



DATE: June 27, 2016  
TO: SUD Provider Network  
FROM: Rosie Andueza, SUD Operations Program Manager  
Idaho Department of Health and Welfare  
  
Liza Crook, SUD Program Supervisor  
Idaho Department of Juvenile Corrections  
  
SUBJECT: Follow-Up Survey

The Idaho Department of Health and Welfare (IDHW) and the Idaho Department of Juvenile Corrections (IDJC) are implementing follow-up surveys for clients who receive substance use disorder treatment services funded by their agencies (with the exception of ATR funded clients). Clients discharged on or after July 1, 2016 will be included in the follow-up survey implementation.

Providers will conduct a brief follow-up survey with clients at thirty days, six, and twelve months post-discharge for all IDJC and IDHW populations (with the exception ATR funded clients). The follow-up survey will be a reimbursable service and will be added to each partnering agency's rate matrix, including provisions for payment for a series of unsuccessful attempts at contacting the client. **Due to the importance of this data and the information it will render, completion of the follow-up survey will be a requirement for serving these populations.** This data will be invaluable in determining best-practices and future funding needs.

All clients receiving treatment through IDHW or IDJC funding that have not been discharged prior to July 1, 2016 need to have an informed consent completed and retained in their clinical file. All new admissions to treatment need to have an informed consent completed and retained in their clinical file upon intake. The WITS Help Desk will email WITS Administrators at least one week in advance of when it is time to conduct a thirty day, six or twelve month follow-up survey. This process of notification will be replaced in the coming months with WITS alerts. The surveys must be completed in WITS and providers will no longer receive authorizations for the Follow-up service. After July 1, 2016 providers will create a non-authorization Payor Plan in order to release Encounters to Billing for the

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Follow-up service; all claims will be adjudicated in WITS. Clients that successfully completed a thirty day follow-up survey during the pilot are to be contacted to complete the six and twelve month follow-up surveys, but the provider will not receive an authorization as they did during the pilot.

Due to the importance of implementing the follow-up survey consistently throughout the provider network, attending a live training is mandatory for all providers of clinical treatment services. Recovery Support Service providers are not required to attend the training, but are welcome to do so. Each provider should have the staff they intend on designating to complete the follow-up surveys, or a supervisor able to relay the information to their staff, attend the training. Only one person per agency is required, not one person per facility for those providers that have multiple facilities. The informed consent form that is to be completed with all active IDHW (not ATR4) and IDJC funded clients is attached. Additionally, the follow-up survey worksheet that can be provided to clients is attached. These documents will be reviewed during the trainings.

Training dates and registration links are as follows:

- Tuesday, July 12<sup>th</sup> at 2:30 PM MST at <https://attendee.gotowebinar.com/rt/4605731438924920322>
- Thursday, July 14<sup>th</sup> at 10 AM MST at <https://attendee.gotowebinar.com/rt/5022469435596384770>

If your agency is unable to attend one of the two trainings listed above, there will be live weekly trainings conducted by the WITS Help Desk in the weeks immediately following the initial trainings that will meet the requirement that each agency attend a live training.

If you have any questions you would like answered prior to the trainings please contact Dan Greenleaf at (208) 334-6681 or [greenled@dhw.idaho.gov](mailto:greenled@dhw.idaho.gov).

Attached:

Informed Consent

Follow-up Survey Interview Worksheet