<u>**Substance Abuse and Mental Health Services Administration (SAMHSA)**</u>

Treatment Referral Line

Frequently Asked Questions

1. **What is SAMHSA's National Helpline?**

   SAMHSA's National Helpline (also known as the Treatment Referral Routing Service) is a confidential, free, 24-hour-a-day, 365-day-a-year, information service, in English and Spanish, for individuals and family members facing substance abuse and mental health issues. This service provides referrals to local treatment facilities, support groups, and community-based organizations. Callers can also order free publications and other information in print on substance abuse and mental health issues.

   Call 1-800-662-HELP (4357) or visit the online treatment locators at http://findtreatment.samhsa.gov/.

2. **What are the hours of operation?**

   The service is open 24/7, 365 days a year.

3. **How many calls do you receive?**

   The Helpline received 303,418 calls in 2011. That represents over 25,000 calls per month.

4. **Do I need health insurance to receive this service?**

   The referral service is free of charge. If you have no insurance or are underinsured, we will refer you to your State office, which is responsible for State-funded treatment programs. In addition, we can often refer you to facilities that charge on a sliding fee scale or accept Medicare or Medicaid. If you have health insurance, you are encouraged to contact your insurer for a list of participating health care providers and facilities.

5. **Will my information be kept confidential?**

   The service is confidential. We will not ask you for any personal information. We may ask for your zip code or other pertinent geographic information in order to track calls being routed to other offices or to accurately identify the local resources appropriate to your needs.

6. **Do you provide counseling?**

   No, we do not provide counseling. Trained information specialists answer calls, transfer callers to State services or other appropriate intake centers in their states, and connect them with local assistance and support.

Because I Love You
Parent and Youth Support Groups