

## **Attachment A - Recovery Housing Assistance Program (RHAP) Provider Portal Overview**

STATE utilizes the established web-based Portal for individual applications, process and outcome measures, invoices and payments, and assistance utilization.

The RHAP Portal is a centralized system allowing providers and STATE to efficiently manage participant's applications, process and outcome measures, and payment processes. Providers will have secure access to all information related to their accounts, including:

- Business name and contact details
- Locations and associated recovery houses
- Participant application case files, which include the Application, Outcomes, and Invoice forms

### **Definitions:**

#### **Account**

- An Account includes all business locations/regions and recovery houses operated under a specific business entity or region.

#### **Location**

- A Location is a physical area where a business operates.
- Some Accounts have a single Location (e.g., one major city or region).
- Other Accounts operate multiple Locations across several cities or regions.

#### **House**

- A House is a recovery house operating under the RHAP program.
- Some Accounts will operate only a single recovery house.
- Other Accounts may operate multiple houses under a single location if serving multiple recovery homes within the same region.

### **Provider Access to Portal Overview**

Once Providers are approved, STATE will provide a link to the Portal. Provider is responsible for identifying an Account Administrator in their agency.

The Portal is set up with two separate roles for each Provider:

#### 1) Account Administrator (Admin):

- Must be approved by STATE to get Admin access.
- Each Provider Account will have one Admin.

- Has full access to all Account details, including every Location and Recovery House under that Account.
- Can approve User access for their Account's Locations and Houses.
- Controls User access within their Account, including Locations and Houses.

## 2) User:

- Regular Users do not have access to full Account-level data.
- Can request access to specific Locations and all Houses under those Locations.
- Can submit requests for multiple user accounts if access to more than one Location (and its houses) is required.

## RHAP Portal Users Capabilities:

- Request and gain access to a provider's location and all houses under that location.
- Submit multiple user account requests if access to more than one location (and the houses under them) is needed.

## **Application Process**

The RHAP Eligibility Application must be submitted jointly by the applicant and the Provider. Therefore, the Provider must supply a confidential space with a computer and internet access for application submission.

Upon receipt of a participant application, STATE will review and provide notification of program participation status (approved/denied) as follows:

- STATE will notify the submitting Provider of an applicant's application decision via email within five business days. This email will include a copy of the applicant's decision letter.
- STATE will notify an applicant of their application decision via email or mail, per the applicant's indicated communication preference on the application.

In the event of application denial, it will be up to the Provider to determine whether the individual will continue to stay at the recovery house, knowing they will not receive reimbursement from STATE for the individual.

The recovery housing program is responsible for ensuring verification documentation is submitted with the application according to the instructions within the application system.

## Baseline and Conclusion data

A RHAP Provider is required to collect and report baseline and conclusion participant data. Baseline data must be entered before invoices may be submitted. Conclusion data must be entered before submitting a final invoice for an application. Below are the steps to submit outcome data.

A Provider must complete the Recovery Housing Baseline and Conclusion Outcomes Data form within the RHAP Portal to report this data. Information that will be collected on this form includes:

- Current employment status
- Average weekly income
- Average hours worked per week
- Recent criminal justice involvement
- Current IV drug use
- Recent overdose history
- Recent emergency room use for issues relating to substance use
- Current impact of substance use on participant quality of life
- Current substance use patterns
- Participant mental health rating
- Current housing situation

Failure to provide this information may result in delayed or denied reimbursement of services.

## Invoice Submission and Reimbursement Procedures

A participating RHAP Provider shall use the Recovery Housing Provider Invoice form within the Portal to submit monthly invoice charges for an eligible program participant. This form shall be submitted only once per calendar month per eligible program participant and shall include all expense charges for that individual occurring within that calendar month. In addition, a Provider must agree to the following:

Invoices must be submitted to STATE no later than the 10<sup>th</sup> of the following billing month (e.g., an invoice for services occurring in May must be submitted by June 10<sup>th</sup>).

The provider shall enter the first and last date that a participant slept at the RHAP location. The portal will calculate the number of weeks used by each participant based on the table below.

<b>Duration of 24-Hour Stays</b>	<b>Total Billable Units</b>
1 to 7 days	1 week
8 to 14 days	2 weeks
15 to 21 days	3 weeks

22 to 28 days	4 weeks
29 to 35 days	5 weeks
36 to 42 days	6 weeks
43 to 49 days	7 weeks
50 to 56 days	8 weeks
57 to 63 days	9 weeks
64 to 70 days	10 weeks
71 to 77 days	11 weeks
78 to 84 days	12 weeks

- Provider shall ensure other sources of funding are utilized first when available for that individual.
- Provider shall ensure the reimbursement provided for services is full and final payment and participants shall not be billed.

STATE processes invoices monthly and issues payments within 30 days of receiving the invoice. In the event of a discrepancy, STATE will contact the submitting Provider for resolution before payment is issued.