



Substance Use Disorder Helpline Guiding individuals to the right care

Substance use disorders often go untreated, with only about one in 10 people receiving treatment.¹ Many are fearful to pursue care due to potential stigmatization from family, friends, colleagues, or even themselves. Others are unable to find or access treatment that meets their needs.

Optum® Behavioral Health provides immediate provider referrals and other confidential assistance to members — 24 hours a day, 7 days a week — through the Substance Use Disorder Helpline, at no additional cost. Individuals who are concerned for themselves or a loved one due to a substance use disorder can talk to a specialized substance use recovery advocate who will guide them to the most appropriate care for their situation.

Making the connection helps put individuals on the road to recovery

Specialized substance use recovery advocates are available 24/7 via a toll-free phone number.



Specialized substance use recovery advocates are **available 24/7 by phone**.

The substance use recovery advocate will:

- 1 Take the time** to fully understand each individual's situation and guide them to the next steps most helpful to them.
- 2 Provide expert decision support** so individuals can better understand treatment options and provider types.
- 3 Arrange a face-to-face evaluation** with a trusted, licensed substance use provider, typically within 24 hours.



The provider will conduct a thorough evaluation, create a personalized treatment strategy and connect the individual to the additional treatment needed.



A credentialed treatment center through the preferred substance use disorder network will provide evidence-based, clinically appropriate care, as well as arrange for family support services as needed.



90% of individuals who identify themselves when calling the Substance Use Disorder Helpline utilize in-network treatment, leading to better outcomes and a lowered total cost of care.²

For more information, visit optum.com/behavioralhealth or contact your Optum representative.

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- U.S. Department of Health and Human Services (HHS), Office of the Surgeon General, Facing Addiction in America: The Surgeon General's Report on Alcohol, Drugs, and Health. Washington, DC: HHS, November 2016. addiction.surgeongeneral.gov/sites/default/files/surgeon-generals-report.pdf.
- Substance Use Treatment Helpline performance monitoring and related claims from January 1, 2017 to September 30, 2018; Nussbaum January 2019.