



# Vermont Department of Health: Substance Use Disorder System of Care Enhancement

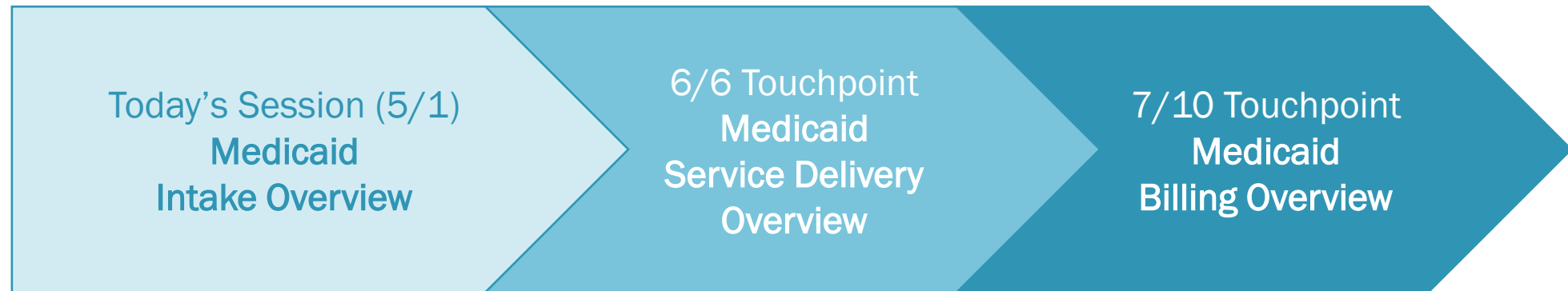
Recovery Support Services (RSS) Initiative  
Monthly Recovery Center Director Touchpoint  
May 1, 2025

# Agenda



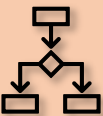

- Welcome
- Preview of Upcoming RCD Touchpoints
- PRSS & RSO Certification Updates
- Foundational Visits Recap
- Medicaid Intake Overview
- Framework for Culture Change
- Reminders
- Closing

# Preview of Upcoming RCD Touchpoints

*In response to recent questions and discussions with Recovery Centers about the Medicaid process, VDH will be sharing overviews of key Medicaid process steps during the upcoming RCD Touchpoints.*



# RSS Initiative Status Update Overview

Component	Objective	Status
 <b>Peer Recovery Support Specialist (PRSS) Certification</b>	To develop and operationalize a process for PRSS certification via the Office of Professional Regulation (OPR) based on the International Certification & Reciprocity Consortium (IC&RC) Peer Recovery credential.	The proposed <b>PRSS Certification Rule and accompanying Code of Ethics</b> were filed with LCAR in April for an anticipated hearing in May. VDH is coordinating with OPR for <b>operationalization of the PRSS Certification process</b> and with PreventionWorks for the credential process. VDH is also establishing a contract with FAVOR for <b>RDP 2.0</b> .
 <b>Recovery Services Organization (RSO) Certification</b>	To develop and operationalize a process for certification of RSOs, building upon existing work to accredit organizations who maintain a high standard of service.	The <a href="#">RSO Certification Rule</a> was adopted with an effective date of July 1, 2025. VDH is currently developing the <b>application</b> and <b>site visit process</b> . Recovery Centers are invited to share <b>questions</b> on the process through the Alchemer survey <a href="#">here</a> for an upcoming webinar.
 <b>Foundation Building Exercises</b>	To learn more about Recovery Center operations and areas of support needed for upcoming certifications and for Medicaid.	<b>In-person Foundational Visits</b> with each Recovery Center concluded at the end of April. <b>Board development coaching</b> calls will continue on a monthly basis. VDH will <b>continue to assess opportunities</b> for foundation building related to the RSS initiative moving forward.
 <b>Medicaid Benefit Design &amp; Rollout</b>	To design and implement a Medicaid benefit system for RSS and to make any necessary adjustments to support Medicaid reimbursement of RSS.	VDH is currently developing key components of the <b>Medicaid service delivery design</b> , including a template for <b>Individualized Recovery Plans</b> and criteria for <b>medical necessity</b> . VDH is also coordinating with partners to develop a <b>draft Medicaid implementation timeline</b> .

# Status Update: Peer Recovery Support Specialist (PRSS) Certification



## Peer Recovery Support Specialist (PRSS) Certification

### Key Objective

To develop and operationalize a process for PRSS certification via the Office of Professional Regulation (OPR) based on the International Certification & Reciprocity Consortium (IC&RC) Peer Recovery credential.

### Current Status

- The proposed **PRSS Certification Rule** and accompanying Code of Ethics were **filed with LCAR** in April for an anticipated hearing in May
- VDH is coordinating with OPR for **operationalization of the PRSS Certification process** and with PreventionWorks for the credential process
- VDH is also establishing a contract with FAVOR for **RDP 2.0**



# Status Update: Recovery Services Organization (RSO) Certification



## Recovery Services Organization (RSO) Certification

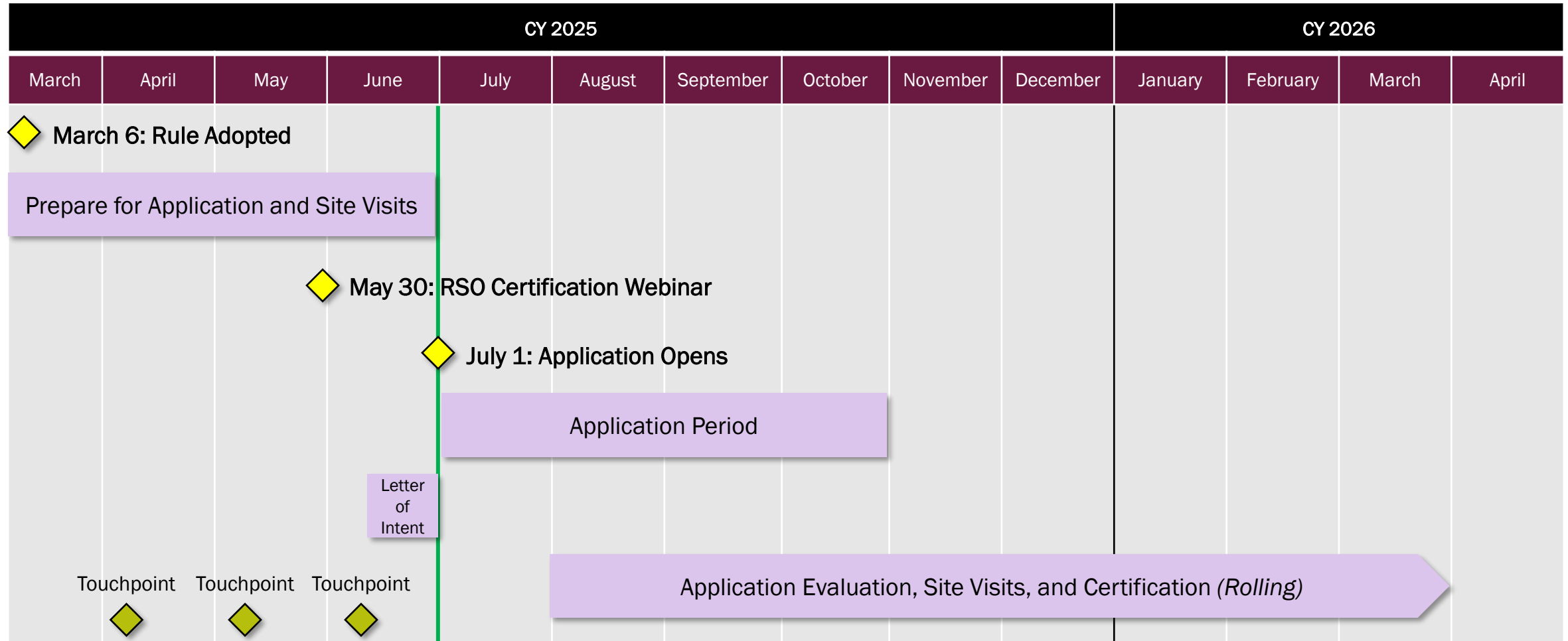
### Key Objective

To develop and operationalize a process for certification of RSOs, building upon existing work to accredit organizations who maintain a high standard of service.

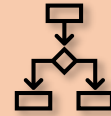
### Current Status

- The [RSO Certification Rule](#) was adopted with an effective date of July 1, 2025
- VDH is currently developing the **application** and **site visit process**
- Recovery Centers are invited to share **questions** on the process through the Alchemer survey [here](#) for an upcoming webinar

# Recovery Services Organization (RSO) Certification Draft Timeline



# Status Update: Foundation Building Exercises



## Foundation Building Exercises

### Key Objective

To learn more about Recovery Center operations and areas of support needed for upcoming certifications and for Medicaid.

### Current Status

- **In-person Foundational Visits** with each Recovery Center concluded at the end of April
- **Board development coaching** calls will continue on a monthly basis
- VDH will **continue to assess opportunities** for foundation building related to the RSS initiative moving forward



# Status Update: Medicaid Benefit Design & Rollout



## Medicaid Benefit Design & Rollout

### Key Objective

To design and implement a Medicaid benefit system for RSS and to make any necessary adjustments to support Medicaid reimbursement of RSS.

### Current Status

- VDH is currently developing key components of the **Medicaid service delivery design**, including a template for **Individualized Recovery Plans** and criteria for **medical necessity**
- VDH is also coordinating with partners to develop a **draft Medicaid implementation timeline**

# Medicaid Intake Overview

# Medicaid Intake Procedures: Overview

- **Key components** of the Medicaid intake process include:
  - 1. Medical Necessity (Focus Today)**
    - The RSO must evaluate whether RSS is medically necessary for the individual being served
  - 2. Medicaid Card**
    - The RSO must collect the individual's Green Mountain Care card before providing services
  - 3. Eligibility Verification**
    - The RSO must verify that the individual is currently eligible to received Medicaid-reimbursable RSS services
  - 4. Documentation**
    - The RSO must maintain documentation of the services and eligibility verification, with key information collected during intake

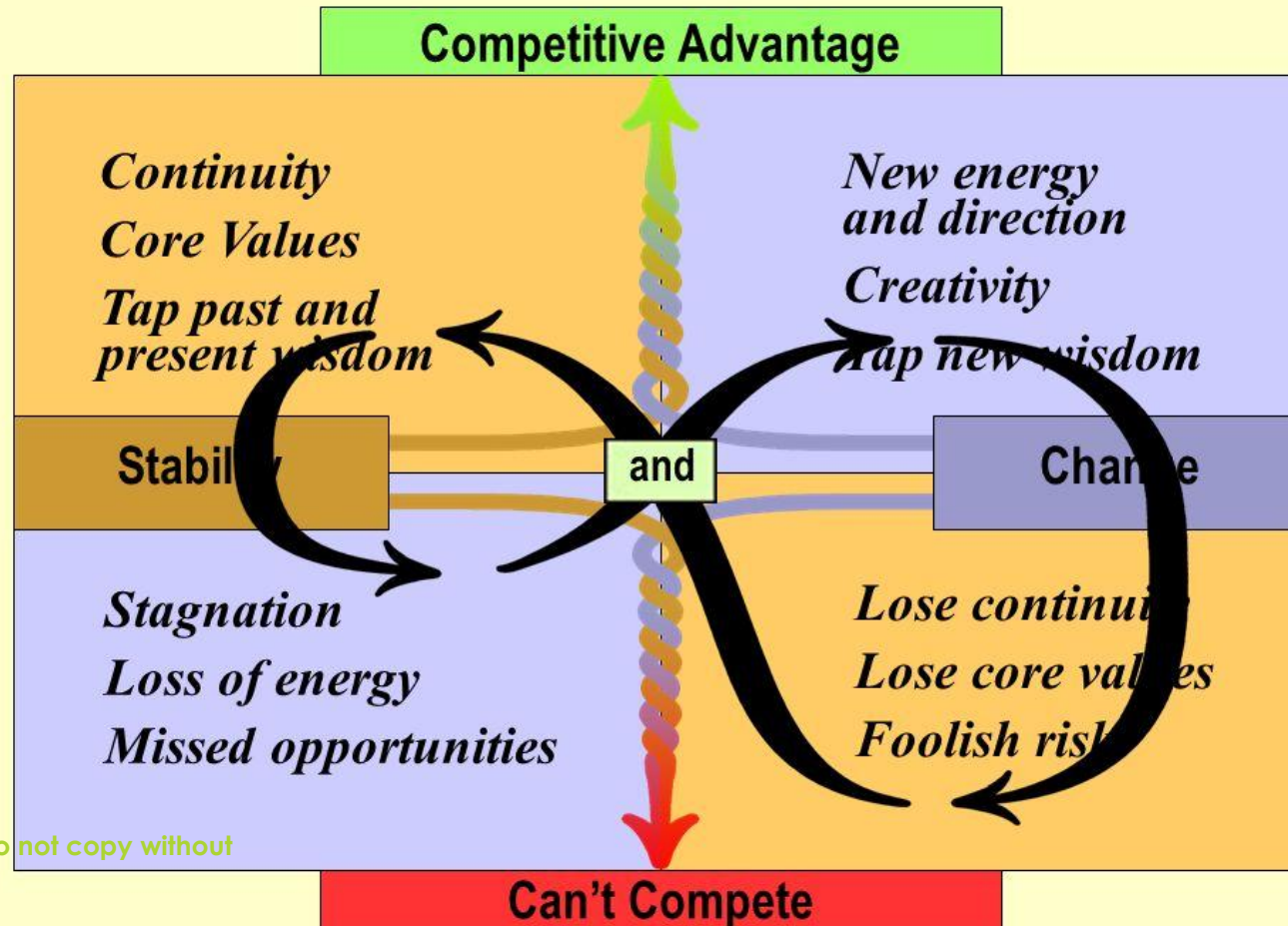
# Medicaid Intake Procedures: Medical Necessity Determination

- **For a service to be Medicaid reimbursable, it must be “medically necessary” for the individual receiving the service**
  - “Medically necessary” is defined as health care services that are appropriate, in terms of type, amount, frequency, level, setting and duration to the member’s diagnosis or condition
- To establish medical necessity, VDH is developing a short questionnaire that can be administered by a certified Peer Recovery Support Specialist (PRSS) to an individual seeking services
  - The questionnaire will include information on the individual’s use of substances and its impact on their life, and will aim to initiate conversation about how the PRSS could best support the individual

# Framework for Culture Change

# Polarity Management

## Overemphasis on Change



# Polarity Management

## Polarity Management® Map

### Action Steps

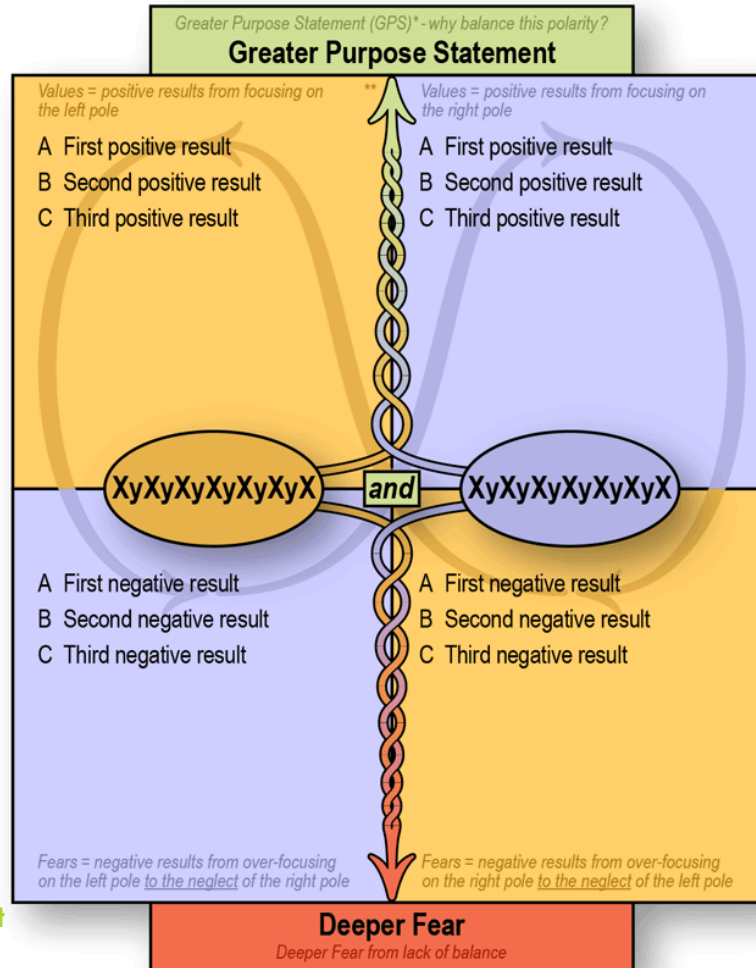
How will we gain or maintain the positive results from focusing on this left pole?  
What? Who? By When? Measures?

1. First Action Step
2. Second Action Step
3. Third Action Step

### Early Warnings\*\*\*

How will we gain or maintain the positive results from focusing on this left pole?  
What? Who? By When? Measures?

1. First Early Warning
2. Second Early Warning
3. Third Early Warning



### Action Steps

How will we gain or maintain the positive results from focusing on this right pole?  
What? Who? By When? Measures?

1. First Action Step
2. Second Action Step
3. Third Action Step

### Early Warnings\*\*\*

How will we gain or maintain the positive results from focusing on this right pole?  
What? Who? By When? Measures?

1. First Early Warning
2. Second Early Warning
3. Third Early Warning



# Discussion on Culture Change

- Are there any upcoming changes or culture shifts that you are currently concerned about at your Recovery Center other than asking for insurance information?
- What is your personal experience of having someone ask for your insurance or information?
  - When did it get in the way of connection—when didn't it? What was different? How does your experience inform how you might want to implement this change?

# Reminders

# Reminders

- **July touchpoint to be rescheduled** due to 7/4 Holiday
- Share **your questions about the RSO Certification process**, along with your anticipated timeline for applying, through the survey [here](#)
- The **RSS Connect Newsletter** is issued quarterly and includes updates and reminders
  - **Encourage your board members to subscribe** through the link [here](#)
- Board development coaching sessions scheduled for the **first Monday of each month**

*Questions? Comments?*

# Closing



# Thank you!

We appreciate your time this afternoon and look forward to seeing you in upcoming board development sessions, RSO Certification Webinar and our next virtual touchpoint in June.