



ISNAP NEWSLETTER

January ~ 2012

Affinity Online Solutions (AOS)

Thank you for your patience and cooperation as ISNAP has transitioned to a third-party administrator, Affinity Online Services (AOS). AOS manages the randomization of your drug testing frequency for ISNAP. The registration process is outlined in the AffinityHealth.com Participant User Guide. We strongly encourage you to read the user guide in its entirety so you can fully understand the process. As you are aware, randomized UDS's are required to deter the use of alcohol, mood-altering or controlled substances. The following are good "tips" to remember:

■UDS's are ordered at a minimum amount per year, not per month. Therefore, the number of tests will vary each month.

■As you establish a pattern of compliance with your RMA, you become eligible to request a decrease in your drug testing frequency. However, non compliance patterns, including failure to submit reports in a timely manner, missed check-in calls, and missed UDS's will affect your request.

■Chain of Custody (COC) – Please complete in its entirety. Failure to do so may result in a "no-show" report. Have your name, authorization code and panel information on the COC, and sign and date it as well. The authorization code and panel will be on the fax that is sent to the site after you generate your details. After the test, please report your COC # from the top right hand corner of the form, under the bar code, either on-line or over the phone by pressing "0"

■It is best to check in and provide the specimen early in the morning. But whenever you do go, refrain from drinking excessive amounts of fluids before you provide the specimen.

■AOS records the exact time when you check in or if you missed calling in. Leaving a voice mail or sending an e-mail to your case manager does NOT excuse a screen.

■An AOS CSR (Customer Service Representative) cannot excuse a screen selection. You must discuss a missed screen with your case manager.

■The ingestion of poppy seeds, "second-hand" marijuana smoke, cooking with alcohol, or using any over-the-counter products containing alcohol is not an excuse for a positive UDS.

■You are responsible to maintain a sufficient amount of money in your AOS account at all times for drug screening. The lack of funds will not be considered a reason for not providing a specimen when selected to do so.

■If you are experiencing any type of problem with the drug screening program, contact an AOS representative (e.g. issues regarding payment matters, collection site concerns, and registration or account information). AOS staff can be reached at 877-267-4304. Due to the volume of calls, your call will be returned in the order in which it was received. The AOS phone system automatically records the date and time the call is received, along with your message. All other concerns should be directed to your ISNAP case manager.

Severe Weather

Last week was a real taste of winter here in Indiana. If you are scheduled for a UDS and there is a severe weather in your area, (e.g. the schools have been closed in your area), ISNAP does not expect you to risk driving for a UDS. E-mail (or call) your case manager and your UDS will be rescheduled. ISNAP staff pays close attention to the weather conditions around the state and will confirm the forecast.

Helpful Reminders

■ **Nurse Support Groups.** Nurse support groups (NSG) are a valuable tool for recovery. ISNAP attempts to keep a record of changes to the NSG. If you are a NSG ‘facilitator’ or a ‘key holder’ to a meeting place, or the leadership role changes or the group disbands, please inform Alice O at ext. 108. You can access a list of the current NSG’s on ISNAP’s website.

■ **The best way to communicate with your ISNAP case manager is by e-mail.** This feature is available at your AOS Home Page or you can send an e-mail directly to your case manager. Use the initial of their first name and full last name followed by indiananurses.org (clindquist@indiananurses.org). If your case manager leaves a “return call message,” it is vital you return the call within 24 hours.

■ If you are requesting **successful completion**, ISNAP will very carefully review the last six months of monitoring to make sure you have had absolute full compliance. This includes no dilute or positive urine drug screens (UDS), even by prescription. The Board of Nursing has asked ISNAP to more carefully monitor the use of controlled substances, even by prescription.

■ **Monitoring Interruptions/Vacation Request** - with AOS, you have the ability to go on-line and request a “monitoring interruption” or vacation request. Before ISNAP can approve, we still must receive a copy of the vacation request from with support from someone in your RMA (e.g. worksite monitor, therapist, addictionist, or sponsor).

■ **Controlled Substance Use Form** – By state statute (848 IAC 7-1-3 and 7-1-6), ISNAP is an abstinence based program. As such, the use of controlled substances must be very short-term and very limited. When visiting a health care provider (MD, DO, DD, NP), you must inform them you are in monitoring with ISNAP and bring the “Controlled Substance Use Form” with you. Have the provider fill out the form and after the visit, you must submit a copy of the form. If you were prescribed a controlled substance, you must also submit a copy of the prescription. While on the controlled substance, you must refrain from work.

Use Guide for Safe Medications

Talbott Recovery Campus has published a user guide for the use of medications for safe and sustained recovery. It was developed through a collaborative effort between some of the best minds in addiction care today and will help you make wise decisions, ensuring that medications you may be prescribed and incidental exposure to alcohol do not threaten your hard-won recovery. www.talbottcampus.com/pdf/medguide.pdf is the website to access the guide. Please remember that the guide is only intended as a quick reference and never as a substitute for the advice of your own personal physician. It is essential you inform all of your personal physician(s), dentist and other health care providers of your chemical dependency history so the medications can be prescribed safely and appropriately when they are deemed necessary.

Needs Assistance Fund (NAF)

As goes the economy, ISNAP’s NAF has also experienced a tighter budget. As such, ISNAP has had to tighten the guidelines for eligibility and the amount of funds to assist with the payment of the UDS’s. If you are unemployed and are drawing state or federal assistance (e.g. food stamps), or meet 1 ½ times the federal poverty guidelines, you meet income criteria. You can request an application from Alice O’Quinn. You must be in full compliance when your application is reviewed. Once approved, dollars will be deposited directed into your AOS account.

If you would like to contribute to the NAF as a way of giving back to your twelve-step recovery program and paying it forward, ISNAP would welcome your gift. One way of doing this is when you complete ISNAP and there is money left in your AOS account, you could designate that money for ISNAP’s NAF.

Quarterly Reports/Newsletter via AOS

Effective with this newsletter, ISNAP will no longer be sending out the quarterly reports and newsletters via the USPS. All correspondence will be via a message to your AOS homepage that there is an attachment to read. If you cannot receive your quarterly report or newsletter via AOS, please notify your ISNAP case manager.