

Mental Health and Substance Use Resources

Finding accurate and helpful information is not always easy. **When you need help, we are here for you.** We will take the time to listen, understand your needs and help you find the right support at the right time.

As an Independent Health member, you have access to a team of experienced and highly-trained care specialists who can provide you with safe, confidential guidance on your wellness journey.

- **Independent Health’s Behavioral Health Department**

(716) 529-3945

Monday – Friday, 8 a.m. – 4 p.m.

- **Telemedicine Benefit*** – with Teladoc®, you can consult with psychologists, therapists, psychiatrists, clinical social workers, substance use counselors and doctors.

- Phone consultations are available 24/7

- Online video consultations can be requested from 7 a.m. – 9 p.m.

- Learn more and get started at www.independenthealth.com/telemedicine

- **Independent Health’s Find a Doctor Tool** – Find a health care provider who participates in our network. Visit www.independenthealth.com/findadoctor



IMMEDIATE, 24/7 EMERGENCY ASSISTANCE

If you or someone you know needs immediate help, reach out to any of the following resources:

CALL 911 or go to the nearest emergency room.

CRISIS SERVICES

24-hour Crisis Hotline for Erie County:
(716) 834-3131

24-hour Crisis Hotline for Niagara County:
(716) 285-3515

24-hour Addiction Hotline: (716) 831-7007

Kids’ Helpline: (716) 834-1144

24-hour Crisis Text Line: Text “HELLO” to 741741

24-hour Crisis Text Line for Frontline Workers:
Text “FRONTLINENY” to 741741

TTY: 711

Serving Erie and Niagara County 24/7, providing emergency outreach, crisis care management, domestic violence support and trauma support. Translation services available on all hotlines.

ERIE COUNTY DEPARTMENT OF HEALTH ADDICTION HOTLINE

Call: (716) 831-7007

Available 24/7, providing immediate help, education, information, referrals and assistance with links to addiction treatment services.

SUICIDE AND CRISIS LIFELINE

Call 988

A national network of more than 200 crisis centers providing 24/7, confidential support to people in suicidal crisis or mental health-related distress.

SUBSTANCE ABUSE AND MENTAL HEALTH SERVICES ADMINISTRATION’S NATIONAL HELPLINE

Call: 1-800-662-4357

Provides 24/7 free and confidential treatment, referral and information about mental health and/or substance use disorders, prevention and recovery in English and Spanish.

www.findtreatment.gov

VETERANS CRISIS LINE

Call: 1-800-273-8255 and press 1

Text: 838255

TTY: 1-800-799-4889

A free, 24/7 confidential resource that connects all service members and their families or friends with a caring, trained VA responder – even for veterans not registered with the VA.

TREATMENT SERVICES

Additional local providers are available with a wide range of services tailored to the unique needs of each individual.

MH SU BestSelf Behavioral Health

www.bestselfwny.org
(716) 884-0888

Services:

- Children/Family/Young Adult outpatient mental health
- Young Adults substance use
- Adult mental health and substance use
- Health Home

- Adult outpatient mental health
- Adult outpatient substance use

MH SU Endeavor Health Services

www.ehsny.org
(716) 895-6701

Services:

- Children/Adult mental health
- Adolescent/Adult substance use

SU Kids Escaping Drugs

www.ked.org
(716) 827-9462

Services:

- Children/Young Adult inpatient facility (Renaissance Campus Buffalo)
- Residential treatment for ages 12-20
- Halfway house for ages 15-23

MH SU Catholic Charities of Buffalo

www.ccwny.org/services
(716) 856-4494

Services:

- Children/Adult/Family outpatient mental health
- Adolescent/Adult/Family outpatient chemical dependency treatment/support
- Basic needs
- Care coordination
- Domestic violence support
- Family/Parent resources

MH SU Evergreen Health Services

www.evergreenhs.org
(716) 847-2441

Services:

- Adult substance use
- Harm reduction
- Syringe exchange program
- Mental health
- Health Homes

MH Niagara Falls Memorial Medical Center – Niagara Wellness Connection Center

www.nfmmc.org/programs-services/behavioral-health/
(716) 278-4541

Services:

- Adult and Senior populations
- Inpatient psychiatric services
- Outpatient mental health services

MH Child and Family Services

www.cfsbny.org
(716) 335-7000

Services:

- Child and Family outpatient mental health
- Domestic violence support
- Health Homes
- Children's mental health residential

MH SU Horizon Health Services

www.horizon-health.org
(716) 831-1800

Services:

- Children/Young Adult/Adult/Family mental health
- Adolescent/Adult/Family substance use
- Residential substance use (Young Adult/Adult)
- Eye Movement Desensitization and Reprocessing Treatment (EMDR)
- Detoxification
- Telehealth
- Care coordination
- Recovery support
- PTSD

MH SU Spectrum Health & Human Services

www.shswny.org
(716) 662-2040

Services:

- Children/Adolescent/Adult mental health
- Adolescent/Adult substance use
- Children/Adolescent crisis response
- Community-based
- Health Home

MH SU ECMC Emergency, Inpatient, and Outpatient Services

www.ecmc.edu/health-services-and-doctors/behavioral-health
(716) 898-1676

Services:

- Comprehensive Psychiatric Emergency Program (CPEP)
- Adolescent/Young Adult mental health (hospital)
- Adult alcohol and drug rehabilitation program (hospital)

MH Jewish Family Service

www.jfsbuffalo.org
(716) 883-1914

Services:

- Children/Adolescent/Adult mental health counseling
- Care coordination
- Career and job development

MH SU VA Western New York Healthcare System

www.buffalo.va.gov
Buffalo: (716) 834-9200;
800-532-8387

Batavia: (585) 297-1000

Services:

- Mental health
- Substance use
- PTSD

COMMUNITY SERVICES

For those looking for additional support or to learn more about mental health conditions and/or substance use, the following educational resources are available throughout the community.

211 WNY

www.211wny.org

Services:

- Mental health/substance use resources
- Food and nutrition
- Domestic abuse
- Legal services
- Support groups
- Developmental disabilities
- Veteran services

Al-Anon Family Groups

www.al-anon.org

Services:

- Child and Family support
- Education and resources

Alcoholics Anonymous

www.aa.org

Services:

- Recovery support
- Education, advocacy and group resources

Catholic Charities of Buffalo

www.ccwny.org/services

(716) 856-4494

Services:

- Basic needs
- Care coordination
- Domestic violence support
- Family/Parent resources

Community Action Organization of WNY

www.caowny.org/our-programs

(716) 881-5150

Services:

- Emergency and Family
- Prevention
- Housing support
- Youth services

Domestic Violence

National Hotline

www.thehotline.org

Services:

- Local support
- 24/7 confidential chat
- Prevention programs
- Legal resources

Erie County Department of Mental Health

www2.erie.gov/mentalhealth

(716) 858-8530

Services:

- Community support information and resources
- Self-help/mutual aid
- Detoxification
- Legal
- Housing

Independent Health Care Coordination and Behavioral Health Services

(716) 529-3945

Services:

- Independent Health members only
- Care coordination
- Mental health/substance use treatment options
- Help understanding your medications

LGBTQ Youth

NYS Office of Children and Family Services

<https://ocfs.ny.gov/programs/youth/lgbtq/resources-youth.php>

Services:

- Local resources
- Mental health support
- Adult caregiver resources
- Safe shelter information
- Legal resources

LGBTQIA+

NYS Office of Mental Health

<https://omh.ny.gov/omhweb/lgbtqia/>

Services:

- Resources and education

Mental Health Advocates of WNY

www.eriemha.org

(716) 886-1242

Services:

- Child and Family community support
- Legal services and advocacy
- Education, advocacy and support group resources

Narcotics Anonymous

www.na.org

Services:

- Recovery support
- Education and resources

National Alliance on Mental Illness Buffalo & Erie County

www.namibuffalony.org

(716) 226-6264

Services:

- Family education
- Family support
- Mental health information and support

National Association for Children of Addiction

www.nacoa.org

Services:

- Adult and Family support
- Education, advocacy and resources

National Institute on Drug Abuse

www.drugabuse.gov

Services:

- Education and resources
- Research and training
- Clinical resources

New Directions Youth and Family Services

<https://fosteringgood.org/>

Services:

- Family peer support services
- Children and family treatment and support services
- Mental health education
- Prevention services
- Specialized therapies

Problem Gambling Resource Center

www.nyproblemgambling.org

(716) 833-4274

Services:

- Assessment
- Referral
- Treatment
- Recovery support

Salvation Army

www.buffalo.salvationarmy.org

(716) 883-9800

Services:

- Family emergency
- Adult rehabilitation
- Senior services

Veterans One-stop Center of WNY

www.vocwny.org

(716) 898-0110

Services:

- Veteran services
- Peer support

Overdose Prevention Training Resources

Erie County Department of Health's Naloxone Training

www3.erie.gov/health/naloxonenarcan

Free training on opioid overdose and the use of Naloxone, a medication used to rapidly reverse opioid overdose.

NARCAN®

www.narcan.com

Find out how to get and use NARCAN® nasal spray, an over-the-counter medicine used for the treatment of a known or suspected opioid overdose emergency.

Horizon Health Services Opiate Overdose Prevention Training

www.horizon-health.org/resources/opiate-overdose-prevention-training/

(716) 831-2700

Free opiate overdose prevention kits and training.

Medication for Addiction Treatment & Electronic Referrals

www.mattersnetwork.org

Free NARCAN training and fentanyl test strips.

SELF-HELP TOOLS

There are many online tools, apps and books that offer help. Talk with your doctor about what self-help tools are right for you. Some examples include:

12 Step

www.12steptoolkit.com

Calm App

www.calm.com

SoberTool

www.sobertool.com

U.S. GOVERNMENT MENTAL HEALTH EDUCATION AND RESOURCES

www.mentalhealth.gov

Services:

- Mental health information and resources for all ages
- Veteran resources

Questions?

Call Independent Health Member Services at (716) 631-8701 or 1-800-501-3439 (TTY: 711); Monday – Friday, 8 a.m. – 8 p.m.



It's all part of the RedShirt® Treatment.



*Benefits vary by plan. Excludes Medicare Advantage plans. Check your benefit plan documents for your applicable member cost share and other information associated with the telemedicine benefit. If your plan is HSA-qualified, by law, you are responsible for paying the full cost of Teladoc services until your deductible is satisfied. Teladoc does not replace the primary care physician. Teladoc does not guarantee that a prescription will be written. Teladoc operates subject to state regulation and may not be available in certain states. Teladoc does not prescribe DEA controlled substances, non-therapeutic drugs and certain other drugs which may be harmful because of their potential for abuse. Teladoc phone consultations are available 24 hours, 7 days a week while video consultations are available during the hours of 7 a.m. to 9 p.m., 7 days a week.