

# MATTERS

Medication for Addiction Treatment & Electronic Referrals

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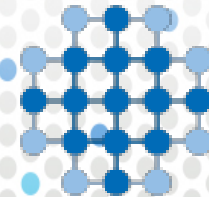
FOUNDER & MEDICAL DIRECTOR | NEW YORK MATTERS



Jacobs School of Medicine  
and Biomedical Sciences

University at Buffalo

UB|MD



EMERGENCY  
MEDICINE

# Objectives

- Diagnosing opioid use disorder
- Treating opioid use disorder
- Prescribing resources
- Referring patients to long-term treatment
- Understanding ED workflow when treating SUD/ODD patients

# Facts about Opioid Use Disorder (OUD)

Chronic disease

Severe, life-threatening disease

Medication does the heavy lifting

Poor success rates with abstinence-only



# HOW IS OPIOID USE DISORDER DIAGNOSED?

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# DSM V Criteria

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- Loss of Control
  - Larger amounts, longer time
  - Inability to cutback
  - More time spent, getting, using, recovering
  - Activities given up to use
  - Craving
- Physiologic
  - Tolerance
  - Withdrawal
- Consequences
  - Hazardous use
  - Social or interpersonal problems related to use
  - Neglected major roles to use
  - Continued use after significant problems

**Opioid use disorder is defined as having 2 or more of these symptoms in the past year.**

**Tolerance and withdrawal alone don't necessarily imply a disorder.**

**Severity is determined by the number of symptoms an individual has (can be mild, moderate, severe).**



# HOW IS OPIOID USE DISORDER TREATED?

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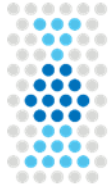
	Methadone	Buprenorphine (Oral)	Naltrexone (IM)
Mechanism of Action	Full Agonist on Opioid Receptor	Partial Agonist on Opioid Receptor	Antagonist on Opioid Receptor
Dosing	80mg-100mg (Usual Dose)	4-32mg	380mg Depot Injection
Advantages	<ul style="list-style-type: none"> <li>▪ Provided in a highly structured supervised setting where additional services can be provided on-site and diversion is unlikely</li> <li>▪ Maybe effective for individuals who have not benefited sufficiently from partial agonists or antagonists</li> </ul>	<ul style="list-style-type: none"> <li>▪ Improved safety due to partial agonism</li> <li>▪ Availability in office-based settings</li> </ul>	<ul style="list-style-type: none"> <li>▪ No addictive potential or diversion risk</li> <li>▪ Available in office-based settings</li> <li>▪ Option for individuals seeking to avoid any opioids</li> </ul>

# Types of MAT

Schuckit MA. Treatment of Opioid-Use Disorders. 2016. *N Engl J Med*;375(4):357–368.



# Prescribing Guidelines



**MATTERS**  
Medication for Addiction Treatment & Electronic Referrals

## Opioid and Sedative Prescribing Guidelines for Providers

1. A dedicated primary care provider (outside of the emergency department or urgent care) who can follow a patient's treatment and response should provide all opioids and sedatives to treat any patient's chronic pain.
2. Administering intravenous or intramuscular opioids or sedatives in the emergency department or urgent care for the relief of acute exacerbation of chronic pain is generally discouraged\*.
3. Prescriptions for opioids for acute pain from the emergency department or urgent care should be written for the shortest duration appropriate. In cases of diagnostic uncertainty, this generally should be for no more than 3 days, as is consistent with national guidelines.
4. Patients may be screened for substance use disorder. Those protocols may include services for brief intervention and referrals to treatment programs for patients who are at risk for developing, or actively have, substance use disorders.
5. When patients present with acute exacerbations of chronic pain, a summary of the care, including any medications prescribed, should be communicated to the primary opioid prescriber or primary care provider.
6. Emergency department and urgent care providers will not dispense prescriptions for controlled substances that were lost, destroyed, stolen, or finished prematurely.
7. Emergency department and urgent care providers, or other designees, should consult the New York State prescription monitoring program (ISTOP) before writing opioid prescriptions for acutely painful conditions.

\* This document was designed to aid the qualified health care team in making clinical decisions about patient care and is not be construed as dictating an exclusive course of treatment. Variations in practice may be warranted based on individual patient characteristics and unique clinical circumstances.

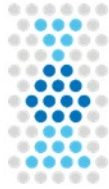
August, 2020

## FOR PROVIDERS





# Prescribing Guidelines



**MATTERS**  
Medication for Addiction Treatment & Electronic Referrals

## Opioid and Sedative Medication Notice to Patients

Our Emergency Department/Urgent Care providers understand that pain relief is important when you are hurt or need emergency care for pain. Our main goal is to look for and treat your emergency medical condition. Our emergency department tries to ensure kind treatment of patients without contributing to opiate or sedative dependence or addiction.

For your safety, we follow these guidelines when treating your pain.

1. To assure your safety, we recommend that a dedicated primary care provider outside of the emergency department or urgent care provide all opiates and sedatives to treat your chronic ongoing condition.
2. We may prescribe opioid medications for acute, short term pain for the shortest duration appropriate. This generally will be for no more than 3 days, consistent with national guidelines.
3. We may screen patients for substance misuse before prescribing or providing any opioids.
4. We will not dispense prescriptions for controlled substances that were lost, destroyed, stolen, or finished prematurely. You should contact your primary care provider or pain specialist for a refill.
5. We may also check the New York State prescription monitoring program called I STOP before prescribing or providing opiates for new painful conditions.
6. Generally, we will not prescribe or provide doses of long acting opioid pain medications.

Opioid medications include (but are not limited to): codeine; hydrocodone (Norco, Vicodin, Lortab); oxycodone IR (Percocet) and SR (OxyContin); morphine IR and SR (MS Contin); hydromorphone IR (Dilaudid) and ER (Exalgo ER); methadone; fentanyl; oxycodone ER (Opana ER).

Sedative medications include: alprazolam (Xanax); clonazepam (Klonopin); diazepam (Valium); lorazepam (Ativan). (This is not a comprehensive list of all available products)

*This information is provided for educational purposes only. It is not intended to deter you from seeking treatment or take the place of the clinical judgement of your treating provider. It is also not intended to establish a legal or medical standard of care.*

August, 2020

## FOR PATIENTS



# X-Waiver

- **Goal:** train a diverse range of healthcare professionals in the safe and effective prescribing of opioid medications for the treatment of pain, as well as the treatment of substance use disorders, particularly opioid use disorders, with medication-assisted treatments.
- Recent legislative changes.
- EMR integration of “X” DEA number or manual entry while e-prescribing.

# New X Waiver Guidelines



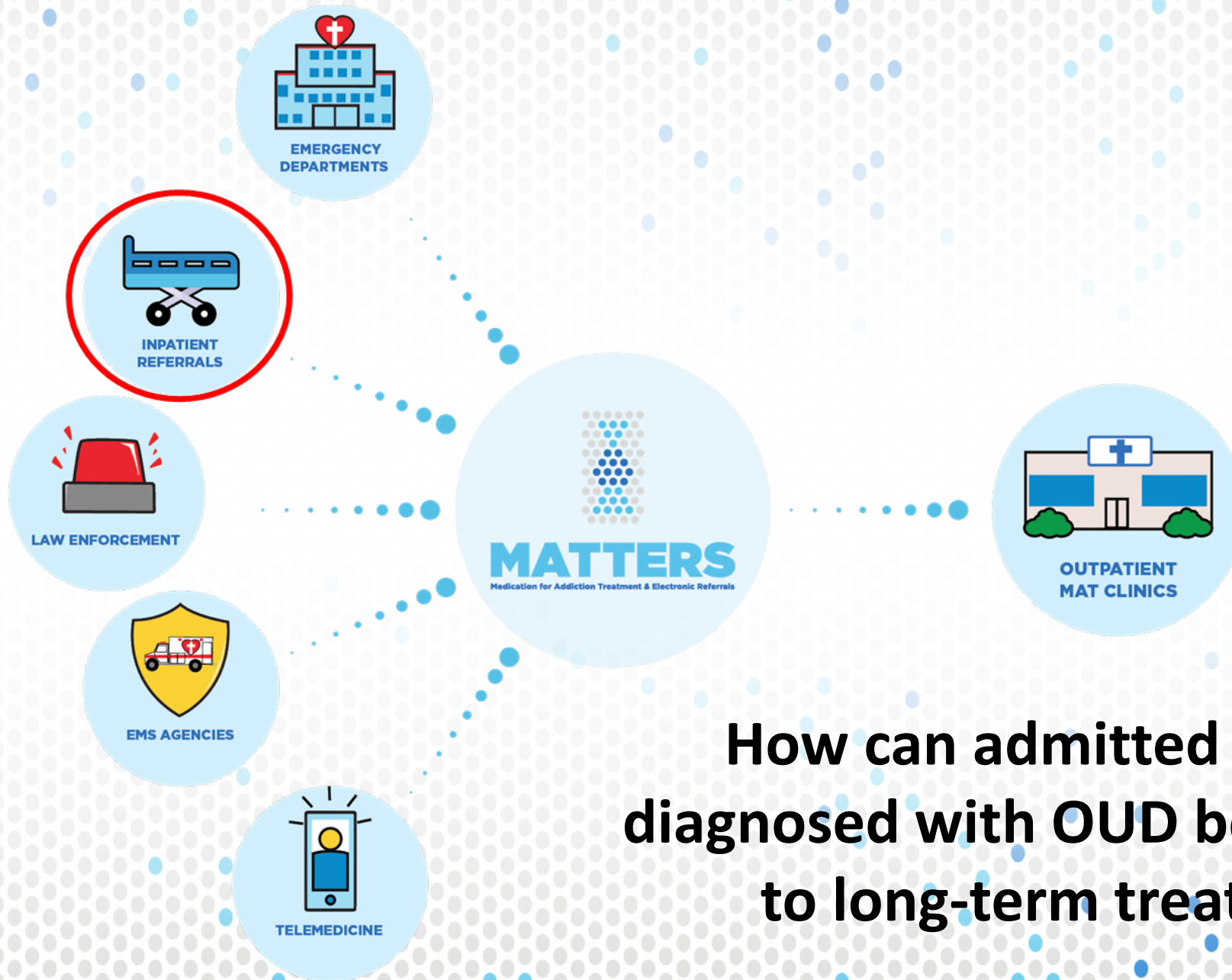
Eligible providers can now treat up to 30 patients without completing the previously required training.

Qualified providers include physicians, physician assistants, nurse practitioners, clinical nurse specialists, certified registered nurse anesthetists, and certified nurse midwives with a valid medical license and valid Drug Enforcement Administration (DEA) registration.

Eligible providers must still submit a [Notice of Intent \(NOI\)](#) to prescribe buprenorphine and will still receive an “X” DEA number.

To treat more than 30 patients, providers must undergo required training. This can be completed online.



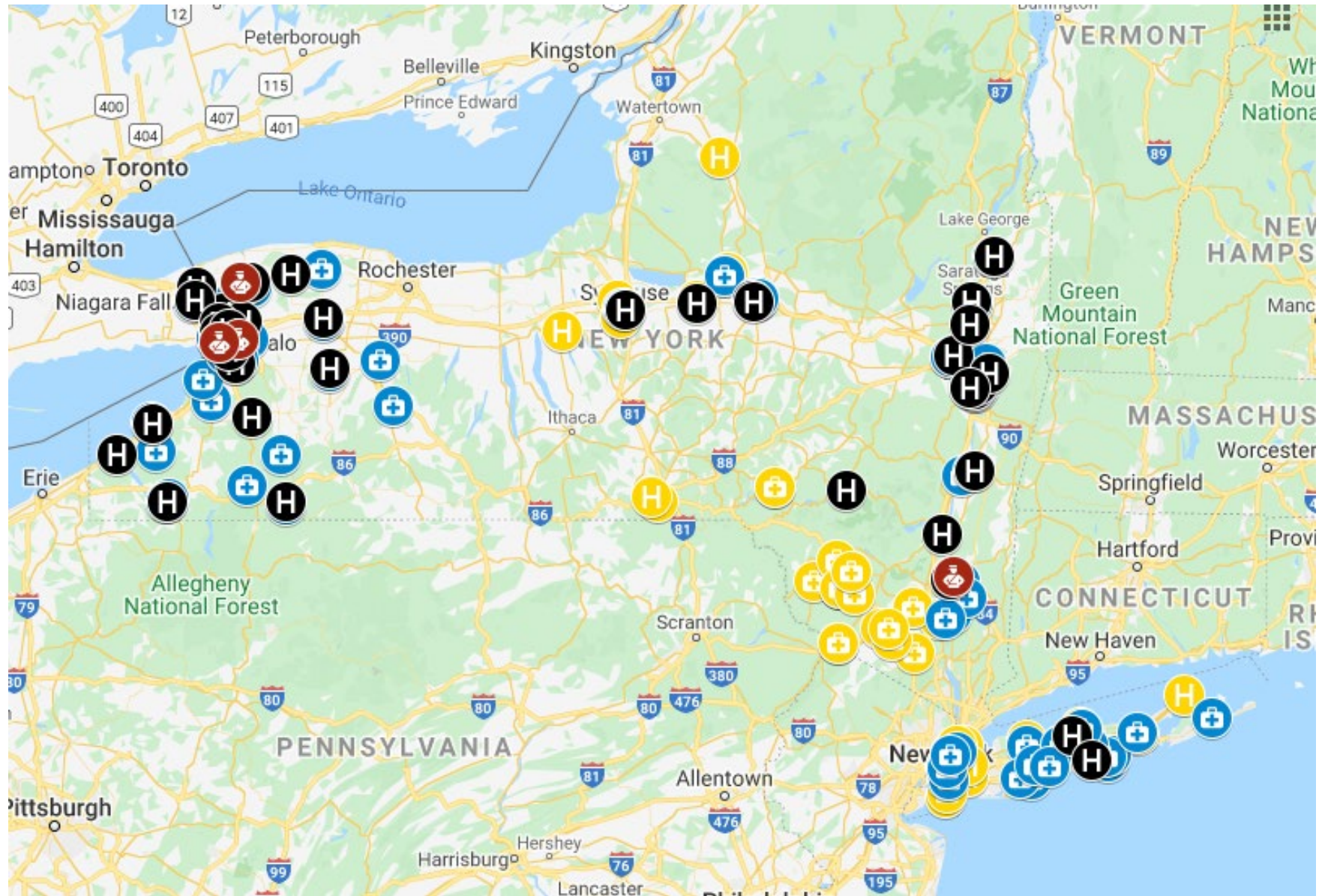


**How can admitted patients  
diagnosed with OUD be connected  
to long-term treatment?**

# NY MATTERS Partners

## MAP LEGEND:

-  Clinic
-  Referral Site
-  Future Referral Site
-  Future Clinic
-  Law Enforcement / Corrections Partner







# MATTERS

Medication Assisted Treatment & Emergency Referrals

## Mission

Regional hospital systems, through the Medication Assisted Treatment and Emergency Referrals (MATTERS) network are partnering with community-based substance use treatment programs to reduce inappropriate controlled substance prescribing, increase access to medication assisted treatment (MAT), and provide rapid access to substance use treatment programs.

## Vision

- To aid our shared patients in initiating and continuing successful opioid and overall substance use disorder treatment.
- To reduce morbidity and mortality associated with opiate and substance use disorder.
- To provide a best practice model for Hospital and Emergency Department Initiated Buprenorphine Programs that others can emulate.
- To provide the same high level of care to patients suffering from opiate use disorder that we would for any other emergency medical condition.

## Values

Hospital partners will follow these values:

- We will prescribe buprenorphine for patients when appropriate based on our guidelines.
- We will not automatically disqualify patients from receiving buprenorphine if they engage in polysubstance abuse (especially benzodiazepines and/or alcohol).
- We will refer patients to the most appropriate follow up possible based on their unique needs.
- We will inform patients of the referral program's expectations.
- We will continuously evaluate our program and share our lessons learned with others.

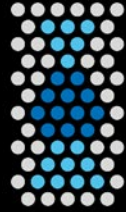
Community-based substance abuse treatment programs that embody these values:

- They will accept and work with patients regardless of insurance status.
- They will accept patients who have not been prescribed buprenorphine or MAT in the past.
- They will offer timely appointments to patients referred from the hospital and emergency department.
- They will accept referred patients even if previously discharged from a treatment program.
- They will not automatically disqualify patients from receiving medication assisted treatment if they engage in polysubstance abuse (especially benzodiazepines and/or alcohol).
- They will not place undue financial burden on the patient.
- They will provide care that is culturally appropriate for the target population of patients with substance use disorder.
- They will provide feedback referring providers regarding the disposition of referred patients to improve processes.











**MATTERS**

Medication for Addiction Treatment & Electronic Referrals





**Snap this to refer a  
patient for opioid use  
disorder treatment!**




**Referral stickers  
available for any  
participating  
hospitals!**




**MATTERS**  
Medication for Alcohol Use Disorder: Evidence-Based Research

 <p><b>I am a Patient</b></p>	 <p><b>I am a Healthcare Professional</b></p>
 <p><b>I am a First Responder</b></p>	 <p><b>I am Law Enforcement</b></p>
<b>Resources</b>	
<b>Map / Find Us</b>	
<b>Contact Us</b>	



University at Buffalo  
Clinical and Research  
Institute on Addictions



**MATTERS**  
Medication for Alcohol Use Disorder: Evidence-Based Research

**Healthcare Professionals**



**Overview / Background**


**Make a Referral**

**Apply for your X Waiver**

**Recommended Protocol**

**Prescribing Guidelines**

**FAQs**



University at Buffalo  
Clinical and Research  
Institute on Addictions

# HEALTHCARE PROFESSIONALS



Professional Referrals



EMS (Leave behind Naloxone)



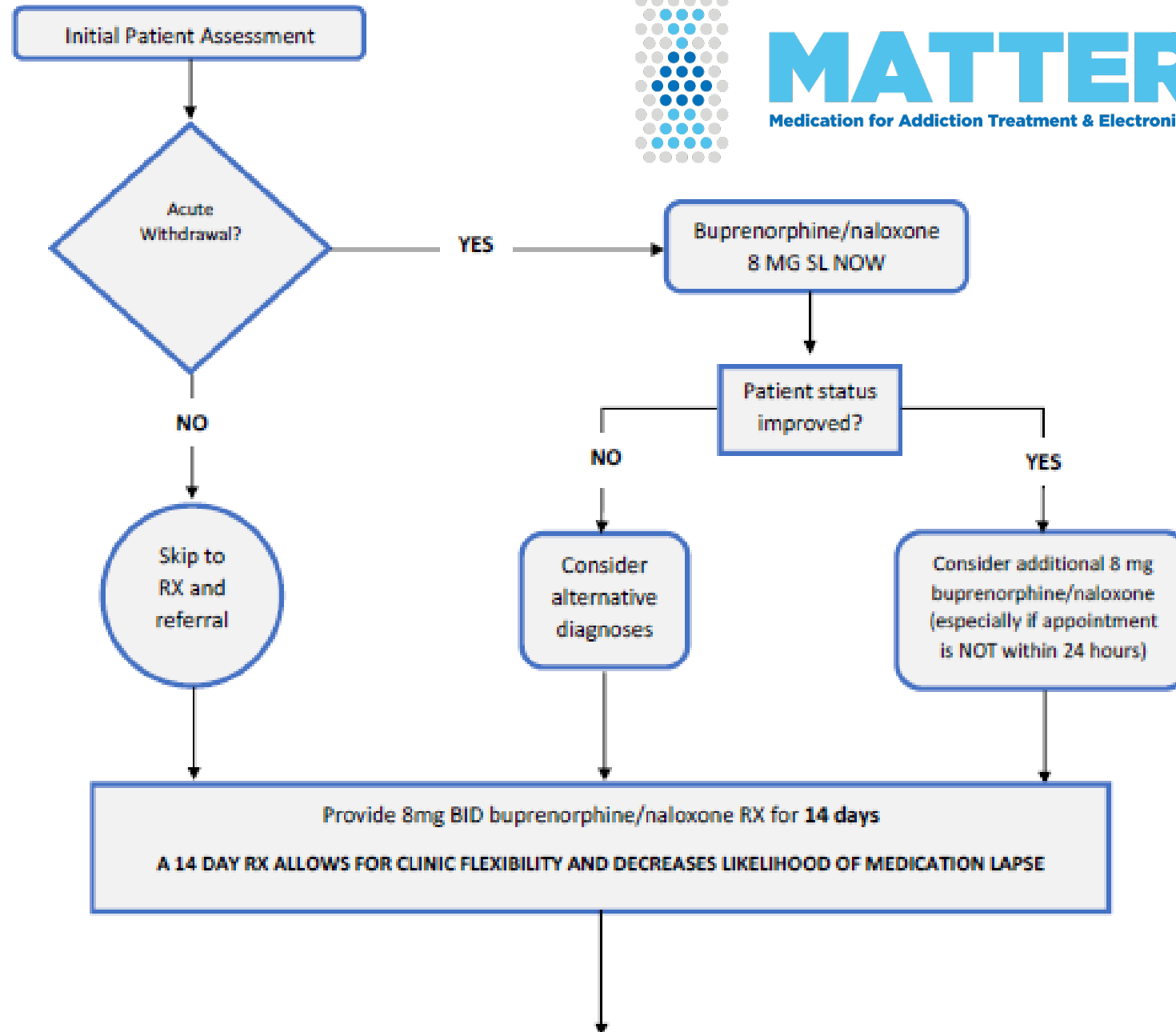
Voucher Verification

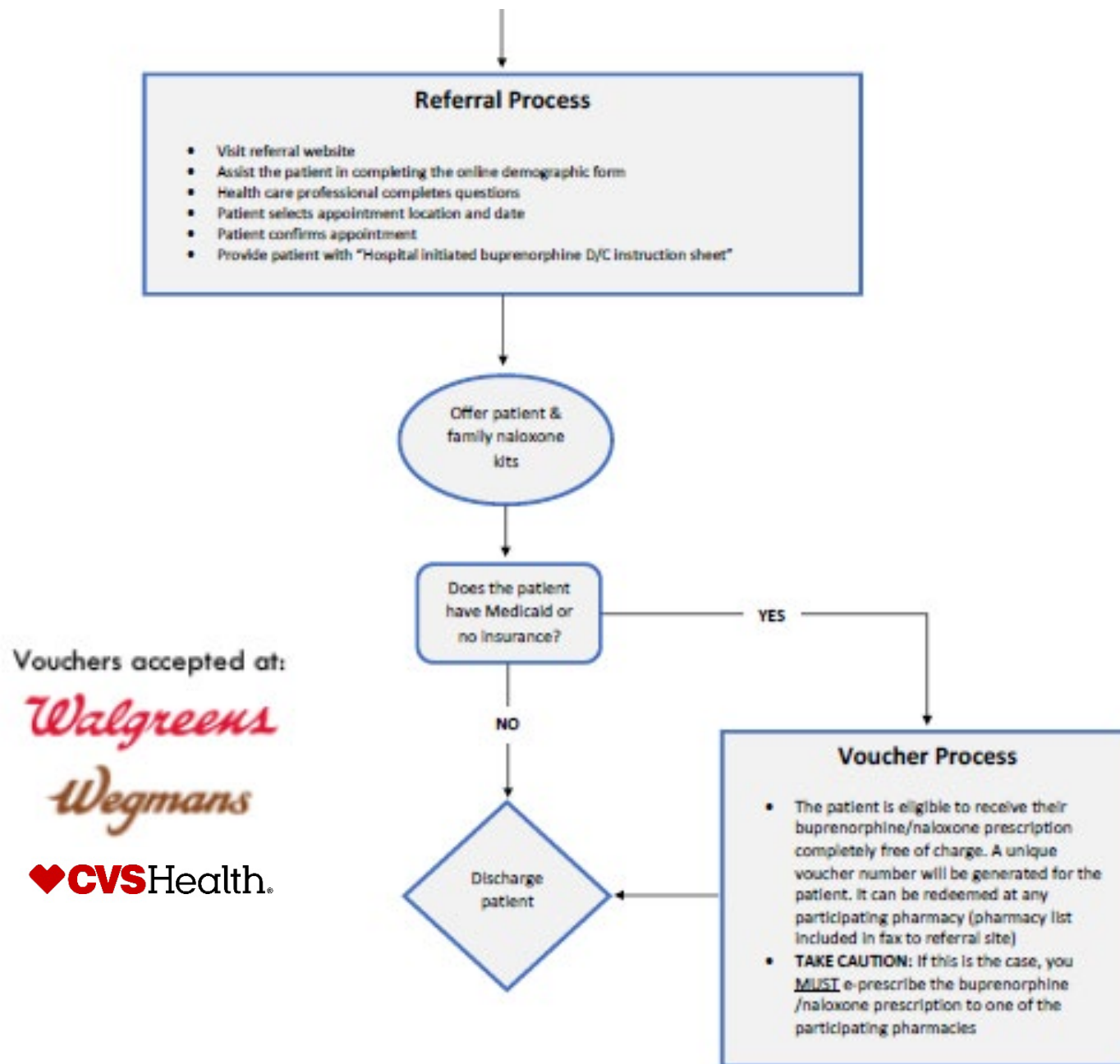


Cheektowaga PD



Regional Care Coordinators









Welcome to the New York State Medication Assisted Treatment and Emergency Referrals (MATTERS) system. You will be asked to provide some basic information about yourself along with your medical and substance use history. You will then be able to select which clinic location you desire to be seen at after discharge. Once you select the clinic location, you will receive a confirmation of your selection via email (if you provide an email address). In the next day or two, you will receive a call from the clinic to solidify a time for your appointment. It is very important that you provide accurate phone contact information.

## Opioid Dependence Screening Form

### Patient Information★

First Name★

Last Name★

Gender★

Race★

E-mail

Confirm email

Date of Birth★

Month ▼

Day ▼

Year ▼

Phone #1★

Alt Phone #2

Street Address★

City/Town★

Zip★

What type of health insurance do you have?★

☐ Private insurance (not including managed Medicaid plans) ☐ Medicare ☐ Medicaid ☐ Tricare ☐ No insurance ☐ Other

Do you need transportation assistance to your first clinic appointment?

Yes

No

Do you have any of the following medical conditions? (check all that apply)\*

☐ Coronary Artery Disease ☐ Asthma/COPD ☐ Currently Pregnant ☐ Hepatitis ☐ Hypertension ☐ Diabetes ☐ None ☐ Other (specify)

Have you ever undergone any of the following treatments for opioid dependence in the past? (check all that apply)\*

☐ Outpatient Treatment ☐ Inpatient Treatment ☐ Buprenorphine (Suboxone) ☐ Methadone ☐ Naltrexone (Vivitrol) ☐ None

Would you like to be contacted by a peer in recovery for support?\*

- Select -

Albany Medical Center- Emergency Department (B Zone)

Albany Memorial-600 Northern Blvd Albany, NY 12204

AMC-Inpatient Psychiatry-E2

Bellevue Hospital

Buffalo Police Department District A

- Select -

☐ I understand that the system is operated by the Office of Public Health in the New York State Department of Health (NYSDOH), and I consent to NYSDOH's use of the information in the system for program evaluation and public health activities such as studying and improving the health of people in New York State.\*

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## Opioid Dependence Screening Form

TO BE COMPLETED BY HEALTHCARE PROFESSIONALS ONLY

Name of the prescribing provider\*

Referral Settings\*

- Select -



- Select -

Emergency Department or Urgent Care

Inpatient Setting

Primary Care/Outpatient Setting

EMS / Police / Fire

Telemedicine

Outreach Initiative

Correctional Facility







## Make a follow-up appointment with the Clinic

List

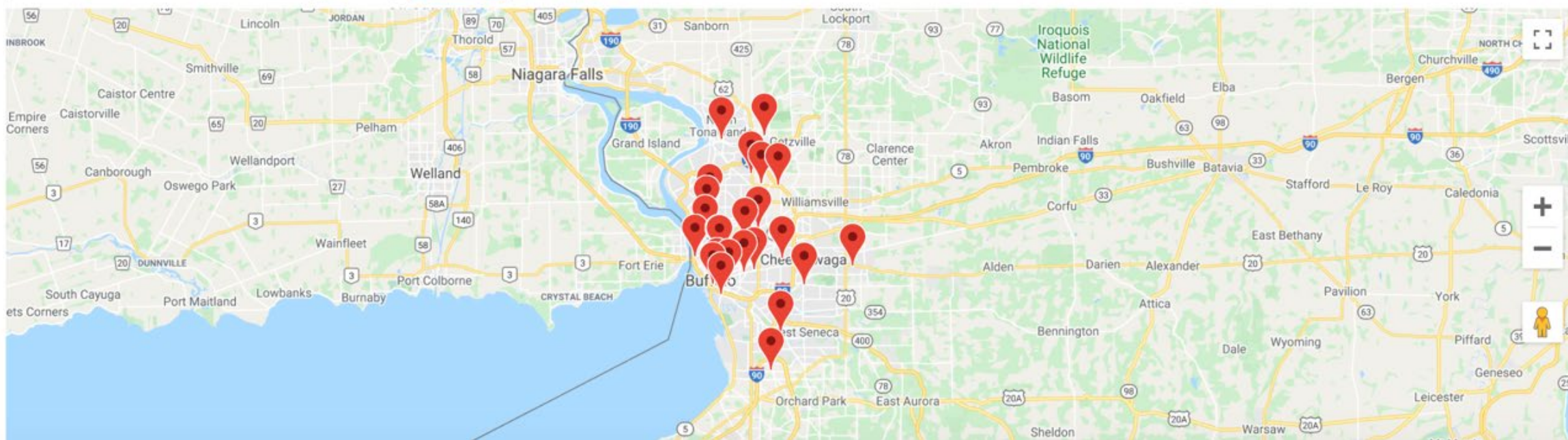
Enter an address to filter results. 4264 found

14215

10

Search

Reset







**Make a follow-up appointment with the Clinic**

List

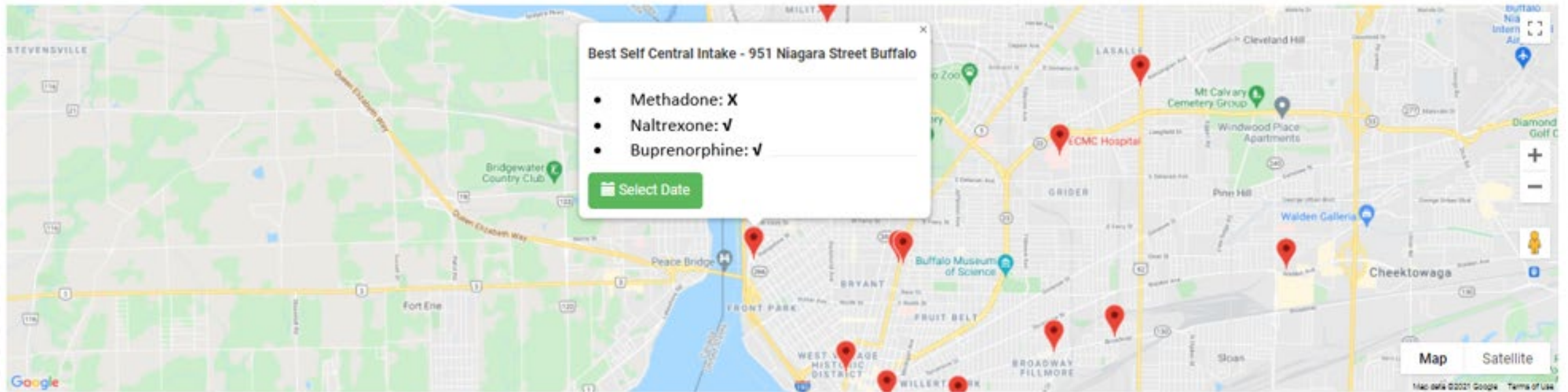
Enter an address to filter results. **88 found**

14215

10


Q Search

Reset



Best Self Central Intake - 951 Niagara Street Buffalo

- Methadone: **X**
- Naltrexone: **✓**
- Buprenorphine: **✓**

 Select Date

Map Satellite

Digitized by Google





## Make a follow-up appointment with the Clinic



Map

Enter an address to filter results. **431 found**

Appointment Date	Clinic	Methadone	Vivitrol	Buprenorphine	Distance	
10/07/2021	Sun River Health- 75 Washington St. Poughkeepsie, NY 12601	×	✓	✓	0.00 miles	Select
10/07/2021	Phoenix House - 20 New York Avenue Brooklyn	×	✓	✓	0.00 miles	Select
10/07/2021	Beacon Center- Rome- 303 W. Liberty St. Rome, NY 13440	×	×	✓	0.00 miles	Select
10/07/2021	ECMC Hospital Clinic- 462 Grider St	×	✓	✓	0.00 miles	Select
10/07/2021	Horizon Health Services- 699 Hertel Ave Buffalo	×	✓	✓	0.00 miles	Select
10/07/2021	Brooks-TLC - 7020 Erie Rd, Derby	×	✓	✓	0.00 miles	Select
10/07/2021	Horizon Health Services - 77 Broadway Ave Buffalo	×	✓	✓	0.00 miles	Select
10/07/2021	CAPE- 807 Route 52 Fishkill, NY 12624	×	×	✓	0.00 miles	Select
10/07/2021	Helio Health, Meadows Integrated Outpatient- 329 N. Salina Street, Syracuse NY 13203	✓	✓	✓	0.00 miles	Select
10/07/2021	SPARC-Cohoes- 55 Mohawk St, Cohoes	×	×	✓	0.00 miles	Select



Department  
of Health

Login with HCS



**NEW YORK**  
**MATTERS**  
Medication Assisted Treatment & Emergency Referrals

Email sent to: 7168472715@fax.ny.gov



**Thank you for registering for a follow up appointment.**

Remember that you have selected a clinic location and date for your follow up. It is very important that you provided accurate contact information so the clinic can call you to determine the exact time of your follow up appointment.



**FAX TO  
REFERRAL  
SITE**



**FAX/EMAIL  
TO CLINIC**



**EMAIL TO  
PATIENT**



**EMAIL TO  
PEERS**



**VOUCHER  
(RX/UBER)**



**TEXT TO  
PATIENT**

**Rapid Assessment and Hospital Initiated Buprenorphine System**

July 1, 2019 at 10:29 AM



Appointment confirmation

To: Joshua Lynch



Your follow up appointment is scheduled at **Brooks-TLC - 33 N Main St, Cassadaga** on **07/21/2019**.

**Hospital Initiated Buprenorphine Program Discharge Instructions****About Buprenorphine**

You have been prescribed buprenorphine while in the hospital/emergency department. Buprenorphine is used to treat the symptoms of opiate withdrawal in order to facilitate treatment of opiate use disorder. This medication acts on opiate receptors. The medication should be placed under your tongue where it will dissolve and be absorbed directly into your blood stream. If you swallow the medication it will not work as well.

You should not take any opiates or sedatives (including those prescribed by a doctor) while taking Buprenorphine. If you drink alcohol or use benzodiazepines, talk to your provider. Taking buprenorphine with alcohol or benzodiazepines may put you at an increased risk for overdose.

You are being prescribed a 4mg dose of buprenorphine twice daily for a few days until you can be seen at the clinic. If deemed appropriate, the clinic will refill your buprenorphine prescribe at the same, a higher or a lower dose.

**First Dose in the Hospital**

If you received a first dose of Buprenorphine in the hospital/emergency department, you should take you next dose 12 hour later, and then continue to take one dose every 12 hours.

**First Dose at Home:**

If you were not given a dose in the hospital/emergency department, it probably means you were not yet having enough withdrawal symptoms. If you take buprenorphine before you are in moderate withdrawal, the medication can cause withdrawal symptoms, and make you feel really bad. You should wait until you have at least 3 of the following symptoms before taking your first dose:

- Feeling Sick
- Stomach Cramps
- Spontaneous Twitching
- Feelings of Coldness
- Heart Pounding
- Muscular Tension
- Aches and pains
- Yawning
- Runny Eyes
- Insomnia

Once you have taken your first dose at home, you should take you next dose 12 hours later, and then continue to take one dose every 12 hours.

**You will receive your clinic appointment information via email/in hospital before discharge.**

**Your Clinic Appointment**

You have either been given an appointment slot at a particular clinic, or information on how to obtain one. The clinic will call you in the next 1-2 days to arrange your specific appointment time. Once you are given an appointment, a time slot will be held specially for you. If for any reason you cannot make that appointment, please call the clinic as soon as possible. Some clinics have a 2-step prescribing process, so you may not necessarily be given a new script for buprenorphine at your first appointment. Buprenorphine is one component of substance abuse disorder treatment. You may be expected to attend frequent counseling sessions based on the policies of the clinic.





You have received this voucher to use to pay for your buprenorphine prescription for up to 14 days.

Voucher: XXXXX

### FOR PATIENT USE

Please redeem voucher at one of the participating pharmacies below:

- ALL Walgreens locations in NYS
- ALL CVS locations in NY, NJ, PA, CT
- ALL Community, A Walgreens Pharmacy locations, in NYS for shipping
  - Buffalo/Southern Tier: 1010 MAIN ST, Buffalo, NY 14202
  - Rochester/Syracuse: 1575 MT HOPE AVE, Rochester, NY 14620
  - Utica/North Country/Albany/City: 33 NEW SCOTLAND AVE, Albany, NY 12208
- ALL Wegmans locations in NYS

**Western New York Independent Pharmacies:**

- Buffalo Pharmacies- 1479 Kensington Ave., Buffalo, NY 14215
- Buffalo Pharmacies- 6035 Transit Road, East Amherst, NY, 14051
- Black Rock Pharmacy- 431 Tonawanda St., Buffalo, NY, 14207
- Community Medical Pharmacy- 918 Michigan Ave, Niagara Falls, NY, 14305
- Wellness Park Pharmacy- 8672 Buffalo Ave., Niagara Falls, NY, 14304
- Attica Pharmacy- 2 Market Street, Attica, NY, 14011
- Brooks Pharmacy- 4481 Lakeshore Road, Hamburg, NY, 14075
- Niagara Apothecary- 8745 Niagara Falls Blvd, Niagara Falls, NY, 14304
- Alden Pharmacy- 13203 Broadway St., Alden, NY 14004
- Transit Hill Pharmacy- 6344 Transit Road, Depew, NY, 14043
- Wurlitzer Family Pharmacy- 521 Division St., North Tonawanda, NY 14120
- Middleport Family Health Center- 81 Rochester Road, Middleport, NY, 14105
- Alberty Drugs- 81 Main St., Batavia, NY, 14020
- Mead Square Pharmacy- 53 W. Main Street, Victor, NY, 14564
- Tile Pharmacy- 1031 Cleveland Dr., Cheektowaga, NY 14225
- Sinclair Pharmacy- 75 N. Main St., Warsaw, NY, 14569
- Wanakah Pharmacy- 4923 Lakeshore Rd., Hamburg, NY, 14075
- Cy's Elma Pharmacy- 2317 Bowen Rd., Elma, NY, 14059
- Kenmore RX Center- 2818 Delaware Ave., Kenmore, NY, 14217
- Vic Vena Pharmacy- 1322 W State Street, Olean, NY, 14760
- Ellis Nott Street Pharmacy- 1101 Nott St., Schenectady, NY, 12308



**NEW YORK**  
**MATTERS**  
Medication Assisted Treatment & Emergency Referrals

## FOR PHARMACY USE

### Voucher Redemption Instructions

**FOR PHARMACY USE ONLY**- entering your voucher number will **INVALIDATE** your voucher

1. Visit <http://matters.health.ny.gov/matters/voucher/>
2. Enter voucher number to verify
3. Once verified, complete remaining questions to initiate prompt reimbursement

**Walgreens** Trusted since 1901

All Walgreens Pharmacies in NY accept this voucher!

Ensure Authorization Form is completed. Verify whether the patient has insurance. If they don't, the entire cost of the Rx is billed to the voucher program. If they have insurance, then bill this voucher as COB for copay.

- Locate the patient in IC+ → Select "Patient Information" → Select "Third Party Plans"
- Enter information listed below into the plan information:
  - o Plan ID: **TMNNY**
  - o Recipient #: Patients DOB MMDDYYYY & first two initials of first & last name
  - o Group ID: **TMNNY1** if billed directly to TMNNY and **TMNNYCOB** if billed as a COB.
  - o BIN: 014458
  - o PCN: TMNNY

Scan Authorization Form into patient profile

Pharmacy: Processing issues → Fill out a fix-it ticket on [SupportNet](#)

**CVSHealth**

ALL CVS Pharmacies in NY, NJ, PA, CT

Important Billing Notes for Pharmacist:

- CONDOR CODE: 38550
- BIN: 018570
- PCN: CVSVOUC
- GROUP ID:
- PATIENT ID: FIRST 2 INITIALS OF LAST NAME AND FIRST NAME, THEN DOB
- Please scan voucher to patient profile as confirmation of receipt
  
- Pharmacist: any billing questions, please call LoriAnn Collins (CVS) 401-256-1723

**Wegmans**

ALL WEGMANS PHARMACIES IN NY ACCEPT THIS VOUCHER!

Wegmans Instructions:

BIN: 007755

PCN: MATTERS

TP Code: OTHMATTERS

TP Name: MATTERS – NYS ONLY

### Vouchers accepted at:

Walgreens – CT, MA, NJ, NY, PA, and VT

Wegmans – NY

CVS – NY, NJ, PA, CT

*Rite Aid Coming Soon!*

# Transportation Vouchers

- Patients are now offered transportation to and from their first clinic appointment through a partnership with Uber Health.

**UBER** Health



# What Can I Do?



Visit  
[mattersnetwork.org](https://mattersnetwork.org)



Get Your X Waiver  
(no training required)



Reach out to learn  
more/bring to your  
region



[www.mattersnetwork.org](http://www.mattersnetwork.org)

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