Buprenorphine Hotline FAQs

1. Who is eligible to get a buprenorphine prescription by calling the hotline?
   Anyone who lives in Rhode Island who:
   - Regularly uses opioids
   - Are in opioid withdrawal
   - Are not currently taking methadone
   - Are not currently getting buprenorphine from another prescriber

2. What insurance do you need to have to be eligible? If you have insurance, are there copays?
   Calls: The call costs nothing and you don’t need insurance to talk to a prescriber. 
   Medications: Insurance will help you pay for prescribed medications (buprenorphine (Suboxone), naloxone, and other meds). Costs for medications and co-pays are dependent on your insurance. However, there are coupons available that can help make the medications more affordable.
   i. [https://www.goodrx.com/buprenorphine-naloxone](https://www.goodrx.com/buprenorphine-naloxone)
   ii. [https://www.goodrx.com/narcan](https://www.goodrx.com/narcan)

3. What if I don't have insurance?
   Calls: The call costs nothing and you don’t need insurance to talk to a prescriber. 
   Medications: If the individual does not have insurance, they can still access buprenorphine (Suboxone) at a lower cost using the same coupon as above. You can sign up for insurance through [HealthSourceRI](https://www.healthsource.ri.gov/).

4. How long does the process take?
   In total the phone call should take less than an hour.

5. Where can I fill my prescriptions?
   You can fill them at any pharmacy of your choosing.

6. What medications are available through this hotline?
   Buprenorphine, naloxone, and additional medications to help manage withdrawal

7. How long do you write prescriptions for?
   Prescriptions will be for the duration of time until a person’s follow up appointment for maintenance treatment. This will vary from 1 to 2 weeks. Daily dosage amounts and frequency will depend on each individual's needs.

8. Who will prescribe my medicine moving forwards?
   Most follow up appointments will be made at the Lifespan Recovery Center. Some of the providers who staff the hotline have their own practices and may schedule callers
for a follow up appointment with them. We can also refer to another program for follow-up depending on personal preference or where you live in Rhode Island.

9. Will my information be confidential?
Yes, your information will be treated in the same manner as any other health care encounter. Information shared with a hotline clinician will be confidential and subject to HIPAA protections.

10. Who will answer the phone? Will I be speaking with a medical provider?
An answering service will answer the phone to connect the caller to a prescriber. This will vary slightly by time of day and day of the week.
   - Monday- Friday, 8am-8pm and Saturday 8am-1pm: Calls will be answered by the Lifespan Access Center. They will make sure the person is in the Lifespan system, schedule a follow up appointment, and connect the caller to the provider.
   - After hours, the Lifespan Call Center will answer the phone, take someone’s name and number, call the provider, and the provider will call the person back within the hour.

11. Can I call for someone else?
You can help someone call us, but we need to speak with the person whom we will be prescribing for.

12. What are the hours of operation?
It is 24/7. On evenings and weekends, you will get a call back within the hour. Otherwise, you will be connected directly to the clinician after registration.

13. How soon after the call will my prescription be ready?
Prescriptions will be ready as soon as the pharmacy is able to fill them. This is generally the same day, however after hours, prescriptions may not be ready until the next day.

If you are concerned about an overdose or having another mental health or medical emergency, please call 911 immediately. The hotline is not meant to be used for life threatening emergencies.