

## Family Support

Caring about, living with, or loving someone with a substance use disorder can seem like an impossible situation.

Whether that person enters recovery or not, the lives of family, friends and loved ones can become complicated and overwhelming.



### The Family Advocate will:

- Provide compassionate support for significant others and family members in crisis
- Assist with links to family peer supports in the community
- Provide support for families who have lost a loved one due to a substance use disorder

#### Nar-Anon

[www.naranon.org](http://www.naranon.org)  
(800) 477-6291

#### Al-Anon

[www.alanon.org](http://www.alanon.org)  
(845) 339-5116

**Narcotics Anonymous (NA)**  
[www.na.org](http://www.na.org) (845) 431-9011

**Alcoholics Anonymous (AA)**  
**Helpline (845) 331-6360**  
[www.aa.org](http://www.aa.org)  
**24 hour Meeting information**

If you or someone  
you care about  
needs help for  
**Drugs, Alcohol,  
Gambling**

Call **1-877-8-HOPENY**

**New York State 24 Hour Hopeline**



**Family of Woodstock 24 Hour Crisis Hotline**  
845-338-2370



**5am-1am**  
**7 days/week**

**Carol Sutcliffe, LMSW**  
**Ulster County Family Advocate**  
[csutcliffe@familyservicesny.org](mailto:csutcliffe@familyservicesny.org)  
**(845)458-7455**



County Executive Mike Hein

## Addiction

**can happen to anyone,  
any family,  
at any time.**



Providing Hope. Improving Lives. Strengthening Community.

**Helping Families Navigate  
Substance Use Disorder  
Systems of Care**

## Family Advocate Program

**(845) 458-7455**

**100 Aaron Ct.  
Kingston, NY 12401**

## Access to Treatment

*Substance Abuse Disorders are developmental and brain disorders.*

*Delays in obtaining necessary care can lead to lives lost and families devastated. Swift admission into the appropriate level of care is crucial.*

*Insurance denials and inability to pay for treatment are great obstacles to receiving substance use disorder services.*

### Insurance Appeals:

**The Family Advocate Program partners with Ulster County residents to file a health plan appeal when:**

- An evaluation has been completed, **including a Level of Care** for Alcohol and Drug Treatment Referral (LOCADTR)
- A medically necessary treatment level of care has been recommended
- Admission to the appropriate Substance Use Disorder treatment level of care has been denied by the health plan

## Rights to Insurance Coverage

Both New York and federal parity laws require health plans to provide benefits for mental health and substance use at a comparable level of treatment provided for medical and surgical care.



*If you have insurance, you have the right to receive addiction treatment services when medically necessary:*

- Detoxification services in a hospital
- Inpatient care in a hospital, inpatient or residential treatment facility
- Outpatient care in outpatient facilities or in your provider's office
- Medication Assisted Treatment, if your health insurance includes a prescription drug benefit

## Advocacy Services

### The Advocate will:

- Respond promptly to residents requesting advocacy services, and Intervene swiftly to prepare and submit appeal when insurance providers have denied coverage for treatment
- Demand and advocate for treatment coverage parity
- Expedite access to local enrollment in government plans for the eligible but uninsured

### The Family Advocate will help you to:

- Understand detox, outpatient, inpatient and residential services
- Learn about various programs, the treatment services that they provide, and bed availability
- Learn about services for individuals with co-occurring mental health issues, homeless, veterans, youth, seniors, medical providers and Members of the LGBTQ community.

**Prevention Works,  
Treatment is Effective,  
and People Can and Do Recover**