

Provider Frequently Asked Questions (FAQ) on Recovery Coaches (RC) and Recovery Support Navigators (RSN)

Q: Who is eligible to receive these two new services: Recovery Coach and Recovery Support Navigator?

A: Together members obtained these services on July 1, 2018. Unify and SCO members who meet medical necessity criteria can obtain both these services from contracted providers starting January 1, 2019.

Q: How can I refer a member for these services?

A: As long as a member meets admission medical necessity criteria, any medical or behavioral health provider, Community Partner (CP) or other care manager that has contact with the member and is able to identify the need for these services can make a referral to a contracted provider of these services. Providers of these services must be in network that is, contracted with Tufts Health Plan.

Q: Where do I refer members for these services?

A: Recovery Coaches must be employed by an organization that is able to provide supervision, an organizational culture that supports fidelity to the model, and an environment that allows members to be served. The Recovery Coach service is based within a licensed Behavioral Health Outpatient Clinic or Opioid Treatment Center, however may be deployed to any setting and must be contracted with Tufts Health Plan.

Recovery Support Navigator services are also based within a Licensed Behavioral Health Outpatient Clinic or an Opioid Treatment Center and Recovery Support Navigators can also be deployed to any setting and must be contracted with Tufts Health Plan.

Q: What is a Recovery Coach?

A: Recovery Coaches are individuals in substance use recovery who have experience with addiction and who have been trained to help their peers. They are not licensed mental health or addictions counselors.

Q: What types of support do Recovery Coaches provide?

A: Emotional and social support in making positive life changes and developing skills to facilitate recovery

Q: What can I expect from a Recovery Coach in terms of services?

A: At least one in-person meeting to develop a Wellness Plan and at least five connections over a 30-day period, which can include in person, over the phone or by text.

Q: What is a Recovery Support Navigator?

A: A Recovery Support Navigator is a paraprofessional that provides care management and system navigation supports to Members with addictions and co-occurring mental health conditions. Their main purpose is to support members in accessing treatment services and community resources.

Q: What does a Recovery Support Navigator provide?

A: The Recovery Support Navigator explores treatment recovery options with a Member, helps clarify goals and strategies, provides education and resources and assists members in accessing treatment and community resources. A Recovery Support Navigator is not responsible for an overall care management plan, or medical or clinical service delivery, but supports the member in accessing those services and is part of an overall care team.

Q: What can I expect from a Recovery Support Navigator in terms of services?

A: A Recovery Support Navigator (RSN) will work with you to develop a set of goals and objectives that guide the activities of the RSN services. If you already have a care management plan, the goals and objectives must be consistent and support the overall care plan. The RSN will identify treatment and providers covered under your benefit that can help you meet your goals and objectives.

Q: Do either of these services require Prior Authorization (PA)?

A: If a member meets medical necessity criteria for admission to these services, notification to Tufts Health Plan is required to begin Recovery Coach or Recovery Support Navigator Services. However, for ongoing authorization for both services, starting January 1, 2019, medical necessity review will be needed after the first 60 days for Recovery Coaches and the first 90 days for Recovery Support Navigators to obtain authorization for continued services and Continued Stay Criteria must be met.

Q: When and how do Members complete services with a Recovery Coach or Recovery Support Navigator?

A: Members complete each of these services when Tufts Health Plan's Discharge Criteria are met, largely when the Member no longer meets admission criteria or meets criteria for a less or more intensive level of care or when individualized goals and objectives have been met. But also when consent for the services have been withdrawn, support systems that allow a member to be maintained in a lesser restrictive treatment environment have been secured or if a member is no longer making progress toward their goals and there is no reasonable expectation of progress, nor are the services required to maintain the member's current level of functioning.

Q: I am a Recovery Coach or Recovery Support Navigator. How do I get reimbursed for my services?

A: Contracted providers for these services must adhere to Tufts Health Public Plan's Utilization Management process. For information on provider specifications, medical necessity criteria, Prior Authorization and Concurrent Review/Authorization procedure, and payment, please refer to the [Tufts Health Public Plans Provider Manual](#).