

QUESTIONS	ANSWERS
<b><i>Contact Information and Resource Access</i></b>	
<p><b>How do I contact the Montana Recovery Help Desk at Maximus?</b></p>	<p>Contact by phone: <b>833.397.7500</b></p> <p>Contact by email: <a href="mailto:Ask-MTRecovery@maximus.com">Ask-MTRecovery@maximus.com</a> (general program questions)</p> <p>Additional resources: <a href="https://www.montanarecoveryprogram.com/">https://www.montanarecoveryprogram.com/</a></p>
<p><b>How does our facility get on the communication distribution list?</b></p>	<p>To be added to the Montana Recovery email distribution list, email a request to <a href="mailto:Ask-MTRecovery@maximus.com">Ask-MTRecovery@maximus.com</a> with the subject line: "Please add my email to the Montana Recovery Contact List." This communication should include your name, title, agency/facility (if applicable), email address, and contact phone number.</p>
<p><b>Who should I contact with any questions about the referral process?</b></p>	<p>To find answers to your referral process questions, call the Montana Recovery Help Desk: 833.397.7500 or email: <a href="mailto:Ask-MTRecovery@maximus.com">Ask-MTRecovery@maximus.com</a>.</p>
<p><b>When I leave a voicemail for the Montana Recovery Help Desk team at Maximus, what turnaround time should I expect for a call-back?</b></p>	<p>We thank you for your patience as we address calls in the order in which we receive them. Our standard practice is to return them as soon as the next helpdesk agent is available, and within one business day for calls received before 4:00 PM MST. Calls received after 4:00 PM MST will be resolved the next business day.</p>
<p><b>Where can I find Montana Recovery support materials online?</b></p>	<p>Explore the Montana Recovery page, which has a growing list of content that will eventually include a broad range of support content, including contact information, recent announcements, helpful guides and training materials, and relevant state links. You can find these resources at: <a href="https://www.montanarecoveryprogram.com/resources">https://www.montanarecoveryprogram.com/resources</a></p>
<p><b>Is the Help Desk service available on the weekends?</b></p>	<p>Help Desk staff are not available to return calls on the weekends, however all support resources are always available for review through the Montana Recovery Resources page.</p>
<b><i>Is the Montana Recovery Program right for me?</i></b>	
<p><b>I was arrested for only one DUI.</b></p>	<p>Studies show that being addicted to alcohol and/or other substances is a potential factor in DUI arrests. Since a single DUI may be a symptom of a deeper issue with alcohol and/or drugs, you should also consider if there are other areas in your life that may indicate an issue with alcohol and/or drugs.</p> <p>Other symptoms may include a pattern of use that negatively impacts your personal relationships, your health, or your professional life. Many healthcare professionals who were arrested for one DUI have benefited from participating in the Recovery Program.</p> <p>The Recovery Program is a very challenging and intensive program designed to help those who have a chemical dependency problem. Keep in mind that just because you only had one DUI does not necessarily mean you haven't been driving under the influence before, or that you don't have a problem -it may mean that this was the only time you were caught. Only you know what is going on in your life.</p>

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<b>I diverted drugs only once.</b>	While the Program is not a place to avoid discipline for a one-time error, it is a place to receive help for substance use disorder (SUD). Symptoms of SUD include a pattern of use that negatively impacts a person’s relationships, health, or professional life. Additionally, there may be negative consequences legally or professionally. You could benefit by participating in the Recovery Program or learning more about SUD.
<b>I already enrolled in a treatment program or court-ordered diversion program.</b>	If you enrolled in a treatment or court-ordered diversion program, you may still benefit from participating in the Recovery Program. The Program is a comprehensive monitoring program - of which treatment (inpatient/outpatient) is only one component. If you choose to participate, you may be able to continue in your current treatment program.
<b>I have concerns only about my mental illness.</b>	Some of the Boards’ programs are also designed to assist individuals whose ability to practice may be impaired by a mental illness disorder. Please contact 833.397.7500 to discuss your concerns.
<b>I have previously completed the Recovery Program (formerly known as the Montana Professional Assistance Program - MPAP or MAP).</b>	You may be eligible to participate in the Program again. Please contact 833.397.7500 to request admission or discuss your concerns.
<b>Does a court ordered Substance Abuse Rehabilitation (Drug Diversion) Program take the place of the Board's Recovery Program?</b>	A court ordered diversion program does not take the place of the Board's Recovery Program. However, this may be part of your individualized recovery program.
<b><i>What if I decide to enroll?</i></b>	
<b>Will I be treated differently because a complaint is filed against my license, or I am on probation?</b>	No. Once in the Program, participants are treated according to their individual recovery needs—not because of how they were referred to the program. Regardless of referral type all participants will be met with non-judgmental staff who are experienced and dedicated to assuring your success in recovery.
<b>How long must I agree to be temporarily removed from practice?</b>	<p>The actual length of time before you are able to return to practice will depend on several factors that the Program must consider in determining if you are safe to return to work. These factors may include results of the clinical diagnostic evaluation; history of substance use or mental health; whether you diverted substances from the workplace; current medical condition; progress as demonstrated by compliance with your entry agreement; whether you are a risk to the public; and continued abstinence from drugs as demonstrated through drug testing.</p> <p>In some cases, you may be granted a return to practice with restrictions on your practice, such as limits on the shift hours, limited access to narcotics, or restrictions on home visits.</p>
<b>Will my employer be notified that I am participating in the Recovery Program?</b>	It will be up to you to notify your employer that you are participating in the Intervention Program. Due to the confidentiality of the Recovery Program, we must first have your written consent to communicate with your employer. You may submit to the Program a Consent to Release Information that will allow the Case Manager (CM) to communicate with your employer about your enrollment status. The CM can also allay any concerns your employer may have about your participation in the Program, including temporary removal

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	from practice.
<b>How much does it cost to participate?</b>	Program costs will vary by participant and depend on an individual's need for their level of treatment. You may be responsible for costs associated with drug testing and support groups. The Board pays for the administrative cost of the Program.
<b>How long is the Program?</b>	Generally, the Program length is between three (3) to five (5) years. However, the actual length of time will depend on how well you respond to your individual recovery plan.
<b><i>Returning to Practice</i></b>	
<b>Will there be restrictions placed on my practice?</b>	<p>As part of a successful Return-to-Work Plan, the Program may determine you are fit for duty, but that certain job accommodations (aka practice restrictions) are necessary to ensure safe practice. For example, a nurse may not have access to controlled substances for an initial period of time. The Program will review and adjust your Return-to-Work Plan to remove restrictions as you continue to be successful in your recovery. The Program's objective is to return all professionals to safe practice.</p> <p><b>**NOTE:**</b> Under the Americans with Disabilities Act (ADA), persons with a history of a substance use disorder and who are currently in documented recovery have certain protections related to employment (i.e. reasonable accommodations).</p>
<b><i>Miscellaneous Questions</i></b>	
<b>Am I mandated to report a healthcare professional who I suspect is diverting drugs or using drugs?</b>	To learn whether filing a complaint is mandatory, refer to the Boards' websites. See the "Our Licensing Boards" section for the Board-specific websites.
<b>Who should I call to enter the Intervention or Recovery Program?</b>	Please contact the Montana Recovery Program Help Desk at 833.397.7500 to enroll in the program.
<b>Do I have to enter the Recovery Program if I plan to obtain treatment on my own?</b>	<p>The Recovery Program is not a treatment program. We are a program for monitoring and support for individuals in recovery. We recognize that there are many great treatment programs available, however, they do not take the place of the Recovery Program. Maximus will want to know about any programs you have entered or completed, so they can determine what other elements to include in a treatment plan they develop for you.</p> <p>For example, if you have completed an in-patient treatment program, the Case Manager may mandate completion of an aftercare program in addition to 12-step meetings, health support group meetings, etc. If you are currently in a treatment program, we recommend that you continue to participate in that program.</p>