

## Family Support Program



Having a teenager or young adult with a substance use problem can leave you feeling scared, confused and hopeless. But we can help.

Your health plan now offers the Family Support Program to help you care for a dependent who has a substance use problem. The program can help you with a child up to age 26.

### What does the Family Support Program offer?

The Family Support Program gives you phone access to licensed clinicians who will assess, educate, support and manage cases of children or adult dependents with substance use disorders (alcohol or drugs). These specialists are licensed mental health clinicians with in-depth knowledge of alcohol or drug addictions and treatment.

### How does the Family Support Program work?

The program is available to you at no additional charge. When you call the program, a family support specialist will complete an in-depth assessment of your situation. He or she will:

- **Educate** you about addiction and community resources for you and your loved one
- **Guide** you through treatment options and refer you to the appropriate treatment centers or clinicians
- **Support** you in communicating with your child and taking care of yourself and other family members by providing connections to support services

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### Take the first step.

Call us toll-free from  
Monday through Friday  
from 11:30 a.m. to 8:00 p.m. EST

**877-229-3440**

TDD/TTY: Dial 711 and enter the number above.

Or log on to  
[liveandworkwell.com](https://liveandworkwell.com).

Access code: 00832

**We are here as long as you need help.**

There are no limits on how often you can contact your family support specialist. Recovery takes time. We are here for you.

To learn more, contact:

Our specially designated number for this program

**877-229-3440**

Monday through Friday from 11:30 a.m. to 8:00 p.m. EST

**or log on to [liveandworkwell.com](http://liveandworkwell.com).**

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Strictly confidential in accordance with federal and state laws.



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