



Phoenix House
Rising Above Addiction

Frequently Asked Questions (FAQ)

Phoenix House Mid-Atlantic

About Phoenix House Mid-Atlantic

What is Phoenix House Mid-Atlantic?

Phoenix House Mid-Atlantic is a not-for-profit behavioral healthcare organization with more than 50 years of experience. We provide a full continuum of care for our clients. We offer a variety of evidenced-based treatments with 12-step, cognitive behavioral therapy (CBT) and trauma-informed therapy in a positive environment. With programs in 11 states and the District of Columbia, Phoenix House is a nationally recognized and accredited behavioral healthcare provider; we specialize in the treatment and prevention of substance use disorders and co-occurring substance use and mental health disorders.

How are your services designed to help me recover from addiction?

Our treatment programs are successful because they support the physical symptoms associated with addiction, educate clients about addiction and recovery, provide counseling and activities that help clients practice positive thinking and behaviors, offer services to treat co-occurring mental health disorders, and provide an environment through which clients reinforce each other as they progress in treatment. In residential treatment, clients learn that addiction is a chronic disease, and like other chronic diseases (such as diabetes), it will require major lifestyle changes in order to be managed in the long run. Educational and counseling sessions help clients recognize the symptoms of addiction in themselves and take responsibility for managing their disease. Clients then learn and practice the positive behaviors and recovery tools that will help them live successfully in recovery.

Credentials/Licensing

Is Phoenix House Mid-Atlantic licensed/accredited?

Phoenix House Mid-Atlantic is proud to be accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF), a nationally recognized standard of excellence. Phoenix House Mid-Atlantic's programs meet all licensure requirements of the states in which they are located.

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

Counseling and clinical services are provided by licensed and/or certified substance abuse counselors, master's level clinicians, a psychiatrist, nurse practitioners, and mental health therapists.



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Treatment and Services

What types of services does Phoenix House Mid-Atlantic offer and whom do you treat?

Phoenix House Mid-Atlantic offers a wide variety of programs and services to meet most clients' needs. Our services for adults and adolescents include medically monitored residential treatment, outpatient treatment (intensive outpatient and standard outpatient programming), transitional living, day treatment (for adults only), aftercare, medical stabilization, early intervention, and education. We also offer partial hospitalization (for adults only), in which a multidisciplinary staff treats clients who require more intensive treatment than general outpatient but less intensive than residential treatment. In addition, we provide specialized treatment such as our gender-specific residential programs, which meet the particular needs of men, women, boys, and girls in recovery. This comprehensive continuum of services allows individuals to obtain the level of care they need and to step down to less intensive levels of care as they progress in treatment.

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.

What are your success rates?

Phoenix House has over 50 years of proven success. Our successful completion rates are consistently much higher than national averages. In addition, a majority of our clients are still living in recovery when they are contacted in follow-up studies several months following treatment. In 2012, 75 percent of Phoenix House Mid-Atlantic's clients who were contacted post-treatment were still successfully in recovery.

How do I get admitted to your program?

You begin the process by completing an assessment at our counseling center or at a predetermined remote location that is convenient for you. To schedule an appointment, contact our admissions department at (703) 841 0703 and press 1. Assessments can be arranged from 8 AM to 8 PM. We offer same day assessments and admission to treatment.

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. Phoenix House's outpatient treatment programs are designed to work with the schedules of individuals who are working or going to school.

How will my child continue with schoolwork while in treatment?

Both our Girls' Recovery Lodge and Boys' Recovery Lodge offer high-quality on-site school programs. At the boys' program, the on-site school is provided and staffed through the Arlington County Public School System and meets all licensing and accreditation requirements. Classes are conducted by a state-qualified teacher with significant experience working with youth in treatment. Our on-site school at the girls' program is licensed by the Virginia Department of Education. The girls follow an accredited web-based educational curriculum, which provides individualized instruction geared to each girl's grade level. An experienced teacher supervises the girls' work in their online classes and supplements the computerized instruction with engaging group lessons and activities. Our adolescent outpatient sessions occur on weekdays after school.



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

Absolutely. Our programs are designed to help those who have co-occurring mental health issues as well as addiction or substance abuse problems. We provide medication assistance and psychiatric management services.

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

We offer supportive services including anger management, coping skills training, refusal skills training, relapse prevention, trauma services, and life skills training. Other activities may include attendance at self-help meetings, exercise and healthy recreation, and daily living responsibilities at the facility (such as maintaining their bedrooms, helping out in the kitchen, etc.). We help our clients feel positive about recovery and develop constructive leisure-time interests.

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 Intensive Outpatient Program (IOP) and Outpatient Services (for adults and adolescents), as well as our Partial Hospitalization Program (PHP) and Recovery Housing (for adults only).

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 offered by all of our programs. We make AA and NA literature available and encourage attendance at on-site and off-site meetings.

About Insurance and Payment

Do your programs accept insurance?

Yes. Not only do we accept insurance, but we also work with insurance companies on behalf of our clients in treatment. We are in-network with most major insurance companies and also offer self-pay rates. Contracted insurance options include: Aetna, BCBS CareFirst, Cigna, Kaiser United, Value Options and many more. Call our admissions staff for more information. We will work closely with you and your insurance company to come up with the best solution possible.



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About Family Participation

What is your policy towards involving family members?

Phoenix House expects that families will be involved to the fullest extent possible, including family visitation, attendance at family therapy sessions (in person or by telephone), and involvement in meetings to plan for discharge. If the client is under 18, parents or other caregivers will receive regular updates from program staff, will be invited to family meetings, and will be included in treatment planning decisions. If the client is 18 or older, updates and involvement will be in keeping with the wishes of the client, but full family involvement in the program will be recommended. Family members are also given staff contact numbers in the event that there is an urgent need to get in touch with the client. Family members and other concerned persons are also invited to attend a free Concerned Persons educational session (held one evening a week), so they can effectively support the long-term recovery of their loved one.

About Treatment Program Policies

Can I smoke while in treatment?

Yes, but we don't encourage it. We have outdoor designated smoking areas however no smoking is allowed in any of the buildings. 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.

Other Questions

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

Phoenix House Mid-Atlantic will accommodate special needs diets for diabetes, high blood pressure, high cholesterol, bariatric surgery, etc. Staff members will also strive to accommodate clients who are vegetarian, vegan, or who adhere to other dietary regimens. We encourage clients with these needs to discuss them with admissions staff during the assessment process.

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

Phoenix House Mid-Atlantic has a board-certified Medical Director who leads a team consisting of a psychiatrist, a nurse practitioner, and other nursing staff. They provide services to clients in all of our residential programs, monitoring client medical and mental health needs while providing direct care, health education, and coordination of/referral to additional services when necessary.

