



Vermont Department of Health: Substance Use System of Care Enhancement

Recovery Support Services (RSS) Initiative
Monthly Recovery Center Director Touchpoint
July 9, 2026

Agenda

- Welcome
- Electronic Recovery Record (ERR) Update
- Peer Recovery Support Specialist (PRSS) Manual Q&A
- Individualized Recovery Plan (IRP) Review and Discussion
- Recommended DVHA-Gainwell Medicaid Trainings for RSOs
- RSS Medicaid Provider Readiness Checklists
- Adjourn

Welcome

Electronic Recovery Record (ERR) Update

Electronic Recovery Record (ERR) Update

1. Has the group aligned on a deadline to make a decision about the Electronic Recovery Record?

2. Are there any updates to share regarding the following topics?

- FAVOR's presentation to RSOs in June
- Plans for making a recommendation on the ERR to RPV membership
- Progress in exploring a third-party Medicaid billing system

As the decision-making process continues, please bear in mind that **the Department of Health will not be providing additional funding for the ERR.** However, existing Base grant funding can be used for this purpose.

Peer Recovery Support Specialist (PRSS) Manual Q&A

Peer Recovery Support Specialist (PRSS) Manual Q&A

- The [PRSS Manual](#) was issued this week! 🎉 Thank you to all of those who provided input and feedback as part of the Manual development process.
- The Manual is posted on the [RSS webpage](#) under Peer Recovery Support Specialist Certification resources.

Do you have any questions for VDH on the PRSS Manual content?

Individual Recovery (Management) Plan Review and Discussion

Medical Necessity Questions

Question 1: What substances, including alcohol, are you concerned about in terms of your previous or current use?

- ☐ Alcohol
- ☐ Opiates
- ☐ Cocaine
- ☐ Stimulants
- ☐ Barbiturates
- ☐ Cannabis
- ☐ Depressants
- ☐ Hallucinogens
- ☐ Inhalants
- ☐ Nicotine
- ☐ Other:

Question 2: How often are you or were you using this/these substances?

- ☐ Daily
- ☐ Most Days
- ☐ Fewer than 3 days a week
- ☐ Currently in recovery

Question 3: Which of these areas of your life have been impacted by substance use?

- ☐ Relationships and social supports
- ☐ Employment
- ☐ Housing
- ☐ Transportation
- ☐ Physical and Mental Health
- ☐ Legal
- ☐ Financial, budget and money management
- ☐ Recreation and relaxation
- ☐ Spirituality, mindfulness, and culture

Medical Necessity

Name: *Readme Poetry*

Today's Date: *7/7/2026*

1. What substances are you concerned about in terms of your previous or current use? *Alcohol.*

2. How often are you or were you using this/these substances?

☐ Daily

☐ Most Days

☐ Fewer than 3 days a week

☒ No days or currently in recovery

3. Which of these areas of your life have been impacted by substance use?

☒ Relationships and social supports

☐ Employment

☐ Housing

☒ Transportation

☒ Physical and Mental Health

☒ Legal

☒ Financial, budget and money management

☐ Recreation and relaxation

☐ Spirituality, mindfulness, and culture

Rights of the Person Served

Communication of Rights

- Rights communicated in plain language
- Provided before or at service start
- If informed consent isn't possible, this is documented in the record

Core Protections

Right to: Confidentiality & privacy

Freedom from:

- Abuse • Exploitation • Retaliation • Humiliation • Neglect

Access Rights

- Timely information for decision-making
- Access to personal records:
 - Recovery plan
 - Service notes

Informed Consent / Refusal

- Service delivery
- Release of information
- Concurrent services

Referrals

- Treatment
- Case management
- Harm reduction
- Social service agencies

Grievance Process (Vermont Medicaid compliant)

- Grievance may be oral or written
- Can be filed at any time
- Acknowledgment mailed within 5 days
- If a decision is made within 5 business days, then the decision letter is sent in place of an acknowledgement
- Addressed as quickly as health requires – but no more than 90 days after receipt

Individual Recovery Plan (Example)

Date: June 30th, 2026

Name: Readme Poetry

Current Support (Strengths & Abilities)	Needs	Things preventing support:
• Mental health services • Adult learning program	• More recovery supports • Supportive housing	• Arrested for breaking terms of release. • Relapsing • Repeatedly released into an environment where people are using • Limited access to identity-based group meetings

Individual Recovery (Management) Plan (example)

What is your SMART goal?

Keep sobriety, Get GED

Specific What do you want to accomplish?	90 meetings in 90 days Complete adult learning class requirements
Measurable How can you measure progress?	Number of meetings – attend one meeting per day Spend one hour working on assignments each day Show up to every class
Achievable Do you have what you need to accomplish this goal?	I have support from coach/sponsor/community I have a quiet place to study
Relevant Why are you setting this goal?	Do this for myself, the people I love, my community Improve job opportunities
Time-specific Deadline	3 months (90 in 90) Spring 2027

Recovery Management Plan (example)

How can we make your goal happen?
Keep sobriety, Get GED

Resource	Frequency of contact
Support groups	Every day (for 90 days)
Recovery coach (Ray)	Meet at least 1x a week
Adult learning center	4 days a week
	Strengths, needs, abilities, preferences, cultural considerations, and services identified to be provided, and staff responsible for helping to accomplish objectives

Recovery Management Plan (example)

Acknowledgement & Completion Page

By signing below, I acknowledge that I have received/ refused a copy of this plan. I have reviewed, contributed to the development of, and understand my Recovery Management Plan.

Participant Signature:_____ Date Signed:

PRSS Signature:_____ Date Signed:

Supervisor Signature:_____ Date Reviewed:

Recommended DVHA-Gainwell Medicaid Trainings for RSOs

DVHA-Gainwell Medicaid LMS Trainings: What's Ahead?

Starting in August, RSOs will be assigned at least 1 training from the DVHA-Gainwell learning management system (LMS) to complete ahead of each **monthly Touchpoint**. The trainings aim to support overall provider readiness and understanding of Medicaid requirements.



Reminder: All RSOs should **obtain enrollment keys** to access the Gainwell LMS system before the August 6 Touchpoint.



Touchpoints: Each session will include a brief, **interactive trivia activity** based on that month's assigned training content.

DVHA-Gainwell LMS Trainings: What's Ahead?

RSO leadership and PRSS should complete the following trainings ahead of the next Monthly Touchpoints:

Touchpoint Date	Training	Estimated Training Duration
August 6	Medicaid 101	~48 minutes
September 3	VT Medicaid Website and Medicaid Portal Review	~37 minutes
October 28	Provider Management Module (PMM) Master Class	~90 minutes

DVHA-Gainwell LMS Trainings: What's Ahead?

Note: VDH and DVHA-Gainwell have identified 3 LMS trainings included on the Recommended Medicaid Trainings that are intended for internal use only and are not accessible to RSOs. These include Intro to Claims, Intro to MMIS, and the Financial Overview.

- The content in these trainings is not required for RSOs or PRSS to successfully prepare for or perform Medicaid billing activities.
- VDH will distribute an updated Recommended Medicaid Trainings for RSOs list via email and will inform RSOs of any other training opportunities through DVHA-Gainwell.

RSS Medicaid Provider Readiness Checklists

RSS Medicaid Provider Readiness Checklists

Last week, VDH shared **RSS Medicaid Provider Readiness Checklists** with RSO leadership. There is one checklist for RSOs to complete and one checklist for PRSS to complete.

The checklists are intended to serve as a **framework to support organizational readiness** for the RSS Medicaid benefit implementation in 2027. They are divided into categories and include a timeline for all key activities, so that RSOs can plan and prepare staff accordingly.

RSS Medicaid Provider Readiness Checklist for Recovery Services Organizations (RSOs)

RSO Name: _____

July 1, 2026

Overview: This checklist is a tool for RSO leadership (e.g., Executive Director, Director) to support organizational readiness for the RSS Medicaid benefit implementation in 2027. It outlines key activities to prepare for service delivery and compliance. RSO leadership should also ensure that all Peer Recovery Support Specialists (PRSS) delivering Medicaid-reimbursable services complete the corresponding individual checklist. **This checklist is intended to be used as a flexible framework and may be adapted to fit your organization's workflows and tracking needs.**

Instructions: Mark items as complete only when all components are fully addressed. Use the notes/comments section to document the date it was completed, the staff responsible, and any remaining questions or follow-up items. The "Latest Completion Date" reflects the final deadline for each activity.

Note: This checklist is not exhaustive, and the Department of Health (VDH) may share updates as guidance evolves. RSOs are encouraged to customize and build on this tool to meet their organization's needs. Please contact VDH with any questions or feedback.

Complete	Checklist Item	Earliest Start Date	Latest Completion Date	Notes/Comments: Such as: Date completed, which staff have been trained, what the next steps are in the process to complete the item.
Organizational Certification				
☐	My organization is a certified RSO through the Vermont Department of Health	July 1, 2025	May 31, 2027	
☐	If my RSO certification ends prior to 7/1/2027, my organization is working to get recertified to be able to enroll in Medicaid	July 1, 2025	May 31, 2027	
☐	My organization has addressed the areas identified in our Corrective Action Plan	October 1, 2025	March 31, 2027	

What initial questions do you have on the Provider Readiness Checklists?

Adjourn



Thank you!

We appreciate your time this afternoon and look forward to seeing you at our next meeting in August!