

HealthProChoices

January 2022

A newsletter for participants in the Health Professionals' Services Program (HPSP)

COVID Positive

We wish we didn't have to say this.... but, if you do end up with a COVID positive test result, please let your agreement monitor know. Your agreement monitor will request documentation of the positive test and your quarantine period so that we can excuse testing if needed. We hope that this is information that you do not need ... but if you do, we hope that your recovery is quick and easy. Stay strong!

Staffing Update



Uprise Health Monitoring is pleased to welcome James (Jim) Dostert to our team. Jim is an HPSP agreement monitor who started with Uprise in early December. He holds a Master of Science in addictions from Grand Canyon University and QMHP, CADC-I certification. Previously, Jim gained valuable experience as a PSRB and SPMI clinician. During that time, Jim worked with individuals experiencing mental health and/or substance use disorders which has allowed him to grow and gain knowledge dealing with co-occurring disorders. Jim enjoys spending his free time with his family, working on cars, and looking for new things to experience in life. Welcome Jim! Saying "Hello" to Jim followed saying "Goodbye" to Scott McBeth, PhD and Ashley Cohen, CADC I, QMHA. Both felt called to new adventures. We wish them the best.

Designated Site

If you hear or see the term "designated site(s)," don't let it confuse you! You may hear or see this term used in your toxicology testing message. Your designated sites are ANY of the collection sites that you have been assigned.



Health Professionals' Services Program

hpspmonitoring.com

888-802-2843



Supporting you every step of the way.

February Testing Holiday

February 21, 2022 (President’s Day) is a testing holiday. As you have heard us say before: we highly recommend that you continue to check in for testing 365 days per year even though checking for testing on these holidays is not required as no tests will be scheduled. Checking in daily creates a consistent routine and reduces the risk of missing a check in, and possibly missing a scheduled test.

You Have Been Heard

Participants have asked us to make it easier for them to know for what they are being billed. We listened and are pleased to announce that our portal now shows the date of service along with bill date. In the Account Window in the screen shot you can see that the first column is labeled Date: this refers to the date of service. In the case of toxicology invoices, that will be the date the test was taken. The fourth (and final) column is labeled bill date and simply refers to the date the charge was incurred. We hope this additional clarity makes it easier for you to track your charges.

Is a Test Required Today?

Click here to check for required testing today.

Check Now

Daily Check-ins

Check in Type	Check In Date	Test Scheduled?
Internet	14-Jan-2022	No
Internet	14-Jan-2022	Yes
Internet	10-Jan-2022	Yes
Android	10-Jan-2022	Yes
iPhone	10-Jan-2022	Yes
iPhone	08-Jan-2022	No
Internet	07-Jan-2022	Yes
iPhone	07-Jan-2022	Yes

1 2 >

CCF Request Form

Quantity Needed and Comments

Send CCF Form to address on file ?

Address: 1234 Street Portland, OR 97456

Submit

Account

Balance: \$ 0.00

Date	Description	Amount	Bill Date
01-01-2022	Toxicology SLAC	\$ 32.42	01-01-2022
10-08-2021	MEDTOX PANEL - URINALYSIS	\$ 0.00	10-08-2021
08-13-2021	MEDTOX PANEL - URINALYSIS	\$ 104.08	08-13-2021
08-27-2018	SLAC MONITORING PROGRAM	\$ 136.50	08-27-2018
10-27-2017	MEDTOX PANEL - URINALYSIS	\$ 0.00	11-03-2017



We are here to help.

Managing COVID-19 Fatigue and Stress

Everyone copes with stress differently and COVID-19-related stress may not manifest in the same way for everyone. While the pandemic continues to linger, many are feeling emotionally and physically exhausted. It's important to be gentle with yourself and approach each day with patience and empathy. Instead of focusing on what you cannot do, you can instead focus on what you can do to help combat fatigue. Sometimes taking it day by day instead of looking too far into the future can help shift your focus.

Here are a few tips to help you get started:

- **Make self-care a priority.** Exercise regularly, get plenty of rest, address your own needs and feelings regularly, and make an effort to eat healthy.
- **Start a mindfulness practice.** Mindfulness can help develop self-awareness and the ability to cope with feelings of stress. Pay attention to the present moment with openness, slow down, connect with your breath to relax your mind and body.
- **Create a resilience routine.** Take a proactive approach to dealing with stress. Make exercise, meditation, yoga and other relaxation techniques part of your regular routine.
- **Make time for activities you enjoy.** Read a good book, watch a comedy, play a fun game, or make something—it doesn't matter what you do, as long as it takes you out of your worries.
- **Remember to laugh.** Laughter is the best medicine and it's free. Laughter can reduce the pain you feel, both body and mind, and help to minimize the issue at hand.

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Self-Care: Who Has Time for That?

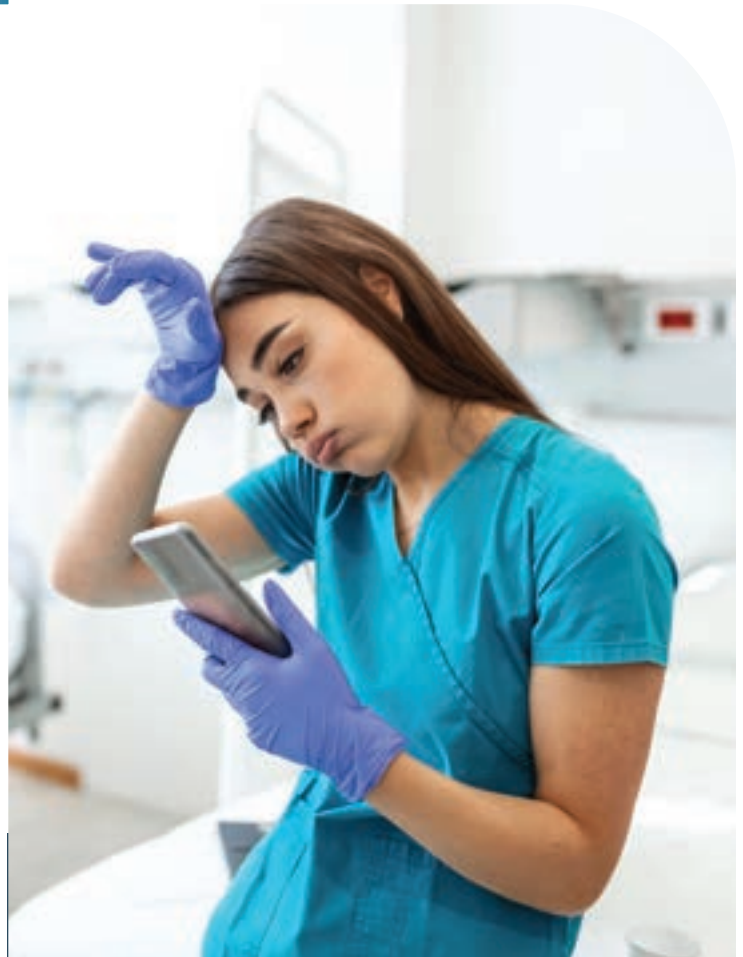
We all know that we should take care of ourselves. We all probably even know the old adage about putting on our own oxygen mask first so that we can care for others. BUT, that doesn't make it any easier to actually find the time or the means to take care of ourselves, especially during a pandemic. The MARC (Maryland Addiction Recovery Center) Clinical Team has some suggestions. Read them here: <https://www.marylandaddictionrecovery.com/self-care-during-covid/>

After Hours Phone Number

Don't forget to save the Monitoring after-hours line (503.802.9818) in your phone. The Monitoring after-hours line is available for collection site emergencies. During business hours, you should continue to use our regular line (888.802.2843) or your agreement monitor's direct extension.

Family Involvement

Serenity Lane, an Oregon based treatment program, reminds us that substance use disorder "recovery is most successful with the participation of family and friends." Read this blog about HOW to involve your family in your recovery journey: <https://serenitylane.org/blog/recovery-for-the-whole-family/>



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Guideline Changes

Each quarter, the Advisory Committee meets and, along with many other tasks, reviews a selection of guidelines that inform the program. Revisions are made as needed such that the program can remain in alignment with current best practices. Two guidelines were recently updated and approved by participating Boards (via the Advisory Committee). Navigate to the guideline tab from <https://www.hpspmonitoring.com/resources> OR click on the links below to read the newly revised guidelines:

- [Guideline for Community Recovery Support Attendance](#)
- [Guideline for Criminal Background Checks for Self-Referral Licensees](#)

Please keep in mind these key points of the revised guidelines:

- Documentation of attendance at community support (“self-help”) meetings may be required. This will be specified in each licensee’s individualized Monitoring Agreement Addendum.
- Licensees who are self-referred into HPSP are required to complete a criminal background check six months prior to program completion.

As always, if you have any questions about these changes, please reach out to your Agreement Monitor.

You Are Not Alone

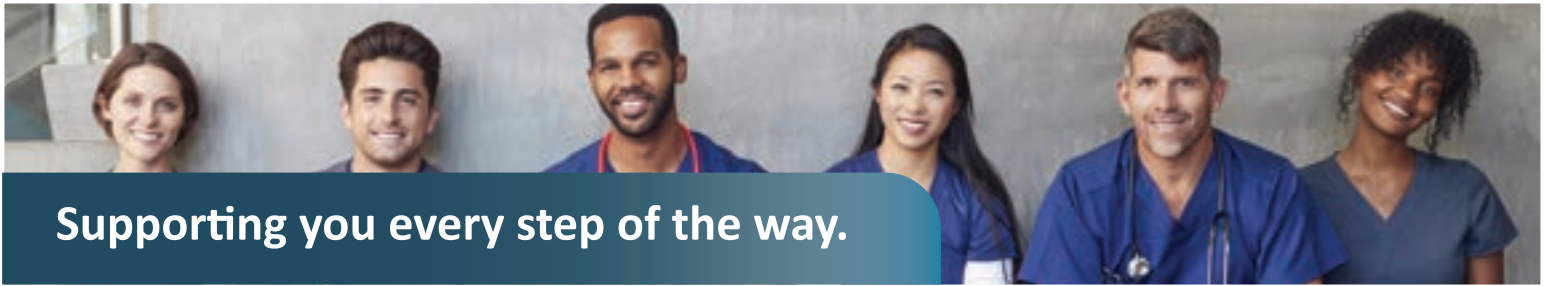
If you are participating in HPSP as part of your recovery from a **substance use disorder** (SUD), you are NOT alone. In fact, more than 9% of adults in the US are in recovery from a SUD. That’s 22.3 million Americans. Further, of all of those who do face a SUD, 75% go on to recover. You can do this and we are here to help you! To read or listen to more about these studies, check out the article “There is life after addiction. Most people recover.” on NPR at <https://www.npr.org/2022/01/15/1071282194/addiction-substance-recovery-treatment>

If you are participating in HPSP as part of your recovery from a **mental health disorder**, you too are NOT alone. More than 20% of adults experienced a mental illness in 2019. Check out <https://www.nami.org/mhstats> for more details. During the pandemic, the story has been even more concerning with 4 in 10 adults exhibiting symptoms of anxiety and depression (<https://www.kff.org/coronavirus-covid-19/issue-brief/the-implications-of-covid-19-for-mental-health-and-substance-use/>). But as you know, with help, recovery is within grasp.

Support Group Options

Many support groups meet online as a result of the pandemic. In addition to local meetings, here are some meeting options you may want to consider:

- Minnesota Nurses Peer Support Network: <https://www.npsnetwork-mn.org/meetings.html>
- The Luckiest Club: <https://www.theluckiestclub.com/join-community>
- Caduceus meetings:
 - Pennsylvania: These meetings are on zoom and open to our Oregon licensees. Reach out to your agreement monitor for the schedule if you are interested.
 - Oregon: Reach out to your agreement monitor to find a local meeting that may work for you.
- Oregon AA: <https://www.aa-oregon.org/>
- NAMI Support: Many of their groups are hosted on zoom and accessible statewide for those living with mental illness: <https://namimarianpolk.org/project/nami-oregon-online-support-groups/>
- Oregon Recovery Network: Information on support group meetings for a wide-range of topics state wide: <https://oregonrecoverynetwork.org/support/>
- Professional Recovery Network: This association supports licensed healthcare professionals and offers targeted support group meetings: <http://www.prnoforegon.org/>
- And here are a few recommendations from our Medical Director: <https://shantipdx.com/our-4-favorite-addiction-recovery-support-groups-in-portland-oregon/>



Supporting you every step of the way.

HPSP January 2021 Satisfaction Survey

Thank you to all of those who participated in the January 2022 Health Professionals' Services Program (HPSP) Satisfaction Survey. We know that this is a difficult time in the healthcare field and we appreciate you squeezing in the time to respond to the survey. Unfortunately, only 16% of licensees surveyed this period provided responses. We will repeat the survey in July and hope that you will all respond then!

Surveys are sent out to all licensees who have been enrolled for at least 4 months, as well as to all workplace monitors, GMC/PMC providers, evaluators, and related Healthcare Professional Associations. The survey serves as an ongoing quality improvement tool and provides a feedback loop for participants. Survey results are reviewed by the internal HPSP Policy Advisory Committee (PAC) comprised of the HPSP Medical Director, Consulting Psychiatrist, Program Manager, and two Agreement Monitors. A few survey highlights follow:

- 96% of licensee-respondents endorse understanding the program's statutory monitoring requirements.
- A "significant amount" of structure and accountability is provided by the program according to the largest group of licensee-respondents.
- 96% of licensee-respondents feel their agreement monitor is knowledgeable about their case.
- 88% of licensee-respondents endorsed that "information is communicated clearly and professionally."
- 100% of workplace monitors were satisfied with Uprise Health's support.
- 100% of workplace monitors also endorsed Uprise Health's ability to ensure safety in the workplace, with 60% rating this as "excellent."
- All workplace monitors who rated response timeframe, staff knowledge of a licensee, staff's ability to respond to questions regarding program administration, frequency of feedback, gave a rating of "excellent" or "above average."
- 100% of workplace monitors provided an overall rating of "excellent" or "above average" for the services received and their overall experience working with Uprise Health.
- 100% of providers "agree" or "strongly agree" that their questions/concerns are responded to promptly, that information is communicated clearly and professionally and that they had all the information they needed when they saw the licensee.
- All providers who gave an overall rating of their experience working with Uprise Health indicated it was "excellent" or "above average."

In addition to the data, the PAC reviews each and every comment provided by respondents. After reviewing these comments, the PAC would like to respond to 3 issues:

- 1. Collection Sites:** HPSP appreciates the concerns that were shared about the proximity of the location of collection sites that are assigned, especially for travel. This issue will be reviewed carefully with the goal of providing more convenient and practical options for collections.
- 2. Exemption Days:** Concern was raised about the number of exemption days that are provided. HPSP's allowance of up to 21 exemption days per 12-month period is well within the standard across other monitoring programs. Uprise Health also provides the monitoring program for Delaware; in that program, the Boards only allow five exemption days. It is our goal to work with you such that you can travel and that on the chance you are called to test during that time, you can visit a convenient site and quickly go back to your vacation.
- 3. Rewarding Compliance / Customizing the Program:** A few comments indicated that licensees felt that the program should be more customized for them or that the requirements should be substantially lifted as a "reward" for compliance. Please remember that the structure of the program is dictated by Oregon State law. HPSP's ability to customize the program is therefore limited by these regulations. However, compliance does result in a reduction in testing from the initial levels. This reduction should save time and money as the program progresses.



HPSP Monthly News & Updates

August | 2022

HPSP & RecoveryTrek

Uprise Health began partnering with RecoveryTrek on July 15 to administer our toxicology testing program. We have received great feedback that the app (MobileTrek) is more functional and easier to use. We will be rolling out new features in the coming months to make your experience even better, including TrekMail (secure email between participants and Agreement Monitors) and the ability to upload documents directly into your personal portal. Stay tuned!



Meet Kelley Bruley

In May of 2022, Kelley Bruley joined Uprise Health Monitoring as an Agreement Monitor for the Health Professionals Services Program (HPSP). Prior to joining the monitoring team, Kelley worked at Volunteers of America for the Multnomah County Drug Court as an outside treatment case manager and as an alcohol and drug counselor. Kelley has her Bachelor of Social Work degree from Portland State University, and CADC-I certification. She enjoys traveling, trying new recipes, and spending time with her family.

Satisfaction Survey

Thank you to those who completed our bi-annual satisfaction survey in July. We had a response rate of 15%, which is lower than we have seen in previous surveys. We want to hear from you! Surveys are emailed to active participants in January and July each year, and we review all responses carefully to identify our strengths as well as areas for improvement.

We are pleased to report that the vast majority of respondents (86%) continue to express overall satisfaction with Uprise Health's monitoring services. However, we also noticed a decrease in ratings related to customer service and communication. We are concerned with this recent trend and are closely examining our processes to ensure that we are providing exceptional customer service. You should expect that your calls and emails are responded to (when a response is requested) within one business day.

Upcoming Testing Holiday

Monday, September 5 - Labor Day (Uprise Health offices will be closed)

Collection Site Requests

If you are in need of collection sites for travel, you have a few options. You may send an email to greatsupport@recoverytrek.com, call RecoveryTrek directly at 757-943-9800, or reach out to your Agreement Monitor. Additionally, when you open your MobileTrek app, it will show you the closest test site to your current location, wherever you are in the United States.

Continuing Education Opportunities

34th Annual Fall CME & Shakespeare Meeting of the Oregon Psychiatric Physicians Association
September 15-18, 2022
Ashland, OR
[Conference Information](#)

2022 NPO Education Conference Nurse Practitioners of Oregon
September 29 - October 1, 2022
Hood River, OR
[Conference Information](#)

OMA 2022 Annual Conference Medicine Now: Transition & Resilience
October 1, 2022
Portland, OR
[Conference Information](#)



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Inclement Weather Guideline

Unpredictable winter weather brings additional testing challenges. There is a possibility that a collection site could close due to inclement weather. Calling ahead will help you plan for this possibility. If all of your local sites are closed, please call your agreement monitor. Once HPSP has confirmed the site closure(s), you will be excused from testing that day and your test will be rescheduled.

If your sites are open but you are unable to travel due to inclement weather, you can use one of your exemption days. Remember, you are eligible for exemption days once you have been in compliance with all requirements for a period of nine consecutive months. If you are unable to travel due to inclement weather but you have been in the program for less than nine months, you will be considered for one-time use of an exemption day.

Regardless of your situation, **make sure to contact your agreement monitor** if you are not able to test due to inclement weather because any missed test is treated as a non-compliance if not approved.

Secure Email - TrekMail

We are pleased to begin offering a secure email option via RecoveryTrek in 2023, known as TrekMail. TrekMail operates similarly to messaging in MyChart and other EHR platforms - to send or receive messages between you and your agreement monitor, you will simply need to log in to the **participant portal** and click on TrekMail at the top of the page. More information will be provided soon about navigating the participant portal, including how to upload documents.



Holiday Tips

Holiday stress and anxiety is common, affecting nearly 40% of the population. Financial concerns/overspending, pressure to make things perfect, and stress related to family gatherings can trigger stress and anxiety. Here are some tips for managing through the holiday season:

- **Set reasonable expectations.** Let go of perfectionism. Do the best you can with what you have, without expecting 100% perfection (from yourself and others).
- **Take care of yourself.** Allow time for YOU during the holidays. Maintain the healthy habits that fuel you like exercise, meditation, journaling, hobbies, etc.
- **Plan spending.** Make a budget and stick to it.
- **Say no.** Give yourself permission to say no to events and commitments that will deplete your energy resources. It's okay to take a break from

Toxicology Fee Increases

Uprise Health's goal has always been to keep our toxicology testing costs as low as possible. To that end, we have *never* raised toxicology fees since HPSP began in 2010. While our goal to maintain below industry standard toxicology fees has not changed, our vendors have recently raised their fees substantially (including an increase in collection site fees, supplies, and lab costs). As a result, we will need to increase our toxicology fees for the first time.

Effective January 1, 2023, toxicology fees will be modified as follows:

- Panel A/87704: \$57.51
- Panel B/96123: \$72.59
- Panel C/87606: \$54.36
- Panel D/96130: \$109.66
- PEth/4817: \$101.49
- Hair/111: \$122.90

Please note that these are our most common panels – you may test on a panel not listed here. All toxicology fees, even those for panels not listed here, will be increasing.

If you have any questions, please let your Agreement Monitor know. We appreciate your understanding.

annual traditions, or create new ones that feel more manageable.

Testing Holidays

There will be no toxicology tests scheduled on the following days:

- Monday, December 26, 2022
- Monday, January 2, 2023

We strongly recommend that you continue to check in for testing seven days a week, 365 days a year, in order to maintain your routine. Missed testing check ins, and missed tests, are common after holiday or vacation exemptions.

Holiday Closures

Uprise Health's offices will be closed for the holidays on the following days:

- Friday, December 23
- Monday, December 26
- Monday, January 2, 2023

Continuing Education Opportunities

2023 OHCA Spring Expo

April 20-21, 2023

Salem, OR

[Conference Information](#)

Oregon Dental Conference

April 13-15, 2023

Portland, OR

[Conference Information](#)

54th Annual Primary Care Review

OHSU School of Medicine

February 6 - 10, 2023

Portland, OR

[Conference Information](#)



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