

What Is Substance Use Disorder?

Substance use disorder, also known as addiction, is a medical condition that happens when regular use of alcohol or drugs causes harmful and self-destructive behavior. Like other medical conditions, it can be treated.

What Are My Rights?

If you think you qualify but have been turned away, denied services, or charged any fees, please call the Los Angeles County Substance Abuse Prevention and Control (SAPC) at 1(888) 742-7900 and press 7 to file a complaint. To learn more about your rights, go to <http://publichealth.lacounty.gov/sapc/PatientPublic.htm>

- ▶ **Auxiliary aids and services**, including but not limited to large print documents and alternative formats, are available to you free of charge upon request.
- ▶ **ATTENTION:** If you speak another language, language assistance services, free of charge, are available to you. SAPC complies with applicable Federal and State civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, or in any manner on the basis of sexual orientation. Call 1(844) 804-7500 (TTY: California Relay 711).
- ▶ **(Spanish) ATENCIÓN:** Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1(844) 804-7500 (TTY: California Relay 711). SAPC cumple con las leyes federales y estatales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo ni de ninguna manera sobre la base de la orientación sexual.

Are Alcohol or Drugs Getting in the Way?

Recovery Is Possible

SUBSTANCE ABUSE SERVICE HELPLINE



1.844.804.7500

95%

of people with a substance use disorder do not know how to get help or do not feel they need treatment.¹

Does This Happen to You?

- ❑ Do you feel your alcohol or drug use is holding you back or negatively affecting your relationships, work, school, or home life?
- ❑ Are you using more alcohol or drugs than you want to, or is it difficult to cut down or control your substance use?
- ❑ Have you been told that you should stop drinking or doing drugs or that you should do them less often?
- ❑ Do you feel physically sick or unwell when you stop using alcohol or drugs?

If you checked any of the boxes above, we can help!

² Services are available to meet your language, cultural, location, and other service preference needs. In some cases, parents/guardians can also make the call on behalf of a minor in need.

³ Immigration status is not shared and is kept confidential.

⁴ A share-of-cost may be required for some Medi-Cal-eligible individuals.

⁵ Some services and treatments require pre-authorization for eligible youth and adults.

⁶ Recovery Bridge Housing services are for age 18 and above.

What Services Are Available?⁵

- | | |
|---------------------------------------|--|
| ✓ Early Intervention Services | ✓ Withdrawal Management (Detox) |
| ✓ Outpatient Treatment | ✓ Residential Treatment |
| ✓ Intensive Outpatient Treatment | ✓ Opioid Treatment Programs |
| ✓ Care Coordination | ✓ Recovery Services |
| ✓ Medications for Addiction Treatment | ✓ Recovery Bridge Housing ⁶ |

What Happens When I Call?


- We have a team available 24 hours a day, 7 days a week to answer your call.
- We will ask you questions about your alcoholand/or drug use to help you decide if youneed treatment.²
- We will help you learn your options and find a provider that meets your specific needs.²
- We will keep your information safe and confidential.

Am I Eligible?

Youth and adults regardless of immigration status³ can access **no-cost**⁴ substance use treatment services at any provider in the network if you meet the following criteria:

- You are a resident of Los Angeles County; and you are eligible for Medi-Cal⁴ or other select County-funded programs. Youth and adults with an immediate medical need can get help with medical care if unable to pay for that care.

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CALL ANYTIME TOLL-FREE!

How to Get Help

- ▶ Call us toll-free at **1(844) 804-7500**. Substance Abuse Service Helpline 24/7. 
- ▶ Visit **SUDHelpLA.org** for a detailed Online Provider Directory accessible in different languages. 
- ▶ Go to **RecoverLA.org** for a mobile-friendly provider directory and resources.