

A Quick Guide on How to Access Mental Health and Substance Use Disorder Benefits

How Do I Get Treatment?

- Call 2-1-1 or visit www.thedoorway.nh.gov for help finding substance use disorder (often referred to as SUD) services.
- You should have an evaluation completed by a licensed professional. Call 2-1-1 or your health care provider for help getting the mental health or SUD treatment you need.
- **Be informed!** Call the number on the back of your insurance card for mental health or SUD services in order to find the right health care provider in your network.

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)
Text 741741



Substance Use Disorder Help

Call 2-1-1



What Happens if I am Denied Treatment?

- Your health insurance plan may decide to not pay for your SUD or mental health treatment. 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 where you (and your health care provider) dispute a decision by your health insurance plan to not pay for SUD or mental health treatment. There are no fees or costs to appeal!
- **Contact your provider or the NH Insurance Department at 1-800-852-3416 for help with your appeal.**
- **Call the number on the back of your insurance card for help with questions.**

Because of the new laws protecting access to SUD and mental health services, there is a good chance your health insurance plan will approve the services you need.

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