



Phoenix House
Rising Above Addiction

Frequently Asked Questions (FAQ)

Phoenix House New York

About Phoenix House New York

What is Phoenix House New York?

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

Are your treatment programs licensed / accredited?

Phoenix House New York is accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities, a nationally recognized standard of excellence. We offer the full continuum of evidence-based services, designed to prepare clients for productive, self-sufficient, substance-free lives. In addition, our Phoenix House Brentwood Campus Mental Health Services / PROS Program scored well above the New York State average for Dual Diagnosis Capability in Mental Health Treatment rating.

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

Our primary providers are professionals who are licensed at the highest levels and hold advanced graduate degrees. Our staff includes board certified physicians including primary care providers and psychiatrists, nurse practitioners, licensed mental health counselors, licensed clinical social workers, certified addiction professionals, and registered nurses.

Treatment and Services

Whom do you treat and what types of services does Phoenix House New York offer?

Phoenix House New York offers short-term and long-term residential, intensive outpatient, and general outpatient treatment. We also offer treatment for co-occurring mental health disorders, detoxification services, medical, psychiatric, and dental services, and impaired driver programs. Our services are designed to meet the individual needs of adolescents and adults at various stages of recovery, including mothers with children, military personnel, and veterans. In addition, we provide educational and supportive services to family members, friends, significant others, and the community.

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.

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's 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.



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How do I get admitted to your program?

If you or a loved one are in need of treatment, our call center is available 24 hours a day, seven days a week at 1 800 DRUG HELP (1 800 378 4435).

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 I earn academic or vocational credits while I'm in treatment?

Yes, our Phoenix House Academies offer adolescents the opportunity to receive residential treatment while attending an on-site accredited school. Class credits earned during a client's stay at one of our Academies (Phoenix House Academy Westchester, Phoenix House Academy Long Island) all count towards their high school diplomas when they resume classes at their own schools. We also offer GED programs in many of our facilities. In addition, our Phoenix House Career Academy in Brooklyn offers adult vocational programs in building maintenance, cosmetology, and culinary arts.

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

Yes, we offer assessment and integrated treatment for co-occurring substance abuse and mental health disorders, under the guidance of our clinical and medical staff.

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

This varies between programs and facilities, but our emphasis is on services and skills that build resilience and support recovery. Our supportive services include life-skills training, anger management, vocational training, and housing referrals. Recreational activities include music therapy, volleyball, basketball, fitness trails, meditation, yoga, and martial arts.

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. We offer many different step-down services on both an outpatient and residential basis. We also provide Community Residences where a client can live, attend outpatient, work, or go to school. These are available for clients completing our more intensive residential program or meeting the criteria for community residence attendance.

What is your philosophy regarding 12-step programs such as AA?

Sober support groups are essential in treatment and vitally important in recovery aftercare programs. 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.



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About Insurance and Payment

Do your programs accept insurance?

Yes, we are contracted with most insurance providers and accept almost all insurance plans. Please call to schedule an assessment, and our expert admissions staff will be happy to discuss insurance and payment options.

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. We offer payment assistance rates to those who do not have insurance. These rates have special conditions but are often less than one quarter of what many other providers charge. We are also able to provide state- and Medicaid-funded services to qualifying individuals for certain program components. Again, special conditions and eligibility requirements may apply. Please call us at 1 800 DRUG HELP (1 800 378 4435) for more information.

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. In inpatient/residential settings, telephone contact between the client and the family is not restricted unless it becomes a distraction. Visitation is conducted weekly, primarily on the weekends. Visitation schedules vary by facility, and some of our locations also hold open houses for families.

Do you provide family counseling?

Yes, family counseling, as well as spouse and parent education courses, are also available. These programs vary by location.

About Treatment Program Policies

Can I smoke while in treatment?

All Phoenix House New York facilities are non-smoking, 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?

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.



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Other Questions

What if my loved one needs to detox?

Our Detoxification Service is a medically supervised outpatient detoxification and rehabilitation program committed to offering safe withdrawal from a variety of substances, including alcohol and opiates. Clients are admitted by registered nurses and nurse practitioners seven days a week, and seen by a licensed physician. The program is staffed at all times with a team of licensed counselors who work closely with the client to devise an appropriate treatment plan that focuses on the clients medical needs, detoxification issues, and aftercare following discharge. Detoxification may be provided as a stand-alone service or along with other services such as intensive residential treatment. After clients complete detoxification, we refer them to an appropriate level of care based on their needs. The average length of stay for medically monitored detoxification is between 10 and 21 days. This may extend to several weeks of continuing recovery and rehabilitative care.

What if my loved one is resistant to treatment?

We at Phoenix House New York understand the dimensions of addiction and how difficult it is to break through the denial of this disease. We offer free assistance and advice on how to motivate your loved one towards treatment. We have community outreach counselors in all downstate New York regions, including the Hudson Valley who can assist you throughout the process. Please do not hesitate to call them for advice on how to help your loved ones get the help they need:

Long Island & Queens – Shawn Mason 347 637 0659
Brooklyn & Staten Island – James Bishop 347 554 0359
Manhattan & Bronx – David Ford 917 843 7416
Mid-Hudson Valley & New Jersey – Ray Dorritie 917 526 0263

Do you offer payment plans?

Yes, private-pay clients may pay for treatment in installments at some of our locations. Please ask the admissions counselor for details.

What if I have an emergency and need to contact my loved one in treatment?

Simply call the facility and speak to our administrative staff, who will confidentially document your information and pass the information on to the appropriate staff members/management. Our staff will coordinate the arrangements you request.

Does Phoenix House admit 24/7?

Yes, we have a call center with live operators available 24/7, including weekends, who can take your information. If you call after hours, we will contact you the next day to do a phone screening and to set up an appointment for admission as soon as possible. If you call on the weekend, we will log your information and recommend a walk-in at the appropriate admissions facility from 9 AM to 3 PM on the following Monday. Please have all of your information, as well as your insurance card/information, handy to allow us to expedite your admission.

What happens during treatment? What is a typical day like?

Treatment at Phoenix House is comprehensive. Our daily schedules are filled with education, individual counseling, group counseling, medical visits, study, recreation, and reflection time. You can download a schedule from any of our specific treatment programs for more details. We have a robust clinical schedule with nearly forty hours of clinical service per week.



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Where will I live while in treatment?

While in treatment, you will live at one of our residential facilities within the state. Phoenix House New York maintains a supportive, healthy, environment for the comfort and safety of our clients during their treatment stays.

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

School hours vary by Academy location and Department of Education requirements; we encourage you to discuss this with admissions staff during assessment consultation.

Is Phoenix House a locked facility?

No, Phoenix House facilities are not locked.

What if my loved one leaves the program before completing treatment?

We make every effort to ensure that clients complete treatment. When clients leave Phoenix House against our advice, our staff will immediately notify their designated contact and we will provide guidance on how to encourage loved ones to return to treatment.

What if my loved one gets sick when he/she is in treatment?

Phoenix House New York provides medical and dental care to all clients in our residential treatment programs. Our clinical professionals, including licensed physicians and psychiatrists, provide care and monitor our client's health needs. They will make referrals for additional services if necessary. We are also equipped to handle medical emergencies to transport them to the nearest hospital. Clients will receive care from the attending doctor and return to the program.

I'm going to a residential facility. What should I pack?

The Admissions Coordinator will provide information regarding all approved items (clothing and toiletries) you should bring prior to the scheduled admission date.

Do you have treatment services for veterans?

Our Military Services Program offers both outpatient and residential substance abuse and related mental health treatment for military personnel, veterans, and their family members. This program was designed to deal with post-traumatic stress disorder, suicide prevention, and the unique needs of current and former military personnel.

Do the programs provide food for people with special dietary needs?

Yes, we develop a personal meal plan for those who require a special diet or dietary restrictions. Clients are encouraged to discuss this with admissions staff during their assessment.

