Handout #1   (Part 2 Training)

First Visit/Intake

☐ **MUST DOCUMENT Stimulant Use Disorder and CM as part of member's treatment plan**
☐ Conduct eligibility check
☐ Obtain program participation consent from member
☐ Explain the CM process and reinforce expectations
☐ Enroll member into the Incentive Manager Portal

Ongoing CM Visits

Greet / Take Attendance:

☐ Open the member's medical chart
☐ Greet and thank member for arriving at scheduled appointment
☐ If member is not present, mark visit as "no show" or "excused absence"

Measure:

☐ Direct member to provide urine sample in designated urine cups.
☐ Check the results of the urine drug screen and validity testing (if applicable).
☐ Enter the urine test result for the visit into the Incentive Manager Portal.

Reward (if stimulant-<u>negative</u> result):

☐ Use JOY - Congratulate the member on their success/hard work!
☐ Communicate incentive amount earned for the visit.
☐ Utilize Incentive Manager Portal to generate and disburse incentive.

Encourage (if stimulant-<u>positive</u> result):

☐ Use EASE - Praise member on making the effort/showing up.
☐ Communicate that they will not receive an incentive for the visit and remind them that they have another opportunity to earn an incentive in just a few days.
☐ Review "reset" and "recovery" with the member.

Closing:

☐ Schedule/confirm their next appointment.
☐ If member is not present, check calendar for next scheduled appointment.