



Does your adult child have a substance use problem?

It's difficult to accept that the child you nurtured from birth may be on a path of self-destruction from alcohol and/or drug addiction. And you most likely feel uncomfortable with the idea of talking about it. Especially now that your child is an adult and can make his or her own decisions.

But no matter the age, your child is still your child. We know that you want to help them, and help is available. Through your employer, we offer you behavioral health benefits and a dedicated telephone line to help your child get the right kind of treatment and support.

What to do

Get expert guidance from a trusted licensed professional. That's what happens when you call our toll-free **Substance Use Treatment Helpline at 1-855-780-5955**. Our program is managed by our staff of highly trained clinical experts who have a deep, real-world understanding of substance use issues and how to support families struggling with this challenge.

When you talk with our experts, they will take the time to fully understand you and your child's unique situation. Then they will help you arrange for the appropriate next steps. If needed, they will arrange for a comprehensive face-to-face evaluation with a network clinician in your area. This clinician will also create a personalized care strategy for your child — usually within 24 hours. Once treatment begins, you and your child will be assigned a licensed Care Advocate from our team. The advocate will provide ongoing support for up to six months after treatment concludes.

The helpline is a confidential service provided at no additional cost to you and is part of your health benefit. Your personal information will be kept private in accordance with state and federal laws.

You can also visit www.liveandworkwell.com/recovery. This special site provides a wealth of information about substance use disorder, including tips on how you can support your child, as well as explanations of the different methods of treatment.

The national problem of people addicted to prescription painkillers, heroin and other illicit drugs has been on the rise. The rate of substance use among 18- to 25-year-olds is particularly high, actually more than twice the rate as that of adults age 26 and older.¹

Substance Use Treatment Helpline

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What not to do

Seeking treatment is the first important step. But understanding what type of treatment and where to go is just as critical. It can be confusing. Some private, resort-like treatment centers in places like Florida, California and Colorado may promote spa-like amenities and guarantees of recovery. These programs may not be the best way to help your child for several reasons:

- Your child may not need residential treatment. Many treatment options are available, and a professional assessment is needed to determine the most appropriate type of care for your child.
- There is no guarantee of quality care. Unlike our network facilities, out-of-network facilities are not obligated to adhere to scientifically-based medical treatment protocols. There is also not much your health plan can do if an out-of-network provider is not meeting these standards.
- Some out-of-state, out-of-network facilities may engage in questionable treatment and billing practices. For example, some may send a one-way plane ticket to travel to their center. Others may order unnecessary drug tests.
- Services from out-of-network facilities may not be covered by your benefits plan. This could leave you on the hook for thousands of dollars in out-of-pocket costs.
- A far-off facility may impede long-term recovery. When your child returns home, they don't have the benefit of a local support network — family, friends and others. This increases the risk of your child having a relapse and needing more treatment.²

Take the first step

Substance use disorder is a complex, chronic condition. Getting guidance and support from a reliable source is the first step on the path to recovery.

Get started by calling **1-855-780-5955** today.

Why seeing a local network provider is important

This helpline connects you to licensed clinicians and facilities that are part of your health plan's specialty behavioral network. This means the provider must follow the health plan's strict quality standards, provide care that is in line with scientific evidence, and demonstrate positive outcomes. Network providers give your child the best chance for a successful recovery. They also give you lower out-of-pocket costs than providers who are out of this network.

We help you find treatment providers that are close to your home. People receiving care in or near their home communities often have a better chance of long-term recovery. While your child is in treatment, they will also learn to create a strong, accessible long-term support system — necessary for a successful recovery.² People in this support system can include family, close friends, trusted work associates and helpful community service providers.

Sources:

1. Substance use disorder rates among people age 18 to 25 was 18.9%, adults 26 and older was 7.0%, respectively, in 2012; Source: Substance Abuse and Mental Health Services Administration. (2013). Results from the 2012 National Survey on Drug Use and Health: Summary of National Findings (HHS Publication No. SMA 13-4795, NSDUH Series H-46).
2. Substance Abuse and Mental Health Services Administration (10/9/2014), Recovery and Recovery Support. Retrieved from: <http://www.samhsa.gov/recovery>

Only a treating health care clinician or physician can endorse any treatment or medication, specific or otherwise. This service provides referrals to such a professional, as well as information to help you maintain and enhance your personal health management. This service and information is not meant to replace professional medical advice. Certain treatments may not be included in your insurance benefits. Check your health plan regarding your coverage of services.



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