

.05 Treatment Center – FAA Responsibilities for NA

REVISION 48

(01/01/20 –12/31/20)

Certain FAA responsibilities are completed to ensure each treatment center meets their minimum requirements.

When the minimum requirements are met, treatment centers are added to the institution list that is maintained by the Policy Support Team (PST). (See [Maintaining Institutions in HEAplus.](#))

The PST establishes and monitors the eligibility status of participating treatment centers. To establish a treatment center's eligibility status, complete the following:

- Obtain proof of and review the treatment center's Title XIX certificate, contract, or [FNS\(g\)](#) certificate. The provided document must be current and must specifically state the treatment center is approved to provide residential treatment for alcohol or drug abuse. A treatment center with an unclassified certificate is not eligible.
- Explain the [treatment center's requirements](#) and [responsibilities](#).
- Complete the Institution Determination Checklist (FAA-1557A) form to determine if the center is eligible.

When eligibility has been verified, and the [NA representative](#) wants to proceed with the process, complete the following:

- Request that the representative provide written proof that they are an employee of the treatment center. The proof should state that the representative is designated as the NA representative for the NA participants.
- Meet with the representative at the treatment center, at the time the center is approved to participate, to review the center's rights and responsibilities. Additional meetings with the representative are needed when a new NA representative is appointed or at the request of the center.
- Complete the Rehabilitation Center Eligibility Review (FAA-0620B) form following the visit with the representative.

To monitor a treatment center's eligibility, PST completes the following:

- An on-site visit at least once every twelve months. The visit should be conducted the month after issuance of the treatment

center's Title XIX certification or appropriate contract.
Additional visits may be required when conflicting information is noted on the semi-monthly report.

NOTE Additional periodic random on-site visits should also be completed to ensure all processes are being followed and all information is up to date.

- Uses the visits to verify the accuracy of the monthly reports and to check that the state records are consistent and up to date. During the on-site visit, complete the following:
A review of the treatment center's participating residents. Compare the Rehabilitation Center Semi-Monthly Residential Activity Report ([FAA-0620A](#)) form provided by the treatment center with FAA records.
Update the status of the Title XIX certificate or contract.
Review for timely change reporting and return of benefits.
Review any problems presented by the treatment center.
Review additional areas as appropriate and necessary in establishing the treatment center's ongoing eligibility.
- Complete the FAA-0620B following an onsite review and place the completed form in the center's case record. Use the FAA-0620B to document the following:
The treatment center's name, address, and phone number.
The date the review was completed.
The name of the center's director.
The treatment center's NA representative.
Issuance date, number, and expiration date of the center's FNS Certification, license, or another qualifying contract.
Whether a review was completed of the treatment center's record keeping system. The review should determine whether the treatment center can identify that all benefits for participants have been dispersed correctly. This includes prior and current participants.
Identify that the center gives each leaving participant a Change Report (FAA-0412A) form, when available, and ensures the participant is told to report their new circumstances to FAA within 10 days, whenever possible.
Any other appropriate information obtained during the on-site visit.

- Establish and maintain a case record for each center. At a minimum, include the following in each record:
All FAA-0620A reports for the last two-year period.
When the center has an outstanding issue, keep all related materials until the issue is resolved.
All FAA-0620B reviews completed. This includes the center's initial certification and later on-site visits for the last two-year period. Maintain older reviews when there is an outstanding issue.
All written correspondence with the center for the last two years. Maintain older correspondence when there is an outstanding issue.
Additional documentation when necessary due to unclear or questionable situations.
- Monitor the timely receipt of the Semi-monthly Activity Report (FAA-0620A) form received from each center. The center must provide the report to PST by close of business on the fifth and 20th of each month. When the center fails to provide the FAA-0620A, contact the center to determine the reason the report is not turned in. When the center fails to provide the report after being contacted, contact the center's director to review the center's responsibilities and advise that failure to report results in ineligibility to participate in the NA program. (See [Treatment Center Disqualifications](#))
- Monitor the accuracy of the center's FAA-0620A.

When the FAA-0620A is received, PST completes the following:

- Access AZTECS when a participant no longer lives at the center. Ensure a of address was completed.
- Compare the list of current residents on the report with the previous report turned in. Identify when a resident participant's name is left off or added to the resident listing.
- Contact the center to resolve the discrepancy when a change has not been reported to FAA and either of the following occur:
A resident's name is not on the current list.
The resident is not shown as having left the center.
- When a resident's change of address is reported on the FAA-0620A, PST updates the participant's address in AZTECS and HEAplus and sends a Change of Address Information (C008) notice to the client's new address.

- Ensure the center correctly returned EBT cards and applicable benefits to the participant. When the center has an Authorized Representative EBT card, ensure it is deactivated.
- Determine whether the center correctly dispersed any benefits held for a departing participant. (See [Treatment Center Responsibilities](#))
- At the end of each month, review the FAA records for the benefits that are returned to FAA from the center. Ensure that all benefits the center is not eligible to keep are returned. When the benefits are not returned, complete the following:
Contact the center to pursue the return of the benefits.
Establish an overpayment claim when the benefits are not received.
- When it is determined that irregularities or apparent program violations exist, contact the appropriate entities when needed, to obtain further information.

NOTE Further proof may be needed to make a determination of program violation. Send a request of investigation to the [Office of Special Investigations](#) (OSI) when it is determined an investigation is warranted. Review OSI's findings to determine when documented program violations exist. Pursue [disqualification of the center](#) for these documented cases.