

## YOUR RECOVERY SOLUTIONS

### Contractor

Note: for business with specific operational focus for ongoing basis

#### **Front Office:**

Administrative intake, registration; orientation, treatment contract; appointment reminders, no show follow-up; credentialing, prior authorizations, insurance claims; billing/collections; patient panel/roster tracking; regulatory compliance (DEA, SAMHSA), EHR selection/record-keeping

#### **Back Office:**

Directly Observed Therapy (DOT); Physician Medical Office Dispensing Diversion/Relapse Prevention—urine drug screening (UDS), breathalyzer, prescription drug monitoring program (PDMP), call-back pill/film/bottle count, telephone check-ins  
Brief Interventions regarding tobacco & alcohol use/misuse  
Referral care coordination

#### **Out of Office:**

Telemedicine, Telephone case management/support; Treatment Effectiveness Assessment (TEA) & Quality of Life (QoL) monitoring  
After hours answering service

#### **Other:**

Start ups, program expansions/enhancements, special projects, priority initiatives

