



## Frequently Asked Questions (FAQs) AzMAT Mentors Program

### Definitions

Term or Acronym	Definition
<b>AzMAT Mentors Program</b>	The Arizona Center for Rural Health, Arizona Medication Assisted Treatment Program
<b>Collaborators</b>	One-on-one collaborations between: <ul style="list-style-type: none"><li>• Providers with <b>experience</b> implementing MAT = experienced providers. Experience is defined as at least one year using MAT and/or have treated at least 20 patients.</li><li>• Providers who are DATA-waived with less experience using MAT = new MAT providers. New is defined as anyone who is interested/available to work with an experienced MAT provider.</li></ul>
<b>Collaborative Consultation</b>	We expect at least two consultations between collaborators to work on a goal towards increasing the new MAT providers capacity to implement substance use disorder services.
<b>OBOT</b>	Office Based Opioid Treatment
<b>ODD</b>	Opioid Use Disorder
<b>OTP</b>	Opioid Treatment Programs are accredited and certified to provide services per federal requirements.
<b>Peer support specialists</b>	A person who has substance misuse experience who can support another person while they are becoming stable, in maintenance, and remission.
<b>UDS</b>	Urinalysis drug screening

### General FAQs

#### **Q.1: What do collaborative consultations look like?**

New and experienced providers may collaborate in a variety of ways, through phone, video conference, or email. Collaborators should discuss and agree on what communication methods work best for them. This program asks providers to engage in at least two collaborative sessions, but more are possible, up to a long-term working collaboration. Please let us know if you'd like assistance program staff to set up a zoom meeting for your collaborations.

#### **Q.2: Where do I find MAT resources?**



Here are links to national organizations and federal agency resources.

1. **PCSS:** <https://pcssnow.org/>
2. **SAMHSA:** <https://www.samhsa.gov/medication-assisted-treatment>
3. **ASAM:** <https://www.asam.org/>
4. **HHS:** <https://www.hhs.gov/opioids/treatment/resources-opioid-treatment-providers/index.html>

Here are links to Arizona and program-specific resources

5. AzMAT Mentors Program resource guide: **(coming soon)**
6. **ASU MAT:** <https://cabhp.asu.edu/medication-assisted-treatment>
7. **AOTC:** <https://aotc-arizona.org/>
8. **Opioid Assistance and Referral Line (OARLine):** <https://www.azdhs.gov/oarline/>

#### Experienced MAT Providers FAQs:

##### **Q.1: How do we (experienced providers) document collaborations?**

Please keep a record of your collaborations. At the conclusion of the program, the evaluation survey will ask you to report the total number of collaborative consultations.

##### **Q.2: What are the key program outcomes?**

The goal of this program is increase access to MAT by supporting new or less experienced MAT providers to increase their capacity to deliver MAT services. We will measure this through changes in their confidence and their intention to deliver MAT.

##### **Q.3: How did AzMAT Mentors program staff recruit the new MAT providers?**

All Arizona DATA-waived (x-waived) interested providers are encouraged to participate, especially those working in rural and underserved areas. To spread the word, we used a variety of marketing methods. They are described in our recruitment and enrollment document. Please feel free to invite interested providers to complete the interest form at our website [crh.arizona.edu/mentor](http://crh.arizona.edu/mentor).

##### **Q.4: I'm having difficulty connecting with my assigned collaborator.**

We ask that you initiate contact within five days of your match and hold the first collaborative consultation within 30-days. However, we recognize that this may be difficult for some providers. We ask that you try to connect with your assigned match a couple of times and then seek support from AzMAT Mentor Program personnel. The new MAT provider may have had changes such that their schedule no longer allows for participation.

##### **Q.5: When do we get paid?**

The process for payment includes:

- ✓ Completing the Scope of Service and Independent Contractor (ICON) form
- ✓ Attending the scheduled training and roundtable sessions
- ✓ Working with assigned collaborator(s) and completing 2-3 collaborative consultations for each match



- ✓ Submitting an invoice using the AzMAT Mentor Program template
- ✓ Awaiting 4 to 8 weeks to receive payment
- ✓ Questions should be directed to: Lena Cameron at [ercameron@arizona.edu](mailto:ercameron@arizona.edu)

#### **Q.6: What is an ICON?**

ICON stands for Independent Contractor form used by the University of Arizona as a mechanism to pay providers for their time as experienced MAT providers in the program. More information about ICON forms and policies are located at this website: <https://www.fso.arizona.edu/accounts-payable/independent-contractor>.

#### **Q.7: Where can I find instructions or support to complete the ICON form?**

An email will be sent to you explaining the ICON process. This document will be sent to you via Adobe Sign, with relevant information prefilled on the form. Adobe Sign will prompt you to complete the remaining fields, check over the document for accuracy, and sign. You will be able to reach Lena Cameron at [ercameron@arizona.edu](mailto:ercameron@arizona.edu) for additional troubleshooting.

#### **New MAT Providers FAQs:**

#### **Q.1: I have applied for my DATA-waiver but have not received it yet. Can I participate?**

We are thrilled that you applied for the DATA-waiver. For this program, we are working with providers who are already DATA-waived. Please check back with us when you receive your waiver.

#### **Q.2: What should I ask my experienced MAT collaborator during our first meeting?**

Effective collaboration is directed by your learning goals. For this to happen, we encourage you to develop two to three open ended questions to guide your collaborative sessions. Here are a few examples:

1. Tell me about the big picture issues I need to consider when implementing substance use disorder services and supports in my practice?
2. What are the best ways to prevent and address problems of diversion?
3. How do you encourage family involvement in the MAT process?
4. What policies and procedures are important to initiate for MAT patient work flow?
5. What are the ways you use Screening, Brief Intervention and Referral to Treatment (SBIRT) including urinalysis drug screening?
6. How do I identify and address stigma against people who use drugs that I, my practice partners, or clinic staff may hold?
7. What are some issues I need to consider associated with working with special populations such as women who are pregnant or adolescents?
8. How do you create a trauma informed setting to avoid inadvertently retraumatizing patients?
9. What are some ways I can prioritize self-care among me and our team?



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Having two or three questions prepared will help develop the actionable goal. More specifically, at the end of your first collaborative consultation, you will work with the experienced MAT provider to develop one concrete and actionable goal. The purpose is to develop one goal that you can attempt to implement prior to the second collaborative consultation. The purpose of the second collaborative consultation is to review progress, troubleshoot challenges, or develop the next goal. Using this strategy helps you focus on one goal, with clear objectives and guidance, for which you can see progress or decide another goal is necessary.