

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
(800) 477-6291

Al-Anon

www.alanon.org
(845) 339-5116

Narcotics Anonymous (NA)
www.na.org (845) 431-9011

Alcoholics Anonymous (AA)
Helpline (845) 331-6360
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
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(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**