, or in connection with, a substance use disorder or mental health condition. This alternative path will provide you with the opportunity to demonstrate, in both a non-disciplinary and non-public manner, that you can manage your health condition so that you can safely return to practice while retaining your license.

When URAMP admission is considered the right approach for you, BHPL will take the following steps to get you on the road to recovery and wellness:

Step One: The initial evaluation.

If you face disciplinary or criminal proceedings, are suspected of diversion, questionably impaired at work, or are suspected of not being fit for duty, BHPL's investigators may conduct a paper-based evaluation to determine whether admission into URAMP is more appropriate than disciplinary action. This assessment may also take place at your own request in circumstances where you consider that the incident under investigation relates to your health, or a substance use disorder. If it is considered that admission may be appropriate, BHPL investigators will refer the case to the URAMP team for further assessment while the investigation remains ongoing.

A referral to URAMP by licensing board investigators may not mean entry into the program. For instance, a URAMP referral is unlikely to be appropriate in circumstances where a licensed health professional has diverted drugs for sale or distribution to others, caused harm to a patient because of their abuse, or engaged in behavior with a high potential for causing harm, such as substituting or tampering with a patients' drugs.

In circumstances where BHPL investigators make a URAMP referral, URAMP will be required to maintain transparency with the professional licensing board in terms of admission into the program, monitoring compliance, ongoing updates, termination or withdrawals, discharge, and completion status.

Step Two: Licensing board investigations team to offer a non-practice agreement while URAMP admission is under consideration.

At the outset, you will be provided with URAMP application materials to complete and submit. The URAMP admission process usually takes between one (1) and three (3) months. When admission is being considered as an alternative to discipline, you will be asked to sign an agreement not to practice during this period.

This agreement is legally binding and is likely to be required in all circumstances where continued practice may present an immediate risk to the applicant, patients and/or colleagues.

Step Three: URAMP admissions as an alternative to discipline.

Following the submission of all application materials, including an approved evaluator's report, a decision will be made by the URAMP admissions team or the REC. When admission is not granted, the case will be remitted to the BHPL investigators for further consideration to determine if disciplinary proceedings are required.

As highlighted in the previous chapter, to begin URAMP, you must sign an individualized URAMP Consent Agreement for Participants (UCAP), specifying evaluation and treatment requirements, drug-screening requirements, worksite limitations, and compliance reporting. Further information about the UCAP is provided in Chapter 5 of this manual. All applicants must also admit to having problems with substance use and/or accept that mental health is currently impacting their practice, and agree to waive all rights to appeal, file grievances or complaints, and contest licensure actions relating to or arising from their URAMP participation.

Step Four: Authority to dismiss pending complaints and change license status.

Upon effective enrollment to URAMP, pending complaint(s) against you that are based on facts related to the incident(s) that led to URAMP enrollment will be dismissed by the licensing board without prejudice.

Subsequently, the board will authorize the URAMP director to change your license status in accordance with the terms of the UCAP and URAMP staff action policy.

Step 5. Noncompliance and disciplinary proceedings.

Noncompliance with the UCAP during URAMP participation may result in several outcomes. These include a cease-to-practice order, an extension or modification of the UCAP, termination from the program and a report to the respective licensing board.

At any point during participation in the program, the professional licensing board may obtain pertinent records of your participation in URAMP. Participants and terms of the contract will not be made public in any circumstances as long as the participant successfully completes the program.

You have the option of withdrawing from URAMP at any point during your participation. As a result, the professional licensing board will proceed with taking disciplinary action against you in relation to the underlying complaint.

At the point of successful completion of the UCAP, URAMP staff will proceed with the successful discharge process which includes sealing the complaint and URAMP participation records, ceasing any practice conditions, and changing your license status to “current.”

Confidentiality and Reporting



Your privacy is our utmost priority. We want you to feel confident in the knowledge that all information relating to your time in URAMP will remain strictly confidential. Information about both your health and your participation in URAMP, including your admission materials, is protected by strict privacy law. Participants admitted into URAMP are not reported in public or to any disciplinary database.

A release of information (ROI) authorization is needed prior to URAMP staff communicating with any therapists, providers, attorneys, prospective employers, and others about your participation in URAMP. URAMP staff will also only communicate regarding the matters at hand.

Records pertaining to URAMP participation, including your application, are confidential and are not subject to public records requests. However, URAMP and board staff emails are a matter of public record, so staff will make extraordinary efforts to avoid discussing participant related issues via email.

URAMP participant matters that are heard before the REC and the applicable licensing board are heard in an executive session, which is closed to the public.

Confidentiality During the Application Phase.

Upon receipt of your application to URAMP, your license status will be changed by your board online to 'non-disciplinary restriction', meaning you are not permitted to practice.

The 'non-disciplinary restriction' license status will be published in the licensee database on the DPH Bureau of Health Professions Licensure website, but the reasons for this status will not be included. If, at a later time, you decide not to participate in URAMP after the application has been submitted, the information you provided may be used by your board in connection with a subsequent disciplinary action.

This will only be the case if the information is relevant to the matter under investigation.

Confidentiality During Participation in URAMP.

Upon effective enrollment in URAMP, your license status will remain as 'non-disciplinary restriction', meaning you are not permitted to practice.

The 'non-disciplinary restriction' license status will be published in the licensee database on the DPH BHPL website, but the reasons for this status will not be included. If, at a later time, you decide not to participate in URAMP after the application has been submitted, the information you provided may be used by your board in connection with a subsequent disciplinary action.

This will only be the case if the information is relevant to the matter under investigation.

Confidentiality Upon Successful Completion of the Program.

URAMP legislation requires any changes to a licensing restriction or condition must be approved by the participant's licensing board. Where URAMP staff or the REC has approved a return to practice with or without restrictions during or at the conclusion of the program, the recommendations will be put before your licensing board for final approval. The information provided to the licensing board will not include your personal/identifiable information and will be limited to the circumstances of admission, the requirements included in the program and the details of successful completion.

When your board has approved your successful discharge from the program, all URAMP records are sealed, and any related complaints are dismissed.

Random Body Sample Testing, as applicable:



URAMP uses random and observed toxicology testing as a monitoring tool. It is also a crucial detection tool for unauthorized substance use when monitoring participants with a substance use disorder and/or mental health conditions where abstinence is beneficial to their recovery.

You must comply with all toxicology testing protocols, if applicable, which is a fundamental element of your consent agreement of URAMP participation (UCAP). Your return to safe practice is expedited when your recovery can be supported by testing.

URAMP's Drug Testing Management Company

URAMP has a single, designated Drug Testing Management Company (DTMC) to coordinate the toxicology testing protocol. That DTMC adheres to the highest standards of quality, accuracy, control of toxicology testing specimens, and operates in the strictest confidentiality.

You are responsible for all fees associated with the toxicology testing protocol managed by the DTMC.

When testing is a requirement of the UCAP, you will be onboarded with the DTMC prior to the start of your program. This will include enrollment instructions, how-to videos and paper instructions, and a system overview during your URAMP orientation.

The Testing Process

The frequency and types of screens you will be required to undertake will vary from a minimum of 15 tests per year in accordance with best practice and your own diagnosis, the substances of concern and other practice issues. The frequency of random tests will be subject to change during the program.

The following random testing procedure must be followed to ensure compliance with the UCAP:

- You will check in daily between 4am and 2pm either by (1) utilizing the check-in feature on the DTMC's app, or (2) calling the DTMC's helpdesk number.
- At the test site, you will pay the associated fees. The DTMC can help to troubleshoot payment issues such as refunds.
- You will report to one of many available testing sites and provide the required specimen according to DTMC requirements.
- You will supply the specimen, as required. Depending on the test, results populate between 3 to 10 days.
- The Medical Review Officer ("MRO") may speak to you and URAMP staff regarding the results.
- Your compliance history including missed check-ins, failure to submit a test when requested, use of unauthorized substances, and other noncompliance matters is logged and followed up with by URAMP staff.

The DTMC can assist you in identifying suitable testing sites close to your home. In circumstances where you need to travel within the continental U.S., the DTMC can assist with identifying the closest test sites near you (see Chapter 12 on travel arrangements for more details).

All specimens are supplied pursuant to the protocols and collection procedures established by the designated laboratory and the DTMC. All toxicology specimens are supplied using an observed procedure and following proper chain of custody protocols.

You are also responsible for ensuring that you do not have a dual conflicting relationship with any specimen collectors at the DTMC. If a potential conflict exists, you must inform your URAMP program coordinator as soon as possible. If you are authorized to take certain medications such as methadone or buprenorphine/naltrexone or other controlled substances or cognitively impairing medications, you may have additional testing requirements, which will be agreed as part of your UCAP.

Testing Noncompliance

Instances of noncompliance with the UCAP and DTMC testing requirements for random supervised testing without reasonable excuse are reviewed by the REC and could result in your termination from the program.

Failure to test or complete alternative tests as determined by the program is treated in the same manner as a positive test result.

Drinking excess fluids and/or consuming caffeine-containing foods or drinks prior to submitting to a urine toxicology test may lower the specific gravity and creatinine level of a sample. Low specific gravity/creatinine levels less than 20mg/dL will be considered a dilute urine and is a matter of noncompliance. When dilute urines occur, URAMP staff will order alternative tests which may include a blood, hair, or fingernail test.

A pattern of diluted drug screens will be regarded as a violation of the UCAP, and you may be referred to the REC to consider additional action, including additional required drug screens, extension of the length of your program participation, or termination from URAMP.

Reasonable Excuses

You are responsible for informing any employer and/or supervisor of the need to leave work to supply a toxicology specimen. In the case of an emergency, if you are unable to leave work, you must contact your URAMP program coordinator as soon as reasonably possible to be considered to be excused from testing.

You are also expected to contact URAMP staff as early as possible if you have a reasonable cause for being unable to supply a selected toxicology test. You can send a message to URAMP staff via the DTMC's secure messaging system or by calling the URAMP phone number.

Your URAMP program coordinator will review your written request and a determination will be made based on the following criteria:

1. If the conflicts or other barriers to attendance were foreseeable and avoidable.
2. The strength of evidence in support of the request. Requests may require supporting documentation, such as evidence of a conflicting medical appointment or interview.
3. The location and zip code the participant was at during the requested excuse time (*Note: Testing may be required in the destination location if the request for non-testing is because of travel away from home area. See chapter 12 for more details about travel requirements during the program*).
4. Previous compliance with the terms and conditions of the UCAP.
5. Your willingness to test the following day.
6. Frequency of excuses requested - no more than a total of two calendar days in one calendar year may be approved per year.

If a written excuse is declined and you are still non-compliant with your program requirements, you may request that the excuse is reconsidered by the REC. Other exceptions may be approved after review by the REC.

Changes in Practice Setting, Travel, Respite, and Relocation



Changes in Practice Setting While Enrolled in URAMP.

If you are changing employment during your time in URAMP, you must inform your URAMP program coordinator before accepting your new position, per your UCAP. This applies to both changes in employment with an existing employer and where you are looking to start a new role with a different employer.

You must receive written approval from your URAMP program coordinator prior to practicing in a new practice setting.

To obtain a new employment approval:

- You must complete the URAMP employment review form including the Department's release of information (ROI) form to authorize URAMP staff to speak to your prospective employer.
- Your URAMP program coordinator will review the forms and will contact the prospective employer to obtain a job description, clarify questions, and to communicate conditions to practice and important monitoring information.
- Your URAMP program coordinator will review the job description to communicate with the employer should revisions to the role need to be made to ensure all the conditions to practice are met.

- The organization submits a final job description and/or offer letter that contains your condition to practice language.
- Your URAMP program coordinator will supply an approval letter to you once the position meets all the conditions to practice and policy requirements.
- Upon receipt of the approval letter, you may begin practicing in the approved role. Your URAMP program coordinator will communicate the approval to the organization.

You are responsible for providing your employer with an up-to-date copy of your UCAP and any standardized URAMP reporting forms they are required to complete. Your URAMP program coordinator will be available to speak with employers who have any questions about the program.

This employment review process must be followed in all circumstances where a participant changes their practice setting. The new organization will be required to attest to their review of the participant's UCAP and current conditions to practice.

You can request to be heard before the REC for reconsideration of your practice restrictions if they serve as a significant barrier to practicing and when the organization can offset or accommodate for the barrier.

Organizations will be required to submit a report about your performance on a quarterly basis, and to immediately report any concerns or relapses to your URAMP coordinator. If an organization contacts URAMP with concerns or with a report of a relapse, any actions required will be discussed with the organization. You will then be contacted and advised of any decisions or changes as deemed appropriate.



Travelling While Enrolled in URAMP

URAMP has provisions in place to enable you to travel out of state and internationally for personal reasons, including vacations.

The procedures to follow for travel will depend on whether the travel is domestic or international. Unless the need to travel is urgent, you should provide your program coordinator with at least 30 days' notice of out-of-state travel plans and 90 days' notice for international travel plans.

Domestic Travel:

Domestic travel includes any location within the United States. This does not include Alaska, Hawaii or the U.S. territories, such as Puerto Rico.

In these circumstances, you should complete the following actions, in this order:

1. Inform your URAMP program coordinator of your travel plans in writing prior to identifying flights and before securing accommodations.
2. Where the program includes ongoing testing requirements, contact the Drug Testing Management Company (currently Affinity) about your travel plans. They will help to identify the 2-3 possible testing sites which you can use if you need to test during your travel.
3. In the Affinity app, submit a monitoring interruption request for the actual dates of your travel. Supply the times of travel, method of travel and total length of travel. You must also submit your understanding that your monitoring provisions, which may include testing provisions, daily check-ins, and attending groups, shall continue during your travel.
4. Bring chain of custody forms (provided by Affinity) when travelling.
5. Complete the required check-in procedure on all travel days, unless otherwise approved by URAMP program coordinators.

Hawaii, Alaska, and U.S. Territories

While these are U.S. states/territories, traveling to these locations may require an international travel request as outlined in the international travel procedure below. This is because suitable testing sites may not be available at these locations.

URAMP staff will coordinate with the testing provider to identify whether testing sites are available in these locations. If testing sites are not available, the procedure for international travel must be followed.

International Travel:

In circumstances where travel is outside of the United States, you should complete the following actions, in this order:

1. Inform URAMP staff about your travel plans, including dates, location, and the reasons for travel by completing the International Travel Request Form, understanding that,
 - a. The request must be for a period of fourteen (14) days or less.
 - b. You are required to submit documentation regarding the trip length, dates, and location of the requested travel (plane tickets, reservations, etc.)
 - c. If applicable, you must agree, in writing, to submit to observed urine, blood, and hair follicle testing upon your return to the U.S.

URAMP staff will review the international travel request petition and determine compliance with the international travel policy, which includes compliance with the UCAP over a period of time.

2. Receive written approval from URAMP staff prior to traveling.

If URAMP staff are unable to approve the travel request, and if you must travel outside the United States, the participant may request that the matter be referred to the REC for further consideration.

Relocation Outside of Massachusetts

You must immediately notify your program coordinator if you intend to relocate outside the Commonwealth of Massachusetts.

URAMP staff will work with you to gather details about the relocation and, if applicable, facilitate the transfer of your monitoring program requirements to the receiving jurisdiction. If you apply for a license by reciprocity or through a licensure compact agreement with another state, you should inform your URAMP program coordinator, who can work collaboratively with the relevant alternative-to-discipline program authority in that state to assist with the transfer of your monitoring program requirements.

In these circumstances, your program coordinator will be required to share certain information with the relevant alternative-to-discipline program authority, including the reasons for admission to the program, a copy of the existing UCAP and any information relating to instances of non-compliance within the program as per the participant's release agreement.

Managing Recurrence of Use



THE FUTURE
DEPENDS ON
WHAT YOU DO
TODAY

“I am not defined by my relapses, but by my decision to remain in recovery despite them.”

We recognize that relapses or a recurrence of use sometimes happen during the challenging process of changing health and addictive behaviors. URAMP is designed with this in mind, and URAMP staff are trained to proactively support participants to recover in a manner tailored to their individual needs and circumstances.

When our program oversees your recovery from a substance use disorder, your URAMP Consent Agreement for Participants (UCAP) will require abstinence from unauthorized substances such as alcohol, marijuana and associated cannabinoids, psychedelics, and some non-prescribed and controlled substances. A reoccurrence of use and/or relapse is determined when unauthorized substance use occurs or abstinence is not achieved irrespective of when the pattern, intensity, and duration of the substance use either mirrors or is different from historical use episodes.

The REC reviews instances of a reoccurrence of use or relapse and will always consider your individual circumstances. The review will include how the reoccurrence or relapse is reported to the URAMP team, and your motivation, steps, and actions to recover, and future mitigation efforts that demonstrates your commitment to return to safe, unrestricted practice. The REC will

consider the above when meeting with you and when determining a recommendation regarding the event.

Notification and Initial Management of a Reoccurrence of Use/Relapse

In the event of a reoccurrence of use or relapse, you must inform your program coordinator at the earliest opportunity. If you have restored practice privileges and are working in a URAMP approved role, you will be removed from practice until approved by the REC, or its designee, to return.

Upon receipt of information that you have unauthorized substance use, your URAMP Coordinator will notify you and your employer(s) that you must cease practice until cleared to return. You will also be required to notify your employer(s) that you are restricted from practice.

While you are required to self-report instances of unauthorized substance use, others may report to URAMP as well. Third parties such as your therapist, treating providers, employers, and others are expected to notify URAMP with actual or suspected reoccurrence of use or relapses. The same process will be followed by URAMP staff in the case of a self-referral or employer notification. However, you should self-report in all circumstances as this helps to demonstrate continued engagement with the requirements of the program and will make it easier for the URAMP team to gain the information required to support your recovery.

Management of a Relapse

Upon report to URAMP of your relapse, you may be required to be evaluated by an approved evaluator provider (AP) as soon as possible.

The AP will send a written report of your relapse evaluation to URAMP which will be reviewed by the REC at its next monthly meeting. The REC will review the evaluation and other treatment records, your compliance history, and the details about reoccurrence of use which will include your statement of the events. The REC will then make a recommendation, which will be evaluated and managed on an individual basis.

The REC's recommendation to terminate a participant will depend on several factors. Repeated relapse, a failure to engage with the URAMP team or demonstrate a willingness to return to compliance with the UCAP may lead to a determination of non-compliance with program requirements and possible termination from the program (see Chapter 13 - End of Participation Outcomes for more information.)

Respite

The purpose of the relapse management process is to harness your return to program compliance safely and collaboratively so that you can continue your recovery and, once ready, return to practice.

However, we recognize that you may not be ready to return to program compliance immediately, and that pressure to do so may increase the likelihood of future relapse or functional impairment. You may request a time limited period of respite if you report a relapse or functional decline and wish to continue your engagement in URAMP, but do not feel ready to return to full program compliance immediately.

If you are placed in 'respite' status, you will not be permitted to return to practice but may remain in the program without being subject to the full terms of your UCAP for a limited period of time. Any waiver of the terms in your UCAP will be determined based on your individual requirements and must be agreed upon with URAMP staff and the REC.

Any single period of respite must not exceed three months.

Re-Engagement after Respite

You may request to exit a period of respite at any point during a three-month period but must confirm in writing that you have returned to full compliance with your UCAP. You will be evaluated by a designated provider (DP), which may include your therapist, within ten (10) calendar days, and the evaluation will be reviewed by the REC at its next monthly sitting. The REC will be made aware in these circumstances that the evaluation followed a period of respite from program requirements, and the REC will determine on an individual basis whether a return to practice is safe.

You may apply for a period of respite following relapse on more than one occasion. However, relapse may lead to a determination of non-compliance.

The respite length will be added to the length of the program. Participation in URAMP may not exceed five years. A minimum of one year of uninterrupted compliance with URAMP requirements after a period of respite will be required prior to successful completion of the service.

End of Program Outcomes

“Anything is possible when you have the right people supporting you.”



The intent of URAMP is to protect the public health, safety, and welfare of the Commonwealth while returning the licensed health professional to wellness after substance use disorder or functional impairment due to a mental health condition treatment. The goal of URAMP is to guide the participants to a safe return to practice within the boundaries of the program with the long-term aim of a successful and sustained recovery.

Upon successful completion of the program, your complaint and URAMP participation records will be sealed, any program conditions will end, and your license status will change to 'current.' While a successful discharge is the goal, terminations or voluntary withdrawal from the program can occur leading to disciplinary action against the participant's license.

However, URAMP does permit program re-admission after disciplinary action, thus continuously working towards a safe return to practice readiness for all our participants.