

Help is just a call away



We are here
for you

The Optum Substance Use Helpline is here for you

Dealing with substance use can be frightening and overwhelming. Whether you have a loved one facing challenges or you're worried about your own substance use, you may feel worried and helpless. You're not alone. You and millions of others are coping with this issue. Some are addicted to alcohol. Some are battling drugs. Either way, substance use is not a sign of weakness. It's a treatable disease. And we're here to help.

The helpline is staffed with highly trained and licensed recovery advocates

They will talk with you about your concerns and needs. They will educate and guide you or your loved one. The recovery advocate can refer to a substance use treatment professional who will develop a treatment plan. They can also help you with family support.

Our helpline is:

Anonymous

Confidential

Always available

\$0

Available at no added
cost to you as part of
your health benefit

Call the Substance Use Helpline



1-855-780-5955
24 hours a day



liveandworkwell.com/recovery

Are you at risk? Help is here.



When to seek professional help

How do you know it is time to seek care for yourself or a loved one? There are many signs that can tell it's time to get help:

Weight loss or decline of appearance

Mood swings or mysterious change in personality

Neglecting responsibilities

Abrupt changes in behavior



Where to get treatment

Everyone's situation is unique. An individualized treatment strategy begins with an assessment by a licensed substance use treatment professional. Treatment options may include:

Individual and group therapy

Intensive outpatient treatment

Medication-assisted treatment

Residential treatment



What to look for in a program

There are many factors that can help you achieve a successful recovery. Overall, providers and recovery programs should:

Use evidence-based practices

Show a track record of positive results

Have the highest level of credentialing

Include family and support system in treatment

Not sure what type of treatment is right for you or a loved one?

Take a 10-minute assessment to get a recommendation at www.treatmentatlas.org. Your responses will be anonymous. You'll receive guidance you can use to find the right treatment.

Try Hazelden's Virtual Family Program

It's available free of charge to anyone concerned about a loved one's drug or alcohol use, no matter where you live. Whether your loved one is in active addiction, seeking treatment or in recovery, you and your family can benefit from this full-day, online program. It includes educational videos, handouts on the disease of addiction, peer feedback and support, coping skills and Q&A with counselors. Visit hazeldenbettyford.org/treatment/family-children/family-program.

Optum

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