

Key Choices in Voucher Management

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Access to Recovery Regional Technical Assistance

Voucher Functions

- Provides referral to client's chosen facility
- Confirms client's eligibility for provider
- Enforces assessment results
- Obligates funds and limits expenditures
- Establishes rates, co-pay amounts, COB requirements
- Converts to (or initiates) an invoice
- Sets up an audit trail

Voucher Processes: Manual and Automated Systems

- **Provider enrollment**
 - Recruitment
 - Acceptance
- **Client enrollment**
 - Outreach
 - Assessment voucher
- **New voucher issuance**
 - Determine eligibility
 - Determine level and maximum amount of care
 - Identify appropriate providers with space available
 - Record client's choice of provider

Voucher Processes: Manual and Automated Systems

- **Voucher redemption**
 - Report required data
 - Invoice for actual services
- **Voucher payment**
 - Review and approve invoice
 - Disburse payment
- **Post payment review**
 - Review for statistical outliers
 - Clinical review and audit

What's on a Newly Issued Voucher

- Client identification
- Service type authorized
- Provider identification
- Not to exceed (NTE) amount
- Client rates and co-pays
- Date voucher issued
- Date voucher expires

What's Added for a Redeemed Voucher

- Provider (if not on new voucher)
- Actual service units claimed
- Actual dates of service
- Actual claim amount
- Co-pays and other payers
- Signatures (physical or electronic)

Paper Vouchers

State of Desclaire
Treatment and Recovery Support Voucher

The State of Desclaire will reimburse for the following authorized services provided to or on behalf of

Jane Doe
1234 Main St.
Newton, DR

Intensive Residential Substance Abuse Treatment is authorized to be provided by:

Freedom Center
1516 Newton Blvd.
Newton DR
ID 72191

Total Services Authorized: 21 days
Authorized Rate: \$95 per day

I certify that New Freedom Center has provided the following services to Jane Doe, in accordance with the applicable rules and standards of the State of Desclaire Treatment and Recovery Support Voucher Program, Chapter 42-061 Desclaire Administrative Code, that this is a true and valid claim for services rendered, and agree to such inspections as are deemed necessary by the State to validate this claim.

Intensive Residential Substance Abuse Treatment: _____ days @ \$95 per day.
Date of First Service: _____ Date of Last Service: _____ Total Invoiced: \$ _____

Signed: _____ Date: _____
Print Name

I certify that I have received from New Freedom Center the following services:
Intensive Residential Substance Abuse Treatment: _____ days.

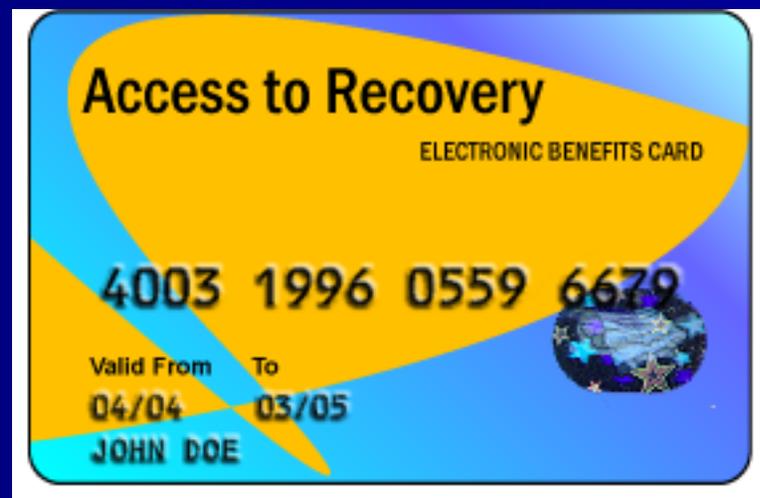
Date of First Service: _____ Date of Last Service: _____

Signed: _____ Date: _____
Jane Doe

- Easy to make
- Serves as client ID verifier
- Providers need no technology
- Hard to turn into an invoice
- Easily lost, stolen, transferred or forged
- Good for startup, backup, or small programs
- Need supplementary system to collect seven domains

EBT Card

- Example: food stamps
- Uses inexpensive provider technology (POS credit card reader)
- Easy to make
- Serves as client ID verifier
- Confidential
- Reusable
- Easy to create invoice
- Forgery resistant
- Good for fixed sites, recovery support
- Needs supplementary system to collect seven domains



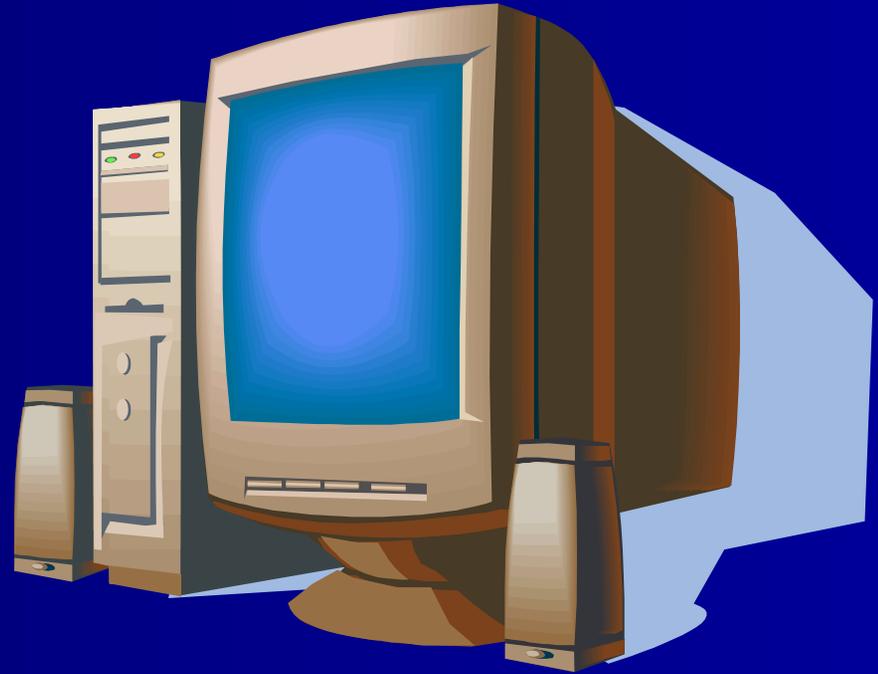
Negotiable Instrument

- Example: WIC, farmers' market
- Uses existing check clearinghouse process for payment
- Providers need no technology
- Serves as client ID verifier
- Forgery resistant
- Requires special printers and paper
- Good for all provider types
- Needs supplementary system to collect seven domains

State of Desclair -ATR Program, 1977 N. Capital Rd., Suite 42 Washington, DC 32604-8630 - 1-800-237-3239		798055
Pay to the order of any Authorized SAMHSA ATR Vendor Only	Payable through: 42-1977 Northern First Bank 411	Do not use before this date: 03/22/2004 No use antes esta fecha:
Clinic: New Beginnings Treatment Center 1-202-456-1414 Client: 1776 John Q. Doe	Fill in actual purchase date: Llene in fecha verdadera de la compra: (Month/Day/Year)	
AUTHORIZED SERVICES - NO SUBSTITUTIONS SERVICIOS AUTORIZADOS - NINGUNAS SUBSTITUCIONES		Do not use after this date: 03/23/2004 No use después esta fecha:
Upon verification of completion of Outpatient Treatment Services to John Q. Doe per Agreement #1234-567, for the Month of April, 2004, Pay to the Order of: New Beginnings Treatment Center	Carder's Initials \$ Actual Purchase Amt Not to Exceed \$950.00	Stamp Here Vendor Must Deposit by: 04/02/04
Provider No: 988120 Client No: 1776	I purchased the ATR Services at the price indicated above. Compré los servicios del ATR en el precio indicado arriba. X _____ John Q. Doe	
<small>NSAAX-3.1 (04/04)</small> 		

Electronic Voucher

- Example: Albuquerque
- Difficult to lose, forge or steal
- Requires provider technology: computer, modem, ISP
- Easy to make
- Needs separate client ID verifier
- Confidential
- Easy to create invoice
- Be wary of lack of scale economies in smaller programs
- Collect seven domains at same time



Major IT System Enhancement Candidates

- ATR providers: add, recognize
- Clients: unique ID
- Outreach: client master, assessment voucher
- Assessment: diagnostics, availability, treatment vouchers, recovery support vouchers
- Services: events, seven domains (admit, 2 mo. Progress & discharge), recovery support services
- Voucher redemption: review & payment
- Six-month follow-up: seven domains
- Post payment: analysis, audit support

Managing with Vouchers

- Limiting the number of vouchers
 - Assessments
 - Non-priority clients
 - Certain services
- Adjusting rates, co-pays on the fly
- Adjusting service limits, NTEs on the fly
- Adding new providers

Voucher Program Monitoring: Alarm Bells

- Admission closures
- Provider bankruptcies
- Maximum redemptions
- Uncorroborated services
- Too high or too low a “burn rate”
- Service costs outside of “band”
- “Seven Domains” measures off target