

## FREQUENTLY ASKED QUESTIONS

### WHAT IS THE PURPOSE OF ELITE ENGAGE PROGRAM?

Elite Engage Virtual Recovery Services is designed to encourage the following client outcomes:

1. Provide inclusive care to all adult individuals with a moderate to severe substance use disorder.
2. Assist persons in recovery to develop the knowledge, skills, and attitudes that represent recovery-oriented behaviors.
3. Help reduce therapy-interfering behaviors and improve engagement.
4. Improve quality of life across all domains as evidenced by qualitative and quantitative assessment!
5. Reduce negative consequences from use and mental health disorders.
6. Reduce reliance on institutionalized care in favor of self-directed recovery.

### WHO IS ELIGIBLE FOR ELITE ENGAGE?

Individuals who:

1. live 25+ miles from Elite Recovery in Saint Paul, MN
2. are on medical restrictions that prohibit them from attending in-person services consistently.
3. are waiting for an in-person spot to become available.

### IF I AM WAITING FOR AN IN-PERSON SEAT, HOW LONG WILL I WAIT?

The waitlist varies from one to four weeks. Your primary counselor will keep you updated with changes and prepare you for the transition from virtual groups to in-person programming. You will be contacted by a treatment coordinator to help with this transition and connect you with any resources that are needed.

### WHAT IS THE PROGRAM STRUCTURE?

Elite Engage offers 15 hours of therapeutic group services per week that are scheduled Monday through Friday from 9:00 am to 11:35 am. These services are provided to adult individuals 18 years or older with a diagnosed substance use disorder. The program does not currently offer gender-specific groups.

For those who are not waiting for an in-person seat to be available, the duration of the Elite Engage program will vary. The treatment team will work closely with you to develop an individualized treatment plan.

Most clients are in the Engage IOP for 16-24 weeks. Your path may be different.

### IS THERE A SOBER HOME RENT STIPEND OFFERED?

**Yes.** Up to a \$450 a month rent stipend is offered for Elite Engage clients *when they attend all scheduled group hours for the month*. Rent stipends are subject to decrease if attendance expectations are not followed.

### HOW DO I CONNECT TO GROUPS VIRTUALLY?

Once you have completed an intake session with an Elite Recovery Access team member, you will be provided a Zoom link that will connect you to group daily. The Zoom link is also provided on the Elite Recovery website for your convenience.

### **WHAT IS THE CLIENT PORTAL?**

The client portal is your personal Elite Recovery profile you will create upon intake. In this portal, you will have access to documents that need to be signed and will be provided with updates and announcements from Elite Recovery staff. You may create your own profile on the Elite Recovery website prior to your intake, or a profile will be created for you during your intake.

If you have issues with your client portal, please reach out to our admissions and access team for help.

### **WHAT SERVICES ARE PROVIDED AT ELITE ENGAGE?**

Elite Engage offers a range of services, including but not limited to:

- Individual and group counseling sessions
- Medical services include counseling by dietitians, occupational and recreational therapists, and registered nurses.
- Medication management, if necessary
- Psychoeducation and relapse prevention groups
- Life skills training, occupational support, therapeutic recreation activities, and wellness education

### **DO I NEED TO REMAIN ABSTINENT FROM ALL DRUGS AND ALCOHOL IN YOUR PROGRAM?**

**Yes.** Clients participating in any Elite Recovery program are asked and expected to refrain from using non-prescribed and mood-altering substances including alcohol, cannabis, and new and novel drugs. Additionally, they are encouraged to minimize their consumption of caffeine, nicotine, and sugar.

### **WHAT IS YOUR DRUG TESTING POLICY?**

Clients who are in the Engage program will have two options for their substance testing.

1. **Clients who are in the engage program while they are waiting for an in-person seat** in the Elite EmPower, Elite Recovery, or Elite Affirm program will submit a UA in person at 937 Grand Avenue a minimum of 1 time per week.
2. **Clients who are in the engage program** will be sent a mouth swab kit that they will complete on camera with their counselor, peer recovery specialist, or treatment coordinator and mail back to the lab per the instructions given at the time of the test.

### **DO YOU WORK WITH CLIENTS ON MEDICATION ASSISTED TREATMENT?**

Elite Engage works with individuals with Opioid Use Disorder and those who are receiving medication-assisted treatment according to the following guidelines:

- Clients who are on methadone are reviewed on an individual basis to determine eligibility for services.
- Clients on other forms of MAT are accepted except for injectable forms as we are not able to provide that service directly.
- Our physician can provide consultation and MAT prescriptions when appropriate.

### **HOW DO I PAY FOR MY TREATMENT?**

Many funding sources are accepted, including Medicaid and commercial insurance and self-pay. Our services are directly billed to insurance providers as intensive outpatient services at an hourly or per-diem rate.

Clients may have copays and/or coinsurance to pay prior to entering the program, and this will be discussed during the screening and intake process.

Certain services like physician, medical or mental health therapy may be billed under separate mental health and medical contracts and may have different copay.