Answers to Your Questions

Who can I speak with when my agreement monitor is on vacation?
If you are unable to speak with your agreement monitor, other team members are available to assist you. You may request to speak with another agreement monitor or a HPSP technician for help with administrative issues such as: needing more chain of custody forms; requesting a new collection site; providing a new home address or phone number; or needing compliance forms. You can also email your request or provide updated information to: hpsp@reliantbh.com

What if my collection site is closed on Saturday?
Licensees are responsible for contacting their collection sites to ensure they are open on Saturday. If you discover that a site is no longer providing Saturday hours, please contact HPSP either with a call or an email, and a new Saturday site will be provided to you. HPSP also monitors collection sites, and when we are aware that a collection has stopped providing Saturday hours, the licensee is notified and provided with a new Saturday collection site. Please be sure to show your wallet card to the collector whenever you test. If you do not have a wallet card, please send an email to hpsp@reliantbh.com or call 1-888-802-2843, and we will send one to you immediately.

How much can HPSP advocate for me with insurance companies and credentialing committees?
HPSP can write compliance letters for licensees to any entity, such as an insurance company or credentialing committee. The agreement monitor can stress the level of ongoing compliance of the licensee as evidence of dedication to recovery activities and stability in the workplace. HPSP can provide proof of the licensee’s commitment to compliance to program requirements.

Over the Counter Products that Contain Alcohol
Many over the counter products contain alcohol. Due to the nature of drug testing and the ETG test in particular, licensees should not use these products to avoid any exposure to alcohol. (For more information regarding the Policy on ETG testing, please refer to the Policies tab on the HPSP website: rbhhealthpro.com)

To help licensees avoid products that contain alcohol, HPSP, with assistance from Serenity Lane, has put together a list of over the counter products that contain alcohol. This is not a definitive list, and it is the responsibility of the licensee to review the ingredients in the products they use. To view the list, click on the Resources tab on the HPSP website: rbhhealthpro.com

What is Consent 1.0, which I was asked to sign?
The Consent to Release, Use and Exchange Information 1.0 went through several versions because we wanted the release to be as transparent to you as possible. This version has been written in a way so that you can clearly see what information is being released and to whom. HPSP is committed to sharing no more information than necessary when speaking to outside entities. The form allows HPSP to share information with the entities on the release for the purpose of monitoring and coordinating compliance with the HPSP program. This release protects you as you need to name the specific individuals to whom we can communicate. Other releases are still needed for HPSP to communicate with treatment providers. This consent must be completed by all licensees and has been approved by the Oregon Department of Justice and the Department of Human Services to ensure the form meets federal guidelines on confidentiality.

What happens if I cannot return documents within the given timeframe?
The required deadlines are not intended to scare or intimidate licensees. In many cases, the deadlines are required by HPSP’s agreement with DHS. If you have a problem getting the forms back to HPSP within the set deadline, please call your agreement monitor and share why there is a problem. The goal is to get the documents back within a reasonable given timeframe.

Please fix the echo-sign forms, also known as the electronic signature forms.
Electronically signed documents are a safe, convenient, and expedient way to sign required paperwork. The problems with the electronic forms have been corrected and should work properly. This means the forms will allow signatures where required and allow the licensee to write NA for those areas that do not apply. If you are having a problem with the electronic signatures, please contact HPSP, and we can walk you through the process. You can also print, sign, and mail the form to HPSP.

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