

# 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](http://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](http://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 “HOME” 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](http://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.bestsselfwny.org](http://www.bestsselfwny.org)  
(716) 884-0888

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

### MH BryLin Hospital

[www.brylin.com](http://www.brylin.com)  
(716) 886-8200

- Inpatient Acute Care Psychiatric Services
- Mental Health Care
- Child & Adolescent Programs (ages 5-17)
- Adult Programs
- Electroconvulsive Therapy (ECT) Program

\* *BryLin does not provide psychiatric evaluations. Please call the admission department for voluntary admissions.*

### MH SU Catholic Charities of Buffalo

[www.ccnw.org/services](http://www.ccnw.org/services)  
(716) 856-4494

- 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 Child and Family Services

[www.cfsbny.org](http://www.cfsbny.org)  
(716) 335-7000

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

### MH SU ECMC Emergency, Inpatient, and Outpatient Services

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

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

### MH SU Endeavor Health Services

[www.ehsny.org](http://www.ehsny.org)  
(716) 895-6701

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

### MH SU Evergreen Health Services

[www.evergreenhs.org](http://www.evergreenhs.org)  
(716) 847-2441

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

### MH SU Horizon Health Services

[www.horizon-health.org](http://www.horizon-health.org)  
(716) 831-1800

- 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 Jewish Family Services

[www.jfsbuffalo.org](http://www.jfsbuffalo.org)  
(716) 883-1914

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

### SU Kids Escaping Drugs

[www.ked.org](http://www.ked.org)  
(716) 827-9462

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

### MH Niagara Falls Memorial Medical Center – Niagara Wellness Connection Center

[www.nfmmc.org/programs-services/behavioral-health/](http://www.nfmmc.org/programs-services/behavioral-health/)  
(716) 278-4541

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

### MH SU Spectrum Health & Human Services

[www.shswny.org](http://www.shswny.org)  
(716) 662-2040

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

### MH SU VA Western New York Healthcare System

[www.buffalo.va.gov](http://www.buffalo.va.gov)  
Buffalo: (716) 834-9200;  
800-532-8387  
Batavia: (585) 297-1000

- 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.

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### 211 WNY

[www.211wny.org](http://www.211wny.org)

- 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](http://www.al-anon.org)

- Child and Family support
- Education and resources

### Alcoholics Anonymous

[www.aa.org](http://www.aa.org)

- Recovery support
- Education, advocacy and group resources

### Catholic Charities of Buffalo

[www.ccwny.org/services](http://www.ccwny.org/services)

(716) 856-4494

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

### Community Action Organization of WNY

[www.caowny.org/our-programs](http://www.caowny.org/our-programs)

(716) 881-5150

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

### Domestic Violence National Hotline

[www.thehotline.org](http://www.thehotline.org)

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

### Erie County Department of Mental Health

[www2.erie.gov/mentalhealth](http://www2.erie.gov/mentalhealth)

(716) 858-8530

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

### Independent Health Care Coordination and Behavioral Health Services

(716) 529-3945

- 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>

- 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/>

- Resources and education

### Mental Health Advocates of WNY

[www.eriemha.org](http://www.eriemha.org)

(716) 886-1242

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

### Narcotics Anonymous

[www.na.org](http://www.na.org)

- Recovery support
- Education and resources

### National Alliance on Mental Illness Buffalo & Erie County

[www.namibuffalony.org](http://www.namibuffalony.org)

(716) 226-6264

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

### National Association for Children of Addiction

[www.nacoa.org](http://www.nacoa.org)

- Adult and Family support
- Education, advocacy and resources

### National Institute on Drug Abuse

[www.drugabuse.gov](http://www.drugabuse.gov)

- Education and resources
- Research and training
- Clinical resources

### New Directions Youth and Family Services

<https://fosteringgood.org/>

- 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](http://www.nyproblemgambling.org)  
(716) 833-4274

- Assessment
- Referral
- Treatment
- Recovery support

### Rural Outreach Center

[www.theroc.co](http://www.theroc.co)  
(716) 240-2220

- Care Coordination
- Counseling
- Benefits Assistance

### Salvation Army

[www.buffalo.salvationarmy.org](http://www.buffalo.salvationarmy.org)  
(716) 883-9800

- Family emergency
- Adult rehabilitation
- Senior services

### Veterans One-stop Center of WNY

[www.vocwny.org](http://www.vocwny.org)  
(716) 898-0110

- Veteran services
- Peer support

### Overdose Prevention Training Resources

#### Erie County Department of Health's Naloxone Training

[www3.erie.gov/health/naloxonenarcan](http://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.narcancan.com](http://www.narcancan.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/](http://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](http://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](http://www.12steptoolkit.com)

#### Calm App

[www.calm.com](http://www.calm.com)

#### SoberTool

[www.sobertool.com](http://www.sobertool.com)

### U.S. GOVERNMENT MENTAL HEALTH EDUCATION AND RESOURCES

[www.mentalhealth.gov](http://www.mentalhealth.gov)

- 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.