

## TECHNICAL ASSISTANCE OVERVIEW

Our technical assistance (TA) specialists are available Monday through Friday, 9 am – 5 pm to provide assistance to providers and practices. TA can assist with a variety of topics including administrative support, state/federal regulations and guidelines and the Buprenorphine Waiver Process.

### Who can use MACS TA services?

MACS services are available to all primary care and specialty prescribers across Maryland, including physicians, nurse practitioners, physician assistants and other health professionals

### What type of questions may I ask?

Questions may be on a broad or patient specific. Common questions include:

- Where can I find policies that give in-depth information about prescribing buprenorphine and methadone?
- What ASAM level do I qualify for?
- How do I bill for substance use treatment in a primary care setting?
- Which billing codes should I use?
- Which medications are best to treat substance use disorder?
- How can I change the stigma of treating substance use disorder to clerical staff or current patients in my practice?
- What is the most recent standard of practice for Vivitrol, methadone and/or EKG monitoring during COVID-19?
- Where can I sign-up for webinars and trainings?
- What resources are most useful for new prescribers and practices?

### Who will I speak with during a consultation?

MACS is staffed by a team of professionals with extensive experience in the care and treatment of adolescents and adults with substance use disorders. Calls are answered by our behavioral health consultant who can assist with resources, referrals, and general program information. Calls that require consultation are triaged to an addiction medicine specialist on the [MACS team](#).

### What is the response time for a technical assistance consultation?

MACS operates during normal business hours (M-F, 9 am-5 pm). During those hours your request for technical assistance will be forwarded to the TA team who can assist with administrative support, billing, care coordination and patient screens/forms/guidelines. Calls that require a consultation with an addiction medicine consultant will be returned at a time that is convenient for you within 24 hours.

### What information will I need when I call?

- Brief description of why you are calling
- If case specific we will ask in-depth questions such as age, insurance, pertinent history, current medications, etc.
- Best contact information and availability