



INTERNATIONAL ASSOCIATION  
OF FIRE FIGHTERS



ADVANCED RECOVERY

S Y S T E M S

an advanced approach to patient care

## IAFF Center of Excellence Admissions Process

- 1. Initial call to admissions center is made by prospective client or friend, co-worker, union leader, peer support team or family member.** Union leaders, peer support team members or fire service colleagues may first choose to reach out to Myrrhanda Jones or Kelly Savage to help initiate this process — in that case, they can arrange for an admissions representative to reach out directly to the union representative or, in some cases, the client, if that is a more convenient option.
- 2. All calls for IAFF clients are forwarded to specific admission coordinators, all of whom are former first responders, based in the admissions center in Orlando, Florida.** If neither is immediately available, phones are answered by another admissions coordinator who will attempt to transfer the call to the IAFF coordinators. If they are still unavailable, the caller will be assisted by another member of the admissions team who will help initiate the process for admission to the Center of Excellence, but the IAFF coordinators will receive a message stating that another team member spoke to an IAFF member (or someone calling on their behalf) and the client or caller will be contacted by the IAFF team by phone at the earliest possible availability.

### Our Admissions Team:

#### Richard Gallegos

Richard Gallegos is the Lead Admissions Coordinator for the IAFF Center of Excellence. Working in emergency services for 10 years as an EMT, paramedic, paramedic instructor and flight medic, Richard is well acquainted with the complex issues fire service personnel face and uses his own recovery from behavioral health and substance abuse issues to help others do the same, helping over 1,800 members admit to the Center of Excellence since its opening in March 2017.

- 3. Once connected with the admissions team, staff will discuss the issues the prospective client is facing to ensure the Center of Excellence is a suitable fit for services.** The Center of Excellence can treat those with a primary issue of substance abuse (alcohol, prescription drugs, illicit drugs or a combination), mental health issues with no substance abuse factors or, most commonly, a combination referred to as co-occurring disorders.



- 4. The admissions team will conduct a thorough clinical pre-assessment with the client for the Center's medical and clinical team to review to approve program suitability.** This assessment serves to collect a member's relevant medical history, current struggles, symptoms relevant to substance abuse or post-traumatic stress and any existing legal issues.
- 5. This assessment is sent to the Center of Excellence's Medical Director, Dr Abby Morris, for approval for admissions, as well as the Utilization Review team to obtain prior authorization for services from the client's insurance provider.** Once approved, the Center of Excellence admissions team will contact the client to continue the process and discuss scheduling an admission and transportation details.
- 6. Concurrently, the admissions team will discuss and obtain health insurance information to verify substance abuse/mental health benefits offered by the member's plan.** Some callers will prefer to do this prior to completing the clinical pre-assessment due to potential financial barriers that may be prohibitive.



**The following are needed to verify insurance benefits:**

- Insurance carrier
- Name of member as written on insurance card
- Date of birth
- Member ID number
- Provider services or customer service phone number
- In some cases, insurers will require a member's Social Security number to verify benefits, but this is not typical



**7. The Center of Excellence's internal insurance verification team will call the insurance provider to verify benefits offered by the plan that apply for services at the Center of Excellence.** The admissions team will then relay this information back to the client in order to confirm financial viability. A thorough discussion of plan coverage will take place and a financial outline will be sent via email to members who choose to move forward, outlining the deductible, co-insurance percentage and out-of-pocket annual maximum that the insurance provider has disclosed would apply to a member's treatment.

**8. If any financial or insurance barriers exist,** with the client's permission, the Center of Excellence team can contact local, state or district leadership to help apply pressure to the insurance provider for coverage, if needed, or for any financial assistance (travel costs, deductibles, etc.) their respective locals may be able to provide.

**9. The Center of Excellence admissions team will work with the member to schedule a day and time for admission and help facilitate transportation to the facility.** The client will receive a packing list, guidelines on what to expect and the financial outline, if not yet received. The admissions team will check in daily with the client between booking and arrival on campus.

**10. Depending on where the member is located, he or she may choose to travel by plane, train or automobile drop-off. The Center of Excellence admissions team will assist in coordinating this with the member or representative (union or otherwise) so facility staff can plan accordingly.** If traveling by plane, members can fly into any of the three local airports: BWI, DCA and IAD. Admissions staff will collect flight information and a Center of Excellence staff member will be at the airport to pick up and transport the client safely onto campus, which also applies to members traveling by train. The vehicle sent to retrieve clients has a distinguishable IAFF logo as to be easily identifiable, yet confidential for the client.

**11. Once at the facility, clients will complete a comprehensive, onsite medical and clinical assessment within the first 36 hours of arrival, which will guide the development of their care plan.** Members will also meet with an onsite financial advisor and case manager within the first 72 hours.

**12. The average length of stay is between 30-45 days,** but each plan is individualized, so this duration may vary and is dictated by many factors, including individual treatment needs, progression through a personalized program, insurance coverage, time off and personal/family obligations.

**To make a referral for a client, call our 24/7 admissions center at 1-855-900-8437.**

**Learn more at [www.IAFFRecoveryCenter.com](http://www.IAFFRecoveryCenter.com)**