Getting into Substance Use Disorder Treatment:

1. Go to your nearest Crisis Center (see list below)
   - These are open 24 hours a day, 7 days per week. Their staff will do a full assessment, including a urine drug screen, mental health assessment and nursing assessment. They will use this information to determine what level of care is most appropriate for your needs.

2. The Crisis Center staff will then contact your insurance provider with their recommendation based on your current presentation. The insurance provider will review the request.

3. Once the insurance provider has made a decision (approve, deny or recommend a different level of care) the Crisis Center staff will inform you of this decision.

4. If traditional withdrawal management (detox), inpatient or residential treatment is approved, the Crisis Center staff will be searching for a bed for you in an approved treatment program. This process can take time and there is no guarantee there will be a bed available.

5. If approved for IOP, or ambulatory withdrawal management (outpatient detox), you will be given contact info for a treatment provider to schedule an intake appointment.

Philadelphia Crisis Centers

1. Einstein Medical Center
   - 1 Penn Blvd
   - Germantown Comm. Center
   - 215-951-8300

2. Mercy Hospital
   - 501 S 54th St
   - 215-748-9525

3. Pennslyvania Hospital
   - (Hall Mercer)
   - 8th and Locust St
   - 215-829-5433

4. Temple/Episcopal Hospital
   - 100 E. Lehigh Ave
   - 215-707-2577

5. Friends Hospital
   - 4641 Roosevelt Blvd
   - 215-831-2600

Things to know before getting an assessment:

- Bring your photo ID with you to the assessment center and know your Social Security Number
  - If you need an ID, you can reach out to:
    - BenePhilly, 2029 S 8th St. (844)848-4376
    - Project HOME, 1515 Fairmount, weekdays 11am-4pm (215)232-7272
    - Philly Restart, Mondays 4-5pm 19th and Ben Franklin Pkwy
- If you are interested in a Medication Assisted Treatment program (Methadone, Suboxone, Vivitrol), you can contact the program directly and schedule an intake for outpatient treatment without presenting at a CRC-this will also require valid identification (see flip side for list of valid ID)
- If you leave the assessment center before the evaluation is finished, a new evaluation will need to be started over when you return. Stick with the process if you can!

“The first step towards getting somewhere is to decide that you are not going to stay where you are”
**24/7 Emergency Hotlines**

- National Suicide Prevention Lifeline 800-273-8255
- Red Nacional de Prevencion Suicidio 888-628-9454
- Suicide and Crisis Intervention Hotline 215-686-4420
- Domestic Violence 866-723-3014
- Congreso de Latinos Unidos (Español) 215-763-8870
- Veterans Crisis Line 800-273-8255
- Problem Gamblers Helpline 800-848-1880
- Crisis Text Line Text HOME to 741741
- Trans Lifeline (11am-5am) 1-877-565-8860

**Additional Services**

**BHSI Walk In**

For uninsured/underinsured Philadelphia residents looking to link with Case Management Services—walk in to BHSI at 123 S Broad Street 23rd Floor Monday, Tuesday, Thursday 9:30am-3:30pm

**Recovery Overdose Survivor Engagement (ROSE)**

Warm Handoff Project at Temple/Episcopal Hospital and CRC—Overdose survivors can request to be referred into the program to be linked with a Certified Recovery Specialist for support and recovery planning.

**Coordinated Response to Addiction by Facilitating Treatment (CRAFT) Project**

Link individuals to behavioral health care; provides education on substance use disorder, screen for CBH or BHSI access to care, link to service providers and coordinate transportation. Tuesday, Wednesday and Thursday 10am-2pm at Prevention Point Philadelphia 2913 Kensington Avenue.

**Prevention Point Philadelphia Syringe Exchange Program**

Receive safer injection kits Monday or Tuesday 12-4:30pm, or exchange syringes on Fridays 12pm-3pm at 2913 Kensington Avenue.

**Factors that determine eligibility for MAT:**

- Length of time using opioids
- Date/time of last use
- Amount of opioids used
- Type of opioids
- Other substance(s) used
- Chronic Health conditions
- Prescription medications
- Adherence to MAT regimen

**Valid ID for a MAT Program**

- Pennsylvania photo ID
- School or Military photo ID

**How MAT works in the brain:**

- Methadone: Full agonist, generates full effect of opioid
- Buprenorphine (Suboxone): Partial agonist, generates limited effect of opioid
- Naltrexone (Vivitrol): Antagonist, blocks effect of opioid

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