**Glossary of Terms and Descriptions (4/2015)**

**Authorization:** An authorization represents agreement that the service is approved by the Regional Area Coordinatorunder ValueOptions grant funded service criteria. Authorization is not a guarantee of payment. Payment is subject to *member* eligibility, provider licensure/certification and benefit limits at the time services are provided.

**Behavioral Health Administration** - The Behavioral Health Administration, an arm of the Maryland Department of Health and Mental Hygiene, oversees the fiscal and regulatory administration of publically-funded substance abuse prevention, intervention and treatment services. BHA funds and administers the Maryland RecoveryNet initiative.

**Care Coordinator** – An entity/agency authorized by MDRN as a service provider. Responsible for determining eligibility for MDRN services, enrollment and requesting authorization for services, and for on-going assessment of the service recipients’ service need.

**Clean Claim: As defined by ValueOptions for the purpose of reimbursement;** a clean claim is a complete UB-04 or CMS-1500, or their respective HIPAA compliant electronic alternatives or successor forms, submitted by a provider/participating provider for covered services rendered to a member that has no defect or impropriety (including any lack of any required substantiating documentation) or particular circumstance requiring special handling that prevents timely payment from being made on the claim and which accurately contains information including, but not limited to:

* Member patient name and date of birth
* Member patient identification number
* Date(s) and place of service or purchase
* Services and supplies provided
* Procedure narrative or CPT-4 code
* Provider/participating provider name, address and tax identification number
* Provider/participating provider license number
* Provider/participating provider charges
* Other information or attachments reasonably requested by ValueOptions

**Client Satisfaction Surveys –** Each RecoveryNet participant will evaluate the recovery support service(s) they received. Copies of the evaluations will be shared with providers.

**DHMH**- The Department of Health and Mental Hygiene.

**Encounter** -Each *RecoveryNet* covered service provided must be documented in the provider’s record system. (See page 11 for *Encounter* documentation requirements) An encounter must be entered into the VMS for each *RecoveryNet* service provided. Each encounter must be entered into the VMS within seven calendar days of the date the *RecoveryNet* covered service was provided or where indicated submitted to BHA for VMS entry. The encounter serves as an invoice for the service that was provided.

**Fraud, Waste and Abuse**- The Behavioral Health Administration takes all necessary measures to prevent, detect, investigate, and prosecute acts of fraud and abuse committed against the RecoveryNet initiative.

**Grievance:** A verbal or written communication from a service recipient or service provider who believes their basic rights have been violated.

**Housing Provider-**An entity/agency authorized by MDRN as a Halfway House or Recovery Housing service provider.

**Maryland RecoveryNet/MDRN-** A state funded initiative that partners with faith-based and community-based service providers for referral and linkage to recovery support services for eligible and enrolled service recipients.

**M-ROCC –** Maryland Recovery Organization Connecting Communities**.** M-ROCCserves as a bridge between diverse communities of recovery, the addiction treatment community, governmental agencies, the criminal justice system, the larger network of health and human services providers and systems and the broader recovery support resources of the extended community.

**M-SARR –** The Maryland State Association for Recovery Residences. <http://www.m-rocc.org/msarr/become-member>

**Payor -** Designated service organization contracted by BHA to issue payment for vouchered services. The Maryland RecoveryNet payor is ValueOptions.

**Portal Program**- The point of entry for participants eligible for RecoveryNet Services. In Maryland the care coordinators intake clients into RecoveryNet from publically-funded residential treatment programs that must meet the requirements established by the Maryland Code of Regulations (COMAR) and certified to operate at the approved level of care by the Department of Health and Mental Hygiene Office of Health Care Quality.

**Provider Agreement** – An agreement between the Service Provider and the Behavioral Health Administration that defines the terms and conditions for participation in RecoveryNet .

**Provider Connect -**Is a ValueOptions web based s**ystem** in which MDRN service providersmay enter new client enrollment or registrations, complete a request for authorization and reimbursement, and other data entry as required of MDRN service providers. Providers may also review claims electronically, review claims status, obtain copies of *authorization ob*tain forms and review their provider profile

**Provider Summary Voucher (PSV):** An online statement for providers/participating providers explaining why a claim was or was not paid.

**Recovery Service Provider –** These are faith-based and community providers of services that are offered in Maryland’s RecoveryNet . Recovery Service providers are those that have successfully completed the application process, signed a Provider Agreement, and completed required provider training.

**Regional Area Coordinators**- Approve requests for services and manage the assets and resources of the MDRN in a specific region.

**Service Recipient –** The individual enrolled and receiving the Maryland RecoveryNet services.

**Service Provider-**The agency or entity who has completed the Maryland RecoveryNet application process, has been approved by the BHA Recovery Service Manager, and entered into an agreement with the Maryland RecoveryNet initiative to provide a specific service(s).

**Treatment Provider**- these are programs certified by the DHMH OHCQ to deliver substance abuse treatment, prevention and/or intervention services.

**ValueOptions-** The Behavioral Health Administrations’ Administrative Services Organization and payor for RecoveryNet services