

HealthProCHOICES

A newsletter for participants in the Health Professionals' Services Program (HPSP)

April 2011

HPSP Appreciates Your Feedback

We are pleased to provide you with the April HPSP newsletter. The program is now in its tenth month of operation. We have reviewed the results of the second quarter satisfaction surveys, and items of concern have been prioritized for resolution. There are some issues that licensees have brought forward that we cannot do anything about as we are compelled by HB2345 and Oregon Administrative Rules of the Oregon

Health Authority (formerly DHS) and the participating Boards on how the program must operate. However, there are areas where we can impact, such as the collection sites and the time it takes to return calls, and we continually are making improvements. We reviewed staffing ratios and currently are in process of hiring an additional agreement monitor. The purpose of these newsletters is to provide you with up-to-date



Your satisfaction matters to HPSP.

information that will support you in maintaining compliance with HPSP. Program information and updates are also located on our website: www.rbhhealthpro.com

Getting to Know the HPSP Staff



Gary Barnes: Hiking at Royal Lake in Oregon

Beginning with this issue, we would like to highlight key staff from the HPSP team, starting with the program clinical manager, Gary Barnes, MSW, LCSW, CEAP.

Gary is an experienced, licensed social worker knowledgeable in both mental health and substance abuse, having worked in the field for over 25 years.

He is an experienced supervisor and has had extensive hands-on experience in case management and monitoring.

Gary is located in our Portland and Corvallis offices and is the first contact if you have a problem or concern about HPSP. You can reach Gary through email: garyb@reliantbh.com or call HPSP at 888-802-2843.

Satisfaction Surveys and Newsletter Feedback

We are able to make changes in the quarterly satisfaction survey, which will be sent out for the first quarter of year 2 in October 2011. We would like your feedback on the survey questions. Please let us know what questions you would like to see on the survey. You can give this information to your agreement monitor or send an email to HPSP@reliantbh.com with **survey feedback** in the subject field.

We are also are looking for newsletter feedback.

Please let us know what information would be helpful for you to receive. Give the feedback to your agreement monitor during your regularly scheduled call or send an email to: hpsp@reliantbh.com with **newsletter feedback** in the subject field.



HPSP: 888.802.2843
www.RBHHealthPro.com

Frequently Asked Questions

Question: I have failed to call the interactive voice response system four times and received a report of non compliance. What will happen if I fail to call in a fifth time?

Answer: It is important to set up a reminder so you do not fail to call in on a daily basis. If you couple your call in with another task that you do on a daily basis, it is easier to remember to make the call. If you continue to fail to call in daily, you will receive additional reports of non compliance.

Question: is there any option to make an appointment at my collection site when I need to test?

Answer: Many of the collection sites offer the option of scheduling an appointment. Call your assigned collection site and see if the site is currently offering this option. Having a scheduled appointment can shorten the time it takes to give a specimen.

Question: I am running low on my

paper chain of custody of forms, how do I order more?

Answer: There are several ways to order additional paper chain of custody forms. You can send an email to HPSP@reliantbh.com or call 888-802-2843. Be sure to call before you do not have any forms left. It can take up to 10 business days if additional forms need to be ordered from Medtox.

Question: What happens if I fail to "call in" on a daily basis?

Answer: In accordance with the Daily Call In Policy, a licensee will be reported non-compliant to Acumentra, and Acumentra will report the non-compliance to the appropriate board. This includes calling in on Sundays. Remember to write down your confirmation number for proof that you called in. The automated system captures the time of call, messages you listened to, and how long you stayed on the line.

Question: Please clarify what the billing process is?

Answer: Licensees will be billed for toxicology testing within 2 weeks of taking the test. If the test is cancelled due to collection site or laboratory error, you are not charged for the cancelled test but must take another test. If you have a question about your statement, email HPSP or call HPSP and inform the customer relations representative that you have question regarding your statement. Please have the date of the charge you are questioning. You can also see your statement on www.rbhhealthpro.com. To login, click on the My Account tab. User login is your email address that you have given HPSP to communicate with you and your password is your 8 digit account number plus your 4 digit pin number. Once you log in, you will be able to see your financial account and print your statement. You are also able to view your testing facilities on line.

Shy Bladder Policy

The HPSP toxicology program is required to follow the Department of Transportation rules as closely as possible. If a licensee goes to a collection site, the specimen submitted must be at least 45 ml. If the licensee cannot provide an adequate specimen, the licensee must stay at the collection site for up to 3 hours and may drink up to 40 ounces of fluid, such as juice or water, and has to provide a 45 ml specimen within the 3-hour period.

If the licensee is not able to provide 45 ml, the licensee must provide a letter from a physician stating a physiological reason for the licensee's inability to provide an adequate specimen. If the licensee is unable to obtain a physician's letter that states a physiological reason for the licensee's inability to provide an adequate specimen, the licensee will be

reported non-compliant for failure to test. If the licensee leaves the collection site for any reason without providing an adequate specimen prior to the 3 hour time limit, the licensee will be reported non compliant for failure to test. There are no exceptions to this requirement.

Website Update of the Month
If you are interested in learning more about substance abuse or need to obtain CME credits for licensure, click on the new, Educational Resources tab at www.rbhhealthpro.com to see what is currently available in the community.

Health Professionals' Services Program
818 SW 3rd Ave #239
Portland, OR 97204-2405
888.802.2843

www.rbhhealthpro.com