



# Process Guide

What to Expect

## Is Transitions a good match for me?

If you are in need of Substance Use Disorder treatment, Transitions could be the match for you. We offer the full continuum of addiction treatment and care for adults 18 and up. If you receive an evaluation that determines you are not in need of our services, we will direct you to a more appropriate organization or agency.

## What type of insurance do you take?

We strive to remove all barriers to treatment, including financial, and no one is denied care for the inability to pay. We accept all Kentucky and Ohio Medicaid Managed Care Organizations as well as some private insurance plans. If you do not have insurance, we can help you enroll or assist you with finding other payment options if you are not eligible for insurance. It is preferred to have your ID and insurance card with you, but it is not required.



## Do I need to call?

During our direct admission hours from 8:00 AM to 4:00 PM, Monday through Friday, there's no need to call ahead. However, calling ahead helps us to better prepare for your visit, address any specific questions you might have, and streamline your admission process. If you plan to arrive after 4:00 PM, please call 859.491.4435 option 1.

## Is transportation provided?

If transportation to and from facilities is a barrier, please call 859.491.4435 option 1 to discuss options for transportation.

## Am I guaranteed a bed?

We always have a bed available! Your evaluation with the intake team will determine if you are in need of residential treatment or another service we offer. If you do not meet the criteria for services through us, we will make sure to provide you with referrals and connections to other agencies and community partners.

## Are MAT/MOUD medications accepted?

Yes, Transitions accepts all FDA-approved MAT/MOUD medications. If you have any further questions regarding these medications, call us at 859.491.4435 option 1 to speak with our medical staff.



## How do I arrive?

Our walk-in hours are Monday through Friday 8:00 AM to 4:00 PM and 4:00 PM to 7:00 PM by appointment only. Our Saturday admission hours are 8:00 AM to 3:00 PM by appointment only. You can arrive anytime during those hours to be evaluated by our Intake Team. A pre-screen is also available on our website to provide an initial assessment of eligibility for our program.

## What do I do when I walk in the door?

When you first walk in, you will be greeted by one of our Medical Staff team members and they will complete a COVID pre-screen and temperature check with you. Once that is complete, you will be directed through the lobby to meet with one of our Customer Service Representatives.

## What happens after check-in?

After filling out initial paperwork with one of our Customer Service Representatives, you will be directed to our Triage area to complete the medical and clinical evaluations.

## What happens during an assessment?

The evaluation is a time for the medical and clinical teams to get to know you, and determine what services you need. You will be asked questions about your medical history, living situation, support system and other questions that enable us to determine if we can meet your needs. You will receive your recommendations immediately after your evaluation. If a family member or loved one brings you to treatment, they may be asked to participate in the evaluation if you agree to it.

## What happens after intake?

After the intake process, individuals transition into a comprehensive program designed to support their recovery journey. Individual needs are addressed through individual, group, and family education therapy. Our therapy services are designed to provide education on Substance Use Disorder and co-occurring disorders, recovery management and planning, life skills, and any additional individual needs. Therapeutic interventions are supported by onsite exercise classes, nutritional consults, recovery-based meetings, and medical support. Our facility also offers the convenience of an onsite medical and dental clinic provided through HealthPoint, ensuring immediate access to healthcare services.

## What can I bring?

When preparing for your stay, only essential items are needed. You may bring one pair of shower shoes, two pairs of comfortable shoes and enough clothing for one week (hats are not permitted). We provide laundry facilities and laundry detergent during your stay. Ensure that your prescription medications are in their original bottles to facilitate proper identification and dosage. Additionally, you may bring essentials such as fingernail clippers, tweezers, and disposable razors for personal grooming. Your hygiene products should be alcohol-free in the first three ingredients and non-aerosol. Consider including reading and writing materials, with a focus on recovery-related materials to support your journey. Cell phones and other electronic devices are not permitted. Tobacco products are allowed, but smokeless tobacco and electronic devices are not permitted. Please note that if you don't have any of these items, our facility can provide them for you, ensuring your basic needs are met during your stay.

## Can I make phone calls and send/receive mail?

We encourage individuals to focus on their treatment process and recovery, so phone calls are at the discretion of your clinician and other support staff. You may send and receive post cards, but traditional mail is limited. You may bring envelopes and stamps for mail.

## Can my family/loved ones visit me?

To support engagement with the recovery process, we limit family visits during the residential program. We recognize the importance of family support in recovery and our clinicians integrate family sessions into an individual's treatment plan.



## What do I do after the program?

Discharge planning starts at the point of admission and our clinical team will work with you to develop a comprehensive discharge plan. Resources may include a referral to our Intensive Outpatient Program and our safe and affordable Recovery Housing program.

## How long will I be here?

Length of stay in treatment is dependent on an individual's needs and identified plan of care.

## Have questions?

Call us at 859.491.4435 option 1 to speak with our admissions staff. They are available from 8:00 am-7:00 pm.

Fill out our Contact Us form on our website or email us at [info@transitionsky.org](mailto:info@transitionsky.org).

For more information about Transitions visit our website at [transitionsKY.org](http://transitionsKY.org).

