



Phoenix House  
Rising Above Addiction

# Frequently Asked Questions (FAQ)

Phoenix House Texas

## About Phoenix House Texas

### What is Phoenix House Texas?

Phoenix House is a nationally recognized and accredited behavioral healthcare provider, specializing in the treatment and prevention of substance use disorders and co-occurring substance use and mental health disorders. Phoenix House is a not-for-profit organization with more than 45 years of continuous experience and programs in 11 states and the District of Columbia.

## Credentials/Licensing

### Is Phoenix House Texas accredited/licensed?

Yes, we are licensed through the Texas Department of State Health Services as a substance abuse treatment facility. We also are accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), a nationally recognized standard of excellence.

### What type of professionals will be working with my loved one?

We employ master's-level clinicians as the primary therapists for all of our clients. We have a psychiatrist on staff for medication management, and our medical director and nurse oversee medical issues. As direct care staff, we employ Licensed Chemical Dependency Counselors (LCDC), professionals who are currently working on their treatment certifications, and individuals who are in recovery themselves and have dedicated their lives to supporting our direct care staff.

## Treatment and Services

### What types of treatment and services does Phoenix House Texas offer?

Phoenix House offers a wide variety of programs and services to meet most clients' needs. We provide assessments to evaluate the particular level of care and placement that best suits the client. We also offer a variety of inpatient, outpatient, Intensive Outpatient (IOP), and extended-care programs that use the latest evidence-based practices, which have been certified by the National Registry of Effective Programs and Practices and vetted and approved by Phoenix House's National Clinical Steering Committee.

### Whom do you treat at your facilities?

We provide treatment and evaluation services for adults and teens who have or may have issues with substance use or a combination of substance use and other mental health issues. We also provide educational and supportive services to family members, friends, significant others, and the community. We offer two residential programs for teens (the Phoenix House Academy Austin and the Phoenix House Feinberg Academy in Dallas). We also offer a young adult program for males at the Phoenix House of Austin, outpatient services for adults and adolescents in Houston, and Intensive Outpatient (IOP) options in both Austin and Dallas.

### How long is your program?

Because we recognize that everyone is unique and different, treatment at Phoenix House is individualized to meet your particular needs. We have programming that can accommodate stays from as short as one week to as long as one year. It all depends on what you need and, of course, what you want.



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## What are your success rates?

Phoenix House has been serving families for many years and our success rates have been above the national average due to our emphasis on providing individualized treatment and embracing the most current evidence-based practices. Our approach also builds family awareness and increases family engagement in their loved one's recovery. It is important to note that successful recovery from substance use disorders, or co-occurring substance use and mental health disorders, requires professional treatment and careful adherence to an appropriate aftercare plan.

## How do I get admitted to your program?

Please call (214) 296 0394 to schedule an assessment with a professional who will help determine what level of care is right for you. We will then recommend the type of program that best fits your needs and either assist with scheduling Phoenix House enrollment or make recommendations for another treatment provider.

## I know I have a problem, but I can't take time from my job to stay in a residential program. What are my options?

We offer many levels of care and different treatment regimens that can be customized to meet almost anybody's needs. However, the first step is seeing a professional to determine exactly what those needs are. Please call us at 1 800 DRUG HELP (1 800 378 4435) so we can help you find a treatment plan that you can live with and that just might save your life.

## Can my child earn academic credit while he/she is in your program?

At both of our adolescent residential Academies in Texas, we offer recovery programs and academic education that is accredited and supported by teachers from the local school districts (Austin Independent School District and Dallas Independent School District). The Academy model allows clients to either continue with their current coursework without penalty, or to make up/recover any failed coursework so they will not be behind when rejoining their home school.

## My loved one suffers from depression as well as drug abuse. Can you help him/her?

Absolutely. Our staff and programs are designed to help those who have co-occurring mental health issues as well as addiction or substance abuse problems.

## Besides counseling, what other activities and services do you offer?

At our inpatient/residential programs we offer a full range of supportive and recreational services. We feature meditation, yoga, a wonderful courtyard for outdoor activities, the Phoenix Rising Music Program (music composition, performance, recording, and mixing with expert support), supervised outings, and movie nights.



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**My family member will be discharged from another treatment program. They suggested “step-down” services. What are those, and can I get them at your program?**

If discharge planning suggests “step-down services,” this means a lower level of care is advised. Phoenix House’s continuum of care allows clients to move from more intensive to less intensive treatment or vice versa. Phoenix House Texas offers many different step-down services on both an outpatient and residential basis. These include our Partial Hospitalization Program (PHP), Intensive Outpatient Program (IOP), Outpatient Services, and Recovery Housing. We often can combine levels of therapeutic services with room, board, and supervision.

**What is your philosophy regarding 12-step programs such as Alcoholics Anonymous (AA) and Narcotics Anonymous (NA)?**

While AA and NA are not part of our evidence-based professional therapy, they are supportive recovery elements encouraged by all of our programs. We make AA and NA literature available, encourage attendance at on-site and off-site meetings, and often include AA and NA participation as part of aftercare plans. We are firm believers in 12-step recovery programs, but also recognize that they are not for everyone and may not be appropriate in every situation.

## About Insurance and Payment

**Do your programs accept insurance?**

Yes, we accept all major insurances and are in-network with the following commercial plans:

- Aetna
- Blue Cross / Blue Shield
- Cigna
- Humana
- Seton
- United Behavioral Health

We also accept some managed Medicaid, CHIP, Department of State Health Services, and Northstar accounts.

**I need treatment, but have no insurance. Can you still help me?**

Yes, Phoenix House is a not-for-profit provider and we believe strongly in making treatment available to those who need it. Our programs in Texas accept almost all forms of payment. We not only accept private insurance but also self-pay and most forms of public insurance such as managed Medicaid plans, Children’s Health Insurance Plans, Department of State and Human Services funding, as well as NorthStar in select counties. On occasion there are also opportunities for scholarships donated by our generous supporters. Please call us at 1 800 DRUG HELP (1 800 378 4435) for more information.



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## About Family Participation

### What is your policy towards involving family members?

Phoenix House believes strongly in engaging the family as a partner in treatment. Frequent communication and participation are highly encouraged. Our residential programs include weekly family sessions where loved ones participate in family therapy with the client's primary therapist. On weekends, we offer a family program with multi-family group sessions, substance abuse education, Al-Anon meetings, and client visitation. All of our outpatient programs include one family session per week. We may also recommend programs or classes for the entire family to help support the client's continued recovery once they return home.

## About Treatment Program Policies

### Can I smoke while in treatment?

Phoenix House Texas has non-smoking facilities, but we do offer smoking cessation and wellness counseling to help smokers quit. We can provide nicotine replacement therapy such as patches, and we can offer medication to aid in quitting. This choice is yours and we're here to help.

### What if I feel I need more help once I have completed treatment?

Phoenix House will do everything possible to prepare you for life after treatment, and we recognize that treatment is just the first step on the path to recovery. We provide a comprehensive continuing care plan to all clients who leave our facilities at the completion of treatment. This plan will be crafted by you and your lead counselor and will include all the activities you need to continue your successful recovery. The plan will be based upon your own personal needs, strengths, abilities, and preferences.

## Other Questions

### Does your program admit clients 24/7?

We can easily accommodate an admission from 8 AM until 8 PM, but outside of those hours, an appointment will need to be scheduled.

### Is parking available at your facilities?

Yes.

### At your Academies, how many hours per day are devoted to school?

We offer four hours of coursework per day during the school year and three hours per day during the summer.

### Where will I live while in treatment?

If you are in our residential level of care, you will live on one of our campuses while participating in our programs. If you are in outpatient treatment, you will live at home and come to our facility at the time of your group or individual sessions.

### Do your programs provide food for people with special medical diets (diabetes, high blood pressure) and/or religious/lifestyle preferences?

We can accommodate most dietary restrictions. Please request prior to admission.

