



## Frequently Asked Questions

*Please review your contract and the client handbook for additional information.*

**Q: When can I call the UA line?**

**A:** You can call the color line between 4 am and 4 pm. If you are on the Sentry IVR System, call hours are between 3 am and 8 pm. You must call 7 days per week.

**Q: What do I do if I forget to call the UA line before it closes?**

**A:** You must assume that you were called that day and submit a UA before the end of the day. Your Case manager does not have access to the random schedule.

**Q: Do I fax or mail in my paperwork each month?**

**A:** You can do either one as long as your paperwork comes to PAS on or before your due date. Please DO NOT fax and mail your paperwork. One copy is sufficient. You can also scan and e-mail your paperwork as an attachment.

**Q: What is considered a “check in call” with my case manager?**

**A:** A check in call must be made at least one time per month and often weekly at the start of the contract. (Re-visit your contract or check with your case manager if you are unsure) A voicemail message or email is acceptable, however, please be certain to let us know how you are doing. A check in call is NOT simply having a question answered, or a voicemail left by your case manager. Please state “I am checking in for the month” to be certain your check in call is accepted for the month.

**Q: How soon after I leave a message can I expect a return call from my case manager?**

**A:** Please allow at least 48 business hours from the time you leave a message.

**Q: Where can I find blank meeting lists, self status reports and other forms?**

**A:** All forms related to the nursing program may be found at <http://peerassistanceservices.org/forms.php> Extra meeting lists are provided at Peer Support Groups as well.

**Q: How do I receive credit for attending Peer Support Group?**

**A:** Be sure to sign in on the sign-in sheet in addition to having the facilitator sign your meeting list.

**Q: When can I make changes to my contract requirements?**

**A:** Changes can be requested no earlier than one year after the start date of your contract.

**Q: Can I have a copy of the UA testing sites?**

**A:** Your case manager will set you up with a testing site that is convenient for you. If you need an alternate site or if you cannot use your site for some reason, you may contact your case manager for an alternate site. We do not distribute the full list of testing sites.

**Q: When should the provider verification form be used?**

**A:** This form should be completed by all healthcare providers who are treating you to confirm that they are aware of your participation in PAS and the reason for your participation.

## Frequently Asked Questions Continued

**Q: What if I do not have enough money to do a UA when my I am called to test?**

**A:** A missed UA is considered a positive as stated in your contract.

**Q: How do I know which medications are safe to take and which ones are not? What if my doctor gives me a prescription?**

**A:** Please reference the medication guide you received upon signing a contract with PAS. All prescriptions must be faxed to PAS within 24 hours of receiving the prescription.

**Q: How do I know if my case manager has received my paperwork?**

**A:** Your Case manager will contact you if it has NOT been received. Do not contact your case manager to ask if they have received your paperwork

**Q: When do I need to submit a travel request?**

**A:** At least 2 weeks prior to leaving for a vacation. Emergency requests will be assessed on a case by case basis with your case manager.

**Q: What do I do if my UA site is closed?**

**A:** You should have an alternate UA site that has flexible hours in case your UA site is closed.

**Q: My case manager is out of the office. Who can answer my questions?**

**A:** If you have an urgent matter, you may speak to one of the other case managers in the office. Please take the time to assess if your question or concern is urgent or can wait until your case manager can answer it personally. Your case manager is usually the most appropriate person to answer your questions because they know your case more intimately than other staff and case managers. If the question can wait until your case manager returns to the office, please refrain from leaving a voicemail message and call when your case manager returns to the office.

**Q: If the 1<sup>st</sup> or 15<sup>th</sup> falls on the weekend, when is paperwork due?**

**A:** The Friday prior to the weekend.

*Please review your contract and the client handbook for more information.*

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