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.

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.