

# A Quick Guide to Getting Help and Coverage for Substance Use and Mental Health Care Services

## How Do I Get Treatment?

- **Call 2-1-1 or visit [www.thedoorway.nh.gov](http://www.thedoorway.nh.gov) for help finding substance use disorder services in your area.**
- **You should have an evaluation completed by a medical professional.** Call 2-1-1 or your doctor for help confirming what addiction or mental health care services and supports you need.
- **Be informed!** Call the number on the back of your insurance card for addiction or mental health care services in order to find the right provider in your network.
- **Approval for visits.** Most health insurance companies allow two routine outpatient visits for evaluation and care of an addiction. After that, you may need approval for additional visits. Ask your provider to help you get authorization for services.



## What Happens If I Am Denied Treatment?

- **Do not take “no” for an answer – you should seek help!**
- Your insurance company may decide not to pay for your substance use or mental health care services. This is called a “denial of coverage.” If this happens to you, get help and ask for an appeal.
- **Should I appeal? YES, and quickly!** Appeals are often successful! An appeal is the process by which you (and your medical provider) can fight a decision by your insurance company not to pay for substance use or mental health care services. There are no fees or costs to you for an appeal!
- **Contact your medical provider or the NH Insurance Department at 1-800-852-3416 for help with your appeal.**

***Because of the new laws protecting access to substance use or mental health care, there is a good chance your health insurance company may approve the services you need.***

If you or someone you know is at risk or in crisis, help is available 24/7.

**Suicide Prevention Help**  
Call 1-800-273-TALK (8255)



**Immediate Substance Use  
Addiction Help**  
Call 2-1-1

If you have questions about your health insurance and/or health insurance coverage for addiction or mental health care services, call the NH Insurance Department Consumer Hotline at 1-800-852-3416 for assistance.