

Recovery Enhancement Program (REP)

Participant Handbook



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REP Office Hours

Telephone availability:

Monday - Thursday: 7am-5pm MT, Friday: 7am – 4pm MT

Emergency line availability: 24/7, (866) 460-9014

Southworth Holidays—Office will be closed.

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day after Thanksgiving

Christmas Eve

Christmas Day

New Year's Day

Toxicology screening dates you are not required to check in:

*New Year's Day, President's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving,
Christmas*

*Participants experiencing an emergency or crisis
should call 911 or visit their local hospital emergency room.*

This handbook is intended to provide instruction and direction about the REP. It is to be used in conjunction with your REP contract and is simply as a reference guide and helps outline what is already contained in your contract. It is your responsibility to know and follow the terms of your individualized contract. Your Compliance Monitor will gladly explain your requirements and answer any questions you may have.

REP Mission Statement

The mission of the Recovery Enhancement Program (REP) is to provide quality monitoring services consistent with industry best-practices by engaging individuals with behavioral health conditions in a program created to aid the recovery process. We value the opportunity to support individuals in achieving their behavioral health goals. Our program is designed to promote accountability, transparency, and improved health outcomes for individuals, families, and communities.

Contacting REP

General Help Line: 208-323-9555

Staff:

Holly Walund, Director of Monitoring Services
208-323-9528 | Holly@southworthassociates.net
Monday - Thursday: 8am-5pm MST, Friday: 7am – 4pm MT

Sierra Crow, Compliance Monitor
208-453-6902 | Sierra@southworthassociates.net
Mon-Fri: 7am-4pm MT

It is best for you to communicate directly with your designated compliance monitor whenever possible. Office hours are subject to change.



Recovery Enhancement Program (REP)

WELCOME

We would like to take this opportunity to welcome you to our program and acknowledge your dedication to your recovery. Putting this program in place ensures you have the extra support needed to assist you in meeting your recovery goals!

The Recovery Enhancement Program (REP) is a compliance monitoring program that was designed to offer the same supports and outcomes that alternative-to-discipline programs or diversion courts offer which demonstrate higher rates of continued recovery. The program has three (3) main components: toxicology testing, recovery activity monitoring, and reporting.

Toxicology testing:

Our program is designed to offer participants the forensic defensibility of a monitoring program that was designed around industry best-practices and cutting-edge toxicology screening schedules. As such, participants may be subjected to a variety of toxicology screening modalities including but not limited to urine drug screens, hair/nail collections, blood collections, oral fluid collections, etc. It is important to include a variety of screening modalities to ensure the most reliable results. Further, it's important to remember that different testing methods may be used in your compliance monitoring program and if you have concerns about any method, please discuss those concerns directly with your compliance monitor. Additionally, if you're interested in learning more about what toxicology screening methods are available, please contact your compliance monitor for additional details.

Participants may also elect to incorporate alcohol breathalyzer testing into their monitoring contract through SoberLink. Alcohol breathalyzer testing is recommended as an adjunct to formal toxicology screening for individuals whose substance(s) of choice includes alcohol. Soberlink involves the use of a hand-held, portable device that detects alcohol content in breath. There is no additional cost to add SoberLink to your monitoring contract through our program, but participants are responsible for purchasing the device through SoberLink and any associated services costs.

Aftercare activities:

You will notice that the other components of our REP contract involve attendance at mutual support groups (AA, NA, Celebrate Recovery, etc.), meetings with a 12-Step sponsor, therapy, psychiatric follow-up, etc. These components of your program represent activities that have been correlated with higher rates of success in recovery outcomes. Frequencies for these categories can be customized based off the participant's discharge summary from their treatment provider (if applicable), or your compliance monitor is available to help set recommended frequencies. For any activities such as therapy, psychiatric follow-up, medication management, etc. we recommend participants sign a release of information for those providers so your compliance monitor may coordinate updates.

Reporting:

The final component of your program involves the reporting of each contract component's progress to those contacts you have designated via a signed a release of confidential information. Updates are provided to your signed releases monthly in the form of a formal compliance report. If you have questions about your monthly compliance report or who will receive your monthly compliance report, please contact your compliance monitor.

If you have any questions about your contract, participation, or program requirements, please reference your contract, utilize this handbook, and contact your compliance monitor for assistance. Once again, thank you for your participation in our program and we look forward to supporting your recovery goals!

Toxicology Screening (as applicable):

- You will receive log-in information to our Spectrum compliance platform to begin your check-ins for toxicology screening. You will be required to check-in every Monday through Friday, 5:00am - 5:00pm to determine if you have been selected for a toxicology screen. The system registers your check-in in real-time allowing your compliance monitor to verify check-ins. It is very important to check-in early in the day so you can plan your schedule to allow for a toxicology screen if you are selected that day. The pages to follow will provide instructions for checking into the system.
- After you check-in for testing and are alerted that you are selected to test, you will need to activate the test further. To do this, you will be prompted in the Spectrum app to select a collection site that is close to the home address that is on file. A Participant Preferred site can be added to your client profile and selected as your ongoing collection site for the duration of your contract. When selecting a site for testing, please be advised that that any "Quest Preferred" locations will not charge a collection fee in addition to the cost of your urine drug screen. Other testing locations available through the application may charge a collection fee which will be noted on the "Search Collection Sites" tab. If you choose a site that charges a collection fee, it is your responsibility to pay it at the time of the collection. If you have questions about which labs charge a collection fee, contact your compliance monitor.
- Once your collection site has been selected, you will be prompted to pay for the drug screen before the collection. There are two ways to pay for your test through Spectrum: 1. you can pay with a personal debit/credit card through the payment portal or 2. you can contact your compliance monitor and ask to set-up a debit card for auto-payment for future drug screens. Please contact your compliance monitor if you have any questions about payment, additional drug screen costs, or the drug screen activation process.
- If you miss a check-in for the testing, it is your responsibility to contact your compliance monitor via email or telephone as soon as possible. Please keep in mind that missing a check-in(s) may result in missing a scheduled drug screen. You are required to test on your selection date. On days you are selected for toxicology screening, you will take a chain of custody (COC) form to the lab you selected in your Spectrum application.



Lending a hand...
any time, any place

- You will be asked to provide photo identification at the lab, so please be prepared with your Driver's License or any other form of photo identification.
- If for any reason you are unable to submit to testing on the day you are selected to do so, please notify your compliance monitor immediately. Notifying your compliance monitor does not guarantee that you will be excused; however, your transparency in communicating with your compliance monitor will reflect more favorably on your participation as it is a requirement of your contract.

Toxicology Screening Instructions

Every Monday through Friday, 5:00am – 5:00pm. You will need to check in with Spectrum to determine whether you are selected to test or not. To check-in and to activate your random toxicology drug screen, follow the steps below:



Participant Module 1: Checking In & Activating a Test

ABOUT THE CHECK-IN PROCESS

1

Once your account is activated, you will use the Spectrum system to perform your regular check-ins. On the start date of your compliance program, you are required to check-in to be notified of random drug test requirements. The frequency of your check-ins are based on your contract requirements. In most cases, check-ins are required on a daily basis.

If you have questions about your check-in requirements, please consult your program.

When checking in, you have the option of using your computer, mobile device or by calling in to Spectrum's Interactive Voice Response (IVR) system.

Computer



Mobile



IVR



This Quick Start Module covers:

Checking In On Your Computer

Checking In Through IVR

Completing Your Chain of Custody Form

For information about using the Spectrum system on your mobile device, please see the **Mobile Participant Experience** Module.

Checking In On Your Computer

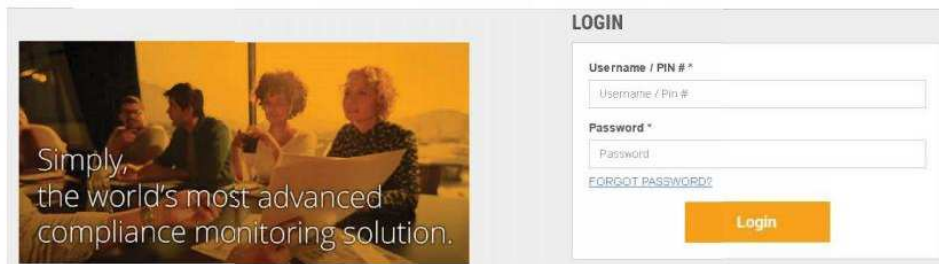
Use your computer or mobile device to check-in to Spectrum whenever and wherever you are. When you check-in online, you can quickly and easily find out if you have been selected for a drug test that day, and obtain and print your required drug test details.

NOTE:

Throughout the system, mandatory fields are marked with an asterisk (*).

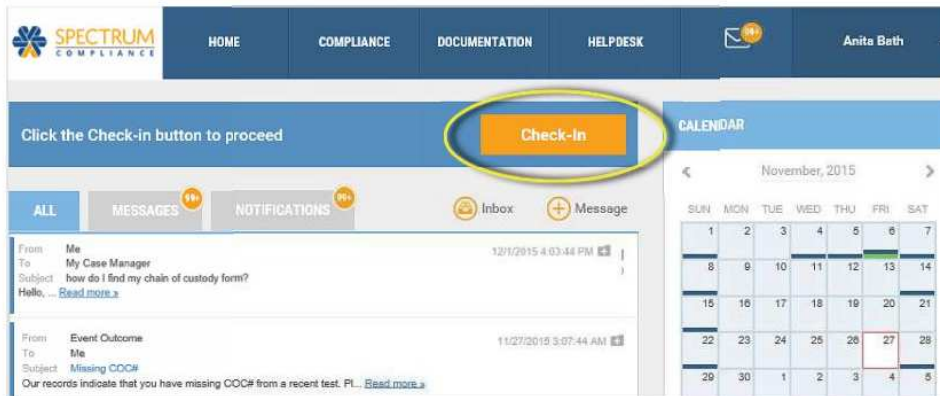
➤ To check-in online:

1. Visit www.spectrum360.com.
2. Login with the username and password you created when you activated your account.



The Spectrum Home page appears.

3. At the top of the Home page, click the *Check-In* button.






Once checked-in, you will receive a unique Check-in Confirmation Code, and you will be informed whether you are required to test. One of two possible notifications appears:

- You are not selected for a drug test. No further action is required from you until your next required check-in.

You have NOT been selected for testing today		+ Self Test
Check-in Completed on 12/1/2015 9:19:11 AM	Confirmation code: 4386	
Click Self Test button ONLY if you want to create a test selection for yourself for today.		

Even when not selected for testing, your program may have provided you with the option of performing a Self Test. If this is the case, a  Self Test link appears in the notification window. Click this link, and complete the *PROCESS TEST* page following the procedures outlined in step 4 below.

- You are selected for a drug test.

You have been selected for testing today	Activate Test
Check-in Completed on 11/16/2015 7:12:07 PM	Confirmation code: 9320
Click Activate Test button to proceed.	

NOTES

Your check-in is registered and recorded on the History page. For information on viewing your check-in history, with confirmation codes, see the **Viewing Check-In & Selection History** Quick Start Guide.

Under certain conditions, the *Check-In* button does not appear on the Home page:

- You are not required to check-in at the current time as per your check-in requirements.
- **You already** checked in today.
- **You were** required to check-in today, but you are outside the defined check-in window. If the check-in window has passed, it is recommended you contact your case manager as soon as possible.
- **Your contract** does not require you to check-in.



4. In the event you are selected for a drug test, click the *Activate Test* button that appears in the testing notification.

You have been selected for testing today


Check-in Completed on 4/29/2015 1:36:54 PM

Activate Test

The *PROCESS TEST* page appears.

PROCESS TEST

1 COLLECTION SITE Change

 **OCCUPATIONAL DRUG TESTING, LLC**

Address: 99 North Washington St, Suite 107, BOSTON, Massachusetts, 02114
Services: Hair - \$30.00, Urine - \$25.00
Collection Fee Payable at the site
Phone: 617-722-9388
Fax: (877) 426-9616
Working hours: Monday - Friday: Walk-ins 9:00am-1:00pm. Appointments 2:00pm-4:00pm
Note: Participant to provide Chain of Custody form on site prior to screening. *This site accepts CASH only*

2 PAYMENT

Test Fee:	\$45.00	Account Balance:	\$100.00
Collection Site Fee:	\$25.00 *		
Total Amount Due:	\$45.00		

* Collection fee is payable at the site.

Authorize

5. Review your *COLLECTION SITE* and *PAYMENT* details, and if no change or deposit is required, click the *Authorize* button at the bottom of the page to process your test.

Test Fee:	\$45.00	Account Balance:	\$100.00
Collection Site Fee:	\$25.00 *		
Total Amount Due:	\$45.00		

* Collection fee is payable at the site.

Authorize



NOTES:

- If you need to change your collection site, click *Change* on the *PROCESS TEST* page. For more information, see the *Managing Your Collection Sites* Quick Start Guide.

PROCESS TEST

1 COLLECTION SITE

LABCORP FAVORITE

Address: 713 OMAHA STREET, RAPID CITY, South Dakota, 57701

Services: Blood - \$10.00, Hair - \$15.00, Urine - \$10.00

Phone: (605) 342-1000

You **must** go to the collection site specified in your test details. When you click the *Authorize* button, a FAX with your test details is sent to the designated collection site. If you go to a different site, you may be denied from testing as this new site does not have your test details.

- If you need to refill your account, a *Deposit* button replaces the *Authorize* button on the Process Test page. Click the *Deposit* button. In the *Deposit* window that appears on the screen, enter your amount, credit card details and billing address.

DEPOSIT

Deposit *

10.00

Account Balance

\$528.92

CREDIT CARD DETAILS

6. To finish processing your test, review the notification pop-up that appears from the *Authorize* button. It **provides** instruction on what to do before you go to the collection site and the details (i.e. authorization code and panel) you need to record on your COC form.

NOTIFICATION

Ensure that the Authorization code and Panel Name are entered on your Chain of Custody (COC) form. Bring the COC form to the Collection Site

Note: A fax with your test details will be sent to the collection site

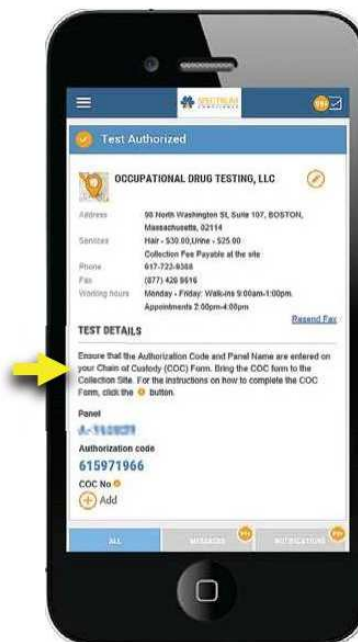
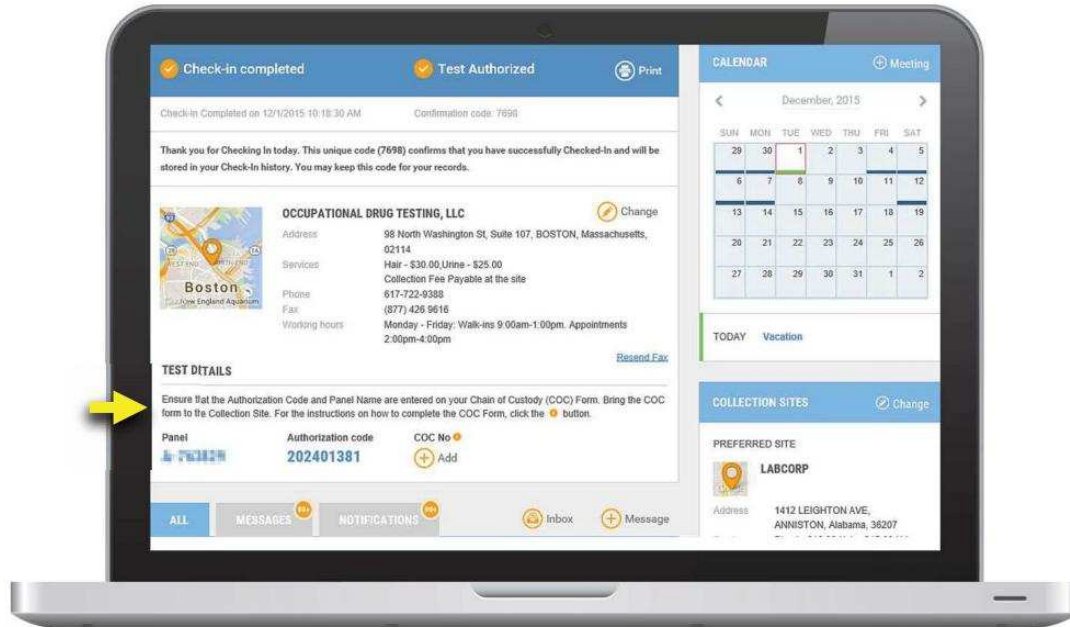
OK

7. Click **OK** from the **notification** pop-up. Your *Test Details* appear on your Home page, and remain conveniently displayed there until your next required check-in.



SOUTHWORTH
ASSOCIATES

Lending a hand...
any time, any place



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www.southworthassociates.net

800-386-1695 Toll Free
866-460-9014 24 Hr. Hotline

208-323-9555 Office
208-323-9222 Fax



8. If you have a printer connected to your computer, click *Print* to print a copy of your test details, ensuring you will have the correct information for your test when you go to the collection site.

Check-in completed Test Authorized **Print**

Check-in Completed on 12/1/2015 10:18:30 AM Confirmation code: 7698

Thank you for Checking In today. This unique code (7698) confirms that you have successfully Checked-In and will be stored in your Check-In history. You may keep this code for your records.

OCCUPATIONAL DRUG TESTING, LLC

Address 98 North Washington St, Suite 107, BOSTON, Massachusetts, 02114

Services Hair - \$30.00, Urine - \$25.00

CALENDAR Meeting

December, 2015

SUN	MON	TUE	WED	THU	FRI	SAT
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26

Checking In Through IVR

Use a phone to call and check-in to the Spectrum system at anytime, from anywhere. As with a computer check-in, an IVR check-in indicates if you have been selected for a drug test that day and provides your necessary drug test details. However, IVR check-in does not allow you to change your collection site or print test details.

➤ To check-in by phone:

1. Call 877-267-4304.
2. Login using your PIN number and date of birth (MMYY). For example: If your birthday is January 1965, login using your PIN number and press 0165 when prompted for your date of birth.
3. Press 1 to check-in for the day.

As with a computer check-in, the system provides 1 of 2 possible notifications:

- You are not selected for drug testing. No further action is required from you until your next required check-in.
- You are selected for drug testing. The system notifies you over the phone and gives you the option of obtaining the drug test details (authorization code and panel) required for taking the test at your preferred collection site.

The Spectrum system sends a fax with your drug test details to your preferred collection site, and your check-in is registered and recorded on the *History* page. You can view your history online at any time.

NOTE:

If you have not selected a preferred collection site, you cannot obtain your test details through IVR. You first need to go online and select a preferred collection site.

Completing Your Chain of Custody Form

For your convenience, you have been provided with several Chain of Custody (COC) Forms in your registration package. Additional COC forms can be ordered at any time from your online account or by calling Spectrum customer support. It is important to note that these COC forms ARE NOT VALID without a unique Spectrum Drug Test Authorization Code and Test Panel. Forms received at the lab without a valid Authorization Code or Test Panel will be marked as *Test Suspended* until an Authorization Code or Test Panel is provided.

HOW TO AVOID A DILUTE URINE DRUG RESULT

A dilute specimen is a urine sample that has an above average water concentration (compared to a normal urine sample.) After testing, if your sample has been determined to be dilute, you will be contacted by our Medical Review Officer (MRO) to discuss the possible reasons for the dilution and strategies for avoiding those types of samples in the future. Continuing to produce dilute specimens with no known medical cause can be construed as an attempt to manipulate the results of your toxicology screening and may result in different toxicology screens being recommended for your program.

TIPS TO HELP AVOID URINE SPECIMEN DILUTION

1. Drink fluids as you normally do, no less and no more, especially three hours prior to the collection of your specimen.
2. Do not push fluids to try to make sure you are able to provide a specimen.
3. Avoid caffeinated fluids and fluids high in sugar before collection.
4. If medically feasible, take any diuretic medication **after** collection.
5. Arrive at the collection site as early in your day as possible.
6. If you need to void, do so. Do not try to hold it.
7. If you have voided, try to time your collection 2-4 hours after consuming your usual amount of fluid.
8. A high protein diet on the day of collection will not help.
9. A supplement containing creatinine will not help.
10. If you are unable to produce a specimen at the collection site, you will be given 40 ounces of fluid, distributed reasonably through a period of up to three hours, or until you have provided a sufficient urine specimen, whichever occurs first.
11. Finally, for your own protection, make sure the collector documents all relevant events during your collection process.

Positive/Abnormal Toxicology Screen results and the Medical Review Officer

The results for all toxicology screens the participant completes are linked back to the participant's account with REP via the chain of custody form (COC) participants use each time they submit to a toxicology screen.

For any positive, abnormal, or dilute specimens, participants will be contacted by a Medical Review Officer (MRO) from Spectrum. The MRO is an expert in toxicology and an addiction specialist. They are the person who will discuss any positive or abnormal results with you prior to your compliance monitor reaching out to you. They may ask you for copies of any prescription medications or discuss ways to avoid dilute tests. It is important to return their communication as soon as possible to process all of your results in a timely fashion.

Medications

Participants are required to provide information to the REP for any medications they are prescribed or if they need to take over-the-counter medications such as cold medicine. If you have been prescribed a medication, take OTC prescriptions, or received a new prescription; you must notify your REP compliance monitor and provide prescription verification as requested.

REP utilizes "The Medication Guide for a Safe Recovery" issued by Talbott Recovery Center as a guideline on whether a medication is safe or risky for a person in recovery to take. REP encourages any participants prescribed medications listed as "risky" to explore safer alternatives, as outlined in the Guide, with their prescriber. A link to this guide is available at <https://talbottcampus.com/wp-content/uploads/talbott-medication-guide-and-legal-drug-information-2014-06.pdf>.

- **Class A** drugs should be absolutely avoided
- **Class B** drugs should only be taken with physicians knowledge of the participants' recovery
- **Class C** drugs should be safe to take

**Any controlled drug not specifically mentioned should be considered a Class A drug and should not be used. If you have any questions, please contact your compliance monitor before starting a new medication.*

Meeting Attendance (as applicable):

Meeting attendance frequency (as applicable) is established in your contract with us. Please reference the copy of your contract provided (or request a copy from your compliance monitor) if you are unsure if meeting attendance is part of your contract and/or what your meeting attendance frequency is.

Participants will document their meeting attendance (including mutual support groups such as AA, NA, SA, Celebrate Recovery, etc.) via the Spectrum application. A Meeting Instruction information page is included in this Handbook.

Meeting attendance should be documented for each meeting a participant attends. Your meeting attendance as documented in the Spectrum app will be tallied starting on the 5th of each month for the previous month. It is your responsibility to ensure that you have recorded all of your meetings in the Spectrum application correctly. If applicable, participants may include Intensive Outpatient Program (IOP) meetings, Outpatient Program (OP) meetings, relapse prevention classes, etc. in addition to 12-Step meetings towards their ninety (90) meetings in ninety (90) days requirement.

If you plan to attend any meetings online, please contact your compliance monitor for direction on how to document those meetings. Please keep in mind, physical attendance at mutual support groups is recommended when health conditions promote physical attendance. Online meeting attendance should be considered an option of last resort if an individual is unable to physically attend a meeting. As well, online meeting attendance cannot be verified and thus lowers the defensibility of your program.

Please be advised that the REP recommends meeting attendance as part of a best practice monitoring program. Individuals who regularly attend mutual support groups on a weekly basis have better outcomes in their recovery than those who do not.

Meeting Attendance Instructions:




Tracking Meeting Attendance with Geo Location Capabilities

Use the SPECTRUM App's Geo Location capabilities to document your meeting attendance in real-time, while at the meeting.

1. From the Menu icon, navigate to *Documentation*, then *Attendance*.
2. In the Attendance Log, tap the appropriate meeting attendance log.



3. With the attendance log open, tap  in the MEETING ATTENDANCE section.



4. In the ADD MEETING pop-up, tap *I am currently at the meeting*.

When prompted that your device would like to access your current location, click *OK*.

Your device's geo-location features and calendar populate the appropriate *Date*, *Time* and *Address* automatically.
5. Tap the *Meeting Type* drop-down to select the meeting type.
6. Click the *SAVE* button to submit your meeting attendance.



NOTE:
This procedure describes how to use Geo Location capabilities to track meeting attendance from an iOS device. The process is very similar on an Android device.

Aftercare coordination

Aftercare programming such as attending regular meetings with a counselor, psychiatrist for medication management or participating in an outpatient treatment program can promote greater recovery outcomes. Participation in these activities is typically recommended when individuals discharge from treatment. REP participants who are also participating in aftercare programming are encouraged to sign releases of confidential information for these providers. Your REP compliance monitor will then request general updates from your providers on the progress you're making. If you choose, we can also share updates with your aftercare providers.

Reporting

REP participants are required to sign at least one release of confidential information for a contact but are encouraged to sign releases for individuals that will be supportive of their recovery progress. For every month of your participation with REP, unless otherwise specified, the contact whom you've designated us to release information with will receive a formal report. If you have questions on this report or who will receive it, please contact your compliance monitor directly. Below you will find helpful information on how to complete a *Release of Confidential Information*.

Releases of Information (ROI):

Your health information is considered confidential and protected under 42 CFR Part 2. Releases of confidential information (ROI) forms are necessary for our program to comply with confidentiality requirements and to be able to share information with contacts. The REP recommends asks that participants sign at least one (1) ROI for a personal contact such as a significant other, family member or close friend as well as signing releases for any providers you may be working with such as a therapist or psychiatrist. Participants may release our program to share information with as many contacts as they choose but participants are required to have at least one (1) release of information on file with our program.

Please see below for Release of Information (ROI) categories to help guide you when completing a release for any contacts you may need to add.

Release of Information (ROI) Category Explanation Sheet:

- **Medication information:** This category allows us to share and receive information about what medications are being prescribed to the client.
- **Correspondence sent/received:** This section relates to any documents, including letters or emails, that we may send or share with those authorized.
- **Program progress:** This section is used to share overall program progress. It allows us to share our program progress with others and receiving other treatment program's progress as well.
- **Drug Screen Results:** The category refers to sharing drug screen information and results.
- **Meeting Attendance Reports:** This section allows us to share information on a client's self-reporting meeting attendance forms. This is where clients document their, 12-step/sponsor/aftercare/therapist/etc. meetings.
- **Other:** This section does not need to be filled out unless the client specifically has something special that they would like to release or exchange.

Travel/Vacation

For all travel, be sure to bring your Chain of Custody (COC) forms with you in the event you are selected for testing while traveling. If you forget your Chain of Custody forms when traveling, contact your compliance monitor as soon as possible the day of to avoid complications or missing your scheduled toxicology drug screen.

You should notify REP in writing via email or message through Spectrum at least five (5) business days prior to departure any time you travel out of town during the Monday-Friday work week. If there are testing sites near where you will be traveling to, you will be expected to continue to check in and test if selected. If you are traveling to an area where no sites are within a reasonable distance, as determined by REP, and/or if you have plans that will make testing impossible you can submit a Monitoring Interruption request through your Spectrum account via mobile application or desktop

To fill out the request, please complete the following: 1) Select the *Documentation* tab on the top of your home page and follow the *Monitoring Interruption* dropdown. 2) Select *New Request*. 3) Fill out the *Type* of travel you are requesting, the *Date* you are travelling, and *Address* of the location you are travelling to (if known), and in the additional *Comments*, please *outline where you are going, why you are going, how you need to be excused, and what specific contract requirements you cannot fulfill while traveling (testing, attending 12-Step meetings, etc.)*. 4) Click *Submit*. 5) Your request will be sent to your compliance monitor to render a decision.

Based on the above information and your case history it is up to your compliance monitor to determine whether you will be excused from contract requirements if you travel out of town. If approved, REP will only excuse participants from the specific item(s) requested. If you did not request to be excused from a particular requirement you will be expected to continue to fulfill it as outlined in your contract.

It is expected that if you are participating with the Soberlink Breathalyzer that you always travel with the handheld portable device with you. If you have any questions or concerns, please contact your compliance monitor as soon as possible.

Contract Modifications

Modifications to your contract are allowed under the conditions outlined in this section. Modifications to contract components such as reducing frequencies are permitted by participants after they have completed their first ninety (90) days in our program. All modification requests will be staffed with the REP Program Director. Requests for contract modifications must be made in writing (email acceptable) and submitted to your compliance monitor. Once received they will be reviewed by the Program Director. The following information should be included in the request:

- What contract component you would like modified
- What you would like it modified to
- Why you are requesting the modification
- Confirmation that the contacts you have signed releases of information for are aware and also approve of the requested modification. Including your contacts in this correspondence (such as cc'ing them in an email) is recommended.

Only one request at a time will be considered by the Program Director for modification.

Please be advised that for each request for a contract modification, the participant, may request a decrease of no more than:

- Six toxicology tests/year
- Reductions to meeting attendance *will never drop lower than 1 meeting/week*
- Sponsor meetings *will never drop lower than 1 meeting/month*

Frequently Asked Questions (FAQ)

What do I do if I'm going to be traveling or unable to test?

- The Recovery Enhancement Program (REP) in concert with Affinity eHealth Solutions provides a nationwide network of testing facilities available to our participants. Participants can search for testing locations in their area no matter where they are. For this reason, participants should bring their chain of custody (COC) forms with them when traveling in the event they are selected for test.
- If you are unable to test while traveling for any reason, you must notify your compliance monitor at least five (5) business days in advance or with as much advanced notice as can be provided. A vacation request needs to be submitted through Spectrum; instructions can be found on Travel/Vacation requests page of this handbook.

What do I do if my doctor prescribed me a new medication or made changes to a medication?

- Send your compliance monitor a copy of your prescription (i.e. pharmacy print-out). You can also ask your pharmacy or doctor to fax a copy of your prescription. If you are taking any new over the counter medications, please notify your compliance monitor of what you are taking as these medications may show up in your drug screens (should the medication produce a positive result, without proper notification, you will be responsible for an additional fee for further review). We ask that you send us this within 24 hours after being prescribed the medication. The REP utilizes the [Talbott Recovery Campus Medication Guide for a Safe Recovery](#) (Click for hyperlink) to inform our monitoring program. A link to this guide is available at <https://talbottcampus.com/wp-content/uploads/talbott-medication-guide-and-legal-drug-information-2014-06.pdf>. Participants are encouraged to review this guide prior to filling any medications to see how they may impact their recovery program

Why am I getting calls from a Medical Review Officer (MRO)/Doctor?

- If your toxicology test result is abnormal or positive the doctor serving as our Medical Review Officer (MRO) will attempt to contact you to review your result. Please be advised that you have 3 business days to return the call in order to avoid having your result reported as a positive. In addition, our MRO will request any prescription information deemed necessary to verify the validity of your prescribed medication.



How do I know if a prescription is risky for relapse?

- The REP utilizes the [Talbot Recovery Campus Medication Guide for a Safe Recovery](#) to inform our monitoring program. Participants are encouraged to review this guide prior filling any medications to see how they may impact their recovery program.

When I'm trying to check into Spectrum to see if I need to drug test, why won't it let me check in?

- It is possible that you missed your check-in cut-off time. It is your responsibility to check in from 5:00 AM- 5:00 PM. If you missed your check-in, please contact your compliance monitor as soon as possible. Please be aware that consistently missing check-ins may result in missed tests.

What do I do if I am waiting for a test result?

- If you are awaiting a test result and have not received any information about that status of a test, please contact your compliance monitor. Please also refer to the following information:
 - "Test in process" – your toxicology drug screen has been successfully collected and is awaiting result from the lab.
 - "Negative" test result – your drug screen was negative for all substances that was tested for.
 - "Positive" test result – your drug screen was positive for one or multiple substances that was tested for.
 - "Prescription Positive" – your drug screen was positive for one or multiple substances that was tested for, but this result is deemed compliant with approved prescriptions on file.

Key Terms – a guide to key terminology:

- REP – Recovery Enhancement Program
- MRO – Medical Review Officer. Licensed specialized doctor who conducts a review on all positive or abnormal urine drug screens
- UDS – urine drug screen
- COC – Chain of Custody. A form the participant uses each time they submit for toxicology testing.
- Soberlink –Handheld mobile alcohol breathalyzer device that produces real-time alerts for a participant's breath alcohol content (BAC). SoberLink may be added to your monitoring contract for no additional cost but participants are responsible for purchasing the device directly through Soberlink and paying a daily use charge.
- Spectrum – Electronic Health Record platform used to check-in for random drug screenings, select a testing location, and log meeting attendance
- Compliance Monitor – Southworth Associates staff member who the participant contacts for information regarding program, contract components, vacation/travel requests, and any underlying questions.
- Admonition List – Recovery guidance document provided by Southworth Associates

CLIENT ADMONITION LIST

1. Avoid poppy seeds, chiefly in pastries.
2. Avoid hemp seeds.
3. Avoid non-beverage alcohol: for example, mouthwash, liquid medication with alcohol base, desserts, food cooked in alcohol, Primatene Mist, vanilla extract, hand sanitizer (Purell) etc.
4. Do NOT consume alcohol in any form, even for religious purposes.
5. Do NOT consume so-called “non-alcoholic” beer and/or wine.
6. Beware of unintentional relapses. Inform any prescribing practitioner (M.D., D.O., D.P.M., D.D.S., D.M.D., etc.) that you have a Substance Use Disorder.
7. Keep any family member’s medication(s) in a location distinctly separate from your medication(s) to avoid accidental contamination and/or ingestion.
8. Scrutinize all labels on any medications or other prescriptions you take before actually putting them in your mouth. Be sure to read all the labels in adequate light to ensure the correct identity of the medication and to ensure it does not contain addictive chemicals.
9. Remove all alcoholic beverages and other non-beverage alcohol (as above) from your home, office, boat, and vehicles (this includes wine collections).
10. Avoid the “PERCEPTION”: for example, sitting at a bar consuming soft drinks, exiting a liquor store carrying a package, drinking sparkling cider out of a champagne glass at a wedding, or being in attendance at a raucous party situation.
11. Avoid unexcused meeting absences.
12. Avoid eating or drinking 20 minutes before test.
13. Avoid Dilute UA’s by not consuming more than 12 ounces of fluid within three hours prior to testing. Avoid non-prescription diuretics, including caffeine found in coffee, tea and soda, prior to testing. You should attempt to give your specimen as early in the day as urine is often more concentrated in the morning. Frequent dilute specimens may subject you to alternate testing techniques to ensure the accuracy of your results.
14. Avoid unexcused missed tests.

Program Discharge

Each REP contract, unless otherwise specified is for 12 months. Participants who are unable to complete the 12-month term for whatever reason, will have their account placed on-hold and the remainder of their contract time will be held for them to use in the future should they wish to resume participation. This contract time does not expire. Participants are encouraged to discuss this directly with their compliance monitor.

Prolonged issues of non-compliance such as lack of returned communication and inactivity may result in the participant being discharged from our program. The remaining contract time will be placed on-hold and the participant may re-enroll at any time to fulfill the remainder of the contract.

Program Completion

The length of a REP contract, unless otherwise specified is for twelve (12) months. Approximately 30-60 days before the end of a participant's contract time with REP, your compliance monitor will reach out to you to determine if you would like to renew your contract for an additional year. Participants who elect to renew for an additional year will notice a discount reflected in the cost of their program fees. At the time of renewal, participants are encouraged to review their contract with their compliance monitor to determine if any contract modifications need to be made for any subsequent years of participation.

For those who elect not to renew for an additional contract term their participation in the program will end on their contract end date. For any documentation needed to evidence a participant's program completion, they should contact their compliance monitor directly.