



Phoenix House  
Rising Above Addiction

# Frequently Asked Questions (FAQ)

Phoenix House Florida

## About Phoenix House Florida

### What is Phoenix House Florida?

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 Florida accredited/licensed?

Phoenix House Florida is accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities, a nationally recognized standard of excellence. In 2012 CARF awarded Phoenix House Florida accreditation for an additional three years, confirming performance at the highest level of excellence. We are fully licensed by the State of Florida Department of Children and Families.

### 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 psychiatrists, licensed mental health counselors, licensed clinical social workers, certified addiction professionals, and registered nurses.

## Treatment and Services

### What types of treatment and services does Phoenix House Florida 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, and extended-care programs, all of which utilize 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.

### 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?

We'd like to be perfectly clear here: 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. That said, here is an overview of our success:

- More than 95 percent of clients report that they are learning or have learned the tools necessary for successful recovery.
- Over 90 percent report not using drugs and 88 percent report not using alcohol since leaving treatment.
- Of clients with both substance use disorders and legal troubles, over 86 percent are free from new legal troubles five years after program admission.

In assessments administered at intake and discharge, improvement was measured in the following symptoms:

- 60 percent decrease in problem anxiety
- 88 percent decrease in problem depression
- 74 percent increase in self-esteem
- 90 percent decrease in post-traumatic stress disorder

## How do I get admitted to your program?

Call us at 1 800 DRUG HELP (1 800 378 4435) to schedule an appointment. We typically can see you for an assessment and admit you to a program within 24 hours.

## 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 credit while I'm in your program?

Yes, we have treatment protocols that combine therapy with attendance at learning institutions, both academic and vocational. These can be custom tailored to an individual's unique needs, talents, and preferences. At some locations, we also feature in-program education classes designed to help an individual gain the required knowledge to receive a general equivalency diploma.

## 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.



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## 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 amenities such as a full-size outdoor pool, a full-size indoor gymnasium/basketball court, fitness equipment, tennis courts, volleyball courts, fitness and walking trails, computer labs, a library, and a full-size baseball/softball diamond. Our therapeutic Phoenix Rising Music Program includes a professional on-site recording studio that allows clients to compose, perform, and record their own original music.

## 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. 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 are contracted with most insurance providers and accept almost all insurance plans, including: Blue Cross & Blue Shield, United Healthcare, Optum Behavioral Health, Lifesynch, Value Options, Centpatco, MHNNet, MHN, New Directions Behavioral Health, United Behavioral Health, Humana, Cigna, Magellan, Wellcare, Compcare, Psychcare, as well as self-payment.

### 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.



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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. In inpatient/residential settings, telephone contact between the client and the family is not restricted unless it becomes a distraction. Visitation is conducted weekly, and video visitation is available for people who cannot travel to the program sites.

## About Treatment Program Policies

### Can I smoke while in treatment?

Yes, but we don't encourage it. We have outdoor designated smoking areas, but we also feature smoking cessation classes and we encourage you to choose this option. 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 if you make the decision to quit.

### 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.

