

**KEY POINTS**

**Accessing SUD Withdrawal Management and/or Treatment Services**

**I. To Access Withdrawal Management Services** (previously referred to as **DETOX** services)

- A. If you or someone you know is experiencing withdrawal symptoms, ANYONE at any time regardless of the type of insurance or lack of insurance can contact the following **directly**:
- **Pennsylvania Treatment Network Access Center (previously referred to as the White Deer Run Call Center)**
    - **1-866-769-6822;**
    - [PAAdmissions@Acadiahealthcare.com](mailto:PAAdmissions@Acadiahealthcare.com)
  - **PA Adult and Teen Challenge**
    - **1-844-888-8085**
- B. An experienced professional will determine if withdrawal management services (detox) are needed:
- If withdrawal management services are needed, the professional will coordinate placement with a withdrawal management service provider
  - If withdrawal management services are **NOT** required, the professional will provide instructions on what is the next appropriate step to acquire an appropriate treatment level of care referral

**II. To Access Residential\* Treatment Services**

**(\*inpatient/rehab; halfway house)**

- A. **If you do NOT have insurance**
- i. Contact one of the listed Lancaster County Outpatient Providers found on the "**LCDAC Getting Help**" brochure <https://www.co.lancaster.pa.us/DocumentCenter/View/12591/Getting-Help-2021> also found on the LCDAC website: [www.co.lancaster.pa.us/140/Drug-Alcohol-Commission](http://www.co.lancaster.pa.us/140/Drug-Alcohol-Commission)
  - ii. An appointment will need to be scheduled with the outpatient professional for a "level of care assessment"
  - iii. For individuals who have NO insurance coverage, there is NO cost for the "level of care assessment"
  - iv. The "level of care assessment" will determine **IF** residential treatment is appropriate
    1. If residential treatment is appropriate, the outpatient professional will discuss placement options

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- III. For the individuals who have NO insurance that have had a “level of care assessment” completed indicating that residential treatment is needed, the cost rendered to the client for the residential treatment episode service will be determined using the client liability form; which is based on family income
2. If residential treatment is **NOT** appropriate, the outpatient professional will inform the individual what treatment level of care **IS** appropriate
  - III. The outpatient professional will discuss placement options as well as the funding associated with the determined level of care
- B. If you have **PRIVATE INSURANCE**
  - i. Each PRIVATE INSURANCE agency has contracts with various residential providers
  - ii. For residential placement options you may:
    1. Contact the insurance provider directly using the contact information found on the back of the insurance card; and/or
    2. Contact the Pennsylvania Treatment Network Access Center (previously known as the White Deer Run Call Center) at (866) 769-6822 or email them at:  
[PAAdmissions@Acadiahealthcare.com](mailto:PAAdmissions@Acadiahealthcare.com) and/or
    3. Contact PA Adult and Teen Challenge at 1-844-888-8085An professional from the listed options will be able to determine if a residential level of care is needed as well as if their service system is contracted with the private insurance company
  - iii. If a residential level of care is appropriate, placement options will be discussed and arrangements organized
  - iv. Be advised that if a residential level of care placement is **NOT** appropriate, the insurance provider and/or the Pennsylvania Treatment Network Access Center (previously referred to as White Deer Run Call Center) professional and/or the Adult and Teen Challenge professional will provide instructions on the next correct step to acquire the appropriate treatment level of care
- C. If you have **MEDICAID COVERAGE** (also referred to as **PERFORMCARE** in Lancaster County)

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- i. Medicaid (also referred to as PERFORMCARE) has contracts with various residential providers
- ii. For placement options you may:
  1. Contact PERFORMCARE directly 1-888-722-8646; and/or
  2. Contact the Pennsylvania Treatment Network Access Center (previously known as the White Deer Run Call Center) at (866) 769-6822 or email them at:  
[PAAdmissions@Acadiahealthcare.com](mailto:PAAdmissions@Acadiahealthcare.com) and/or
  3. Contact PA Adult and Teen Challenge at 1-844-888-8085An professional from the listed options will be able to determine if a residential level of care is needed as well as if their service system is contracted with PerformCare
- iii. If a residential level of care is appropriate, the professional will discuss placement options as well as any costs that may be associated with the residential treatment level of care
- iv. Be advised that if a residential level of care placement is **NOT** appropriate, the PerformCare staff and/or the Pennsylvania Treatment Network Access Center (previously referred to as the White Deer Run Call Center) professional and/or the Adult and Teen Challenge professional will provide instructions on the next correct step to obtain the appropriate level of care treatment

**III. To Access Community-Based Treatment\***

**(\*outpatient; intensive outpatient; partial hospitalization)**

**A. If you do NOT have insurance**

- i. Contact one of the listed Lancaster County Outpatient Providers found on the “LCDAC Getting Help” brochure  
<https://www.co.lancaster.pa.us/DocumentCenter/View/12591/Getting-Help-2021> also found on the LCDAC website:  
[www.co.lancaster.pa.us/140/Drug-Alcohol-Commission](http://www.co.lancaster.pa.us/140/Drug-Alcohol-Commission)
- ii. An appointment will need to be scheduled with an outpatient professional for a “level of care assessment”
- iii. For individuals who have NO insurance coverage, there is NO cost for the “level of care assessment”
- iv. If the level of care assessment indicates that outpatient treatment or intensive outpatient treatment or partial hospitalization is needed,

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placement options and all associated costs will be discussed **PRIOR** to the first treatment appointment AND the first treatment appointment will be scheduled for the individual with the identified treatment provider

- v. If the level of care assessment indicates that NO TREATMENT is warranted, no cost will be incurred AND no further treatment will occur.

**B. If you have PRIVATE INSURANCE**

- i. Each PRIVATE INSURANCE agency has contracts with various community-based treatment providers
- ii. For a provider choice covered by your Private Insurance, you may:
  - 1. Contact the insurance provider directly using the contact information found on the back of the insurance card; and/or
  - 2. Contact one of the listed Lancaster County Outpatient Providers found on the “LCDAC Getting Help” brochure <https://www.co.lancaster.pa.us/DocumentCenter/View/12591/Getting-Help-2021> also found on the LCDAC website: [www.co.lancaster.pa.us/140/Drug-Alcohol-Commission](http://www.co.lancaster.pa.us/140/Drug-Alcohol-Commission) and inquire if they are contracted with your insurance provider
- iii. Costs associated with the first appointment with the outpatient provider and any subsequent treatment appointments are contingent upon your insurance coverage

**C. If you have PERFORMCARE**

- i. PerformCare has contracts with various community-based treatment providers
- ii. For a provider choice covered by PerformCare, you may:
  - 1. Contact PerformCare directly 1-888-722-8646; and/or
  - 2. Contact one of the listed Lancaster County Outpatient Providers found on the “LCDAC Getting Help” brochure <https://www.co.lancaster.pa.us/DocumentCenter/View/12591/Getting-Help-2021> also found on the LCDAC website: [www.co.lancaster.pa.us/140/Drug-Alcohol-Commission](http://www.co.lancaster.pa.us/140/Drug-Alcohol-Commission) as these listed outpatient treatment providers are ALL contracted with PerformCare.
- iii. Costs associated with the first treatment appointment and any subsequent treatment appointments are contingent upon your PerformCare coverage.

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