

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

## How Do I Get Treatment?

- You need an **evaluation by a licensed health care provider** to determine the best type of treatment for you.
- **For substance use evaluation and services, call 2-1-1** to connect to the Doorway.
- **Be informed!** Call the member services number on the back of your insurance card 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

**Call /text 988**

or

**chat [988lifeline.org/chat](https://988lifeline.org/chat)**

*For a local response every time,  
Call the NH Rapid Response  
Access Point  
833-710-6477*



## 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.