

Personalized, compassionate assistance

Staffed by **Operation UNITE**, the **KY HELP Statewide Call Center** provides **Screening and Referral Specialists** who:

- Speak with *each* caller seeking resources for those needing substance use disorder treatment;
 - Provide comfort and guidance to family members confronted with a loved one's addiction;
 - Respond to questions about substance use disorders and the disease of addiction;
 - Assist each client by completing the "leg work" of making contact with facilities to ensure that they accept the client's insurance and to determine the estimated time before the client will be able to begin treatment.
- Every caller is offered the option of being contacted by an **Outreach Specialist** within a 30-day period (for up to a year) to determine their progress and to provide additional assistance that may be needed.

Hours of Operation

Monday to Friday

8:30 am to 5:30 pm (EDT)

*Messages left after business hours
are returned the next business day.*

1-833-8KY-HELP

Fax: 606-886-9461



350 CAP Drive
London, KY 40744
1-866-678-6483
OperationUNITE.org



FindHelpNowKY.org maintains an up-to-the-minute listing of every treatment center in Kentucky accepting new patients. This service is provided by the Kentucky Injury Prevention and Reserch Center.



DON'T LET THEM
DIE

These initiatives are part of Governor Matt Bevin's "Don't Let Them Die" campaign. Paid for with funding from the Kentucky Justice & Public Safety Cabinet.

KY HELP Statewide Call Center

*Providing resources
for those seeking
help for a
substance use
disorder and
to their families.*

**833-8KY-HELP
(833-859-4357)**

or **text**

HOPE to 96714

TREATMENT
options

SHIFT
focus

ENTER
treatment

CONTROL
addiction

1-833-8KY-HELP (1-833-859-4357)

or text HOPE to 96714

Client-Focused Goals

The primary focus of the **KY HELP Statewide Call Center** is to provide resources to those in need of treatment and offer comfort and guidance to family members.

It is our duty to provide crisis management as well as to help clients make informed decisions about the type of treatment they are requesting.

Throughout this process, the Call Center wants to spread awareness that there is someone who is willing to listen to a client or family member who is struggling because of an addiction.

We strive to speak with each caller as we would want someone to speak to our loved ones.

Services We Provide

- Create a list of resources based on the type of treatment being sought (this includes residential facilities, intensive outpatient treatment, other outpatient services, and transitional housing).
- Check with facilities to determine bed availability and an estimate on wait-list times.
- Check with facilities to determine whether they accept your insurance and their typical payment process.
- Help locate NA, AA, and other recovery groups in your area.
- Provide clinical information for Medication-Assisted Treatment.
- Explain to clients what to expect when they contact a provider for their choice of treatment.
- Manage crisis calls.
- Follow up with clients for up to 12 months after initial contact to obtain status of recovery and additional services needed.
- Explain procedures for utilizing Casey's Law (involuntary treatment).
- Help other professionals when it comes to finding treatment, support groups, or other services to help ensure their clients are set for success in recovery.

Services We Cannot Provide

- We cannot secure a bed for a client seeking treatment.
- We do not provide financial assistance for treatment services (although Call Center specialists may be able to offer referrals to potential sources of funding).
- We do not provide direct treatment services.

Frequently Asked Questions

Q. Is KY HELP a rehabilitation facility?

KY HELP is not a treatment facility. We are, however, dedicated to helping those seeking treatment throughout Kentucky to find a facility and a course of treatment that works well for their needs.

Q. Can I find help for my addiction that Medicare will cover?

Typically, Medicare does not cover treatment for substance use disorders. There are certain residential facilities that do not require insurance or payment, and we can assist you in locating these providers.

Q. Can KY HELP assist with paying for my treatment or transportation to treatment?

No. KY HELP does not have funding for treatment. We can, however, connect callers to voucher programs, alternative funding, and other programs for which they might qualify, if they are available.

Q. How long will I wait before I can get into a treatment program?

That depends upon which facility you choose. Each provider has different regulations, and their wait-lists will vary.