Process Guide
What to Expect
**When 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 in the Northern Kentucky area.

**How do I use Casey’s Law to help a loved one?**

Casey’s Law helps family members help loved ones that may be unable to help themselves. For information on Casey's Law, we encourage you to visit www.caseyslaw.org. At the Residential Treatment Center, we can complete the Behavioral Health Evaluation. You will need to provide your own notary service as we do not offer that on site. To schedule an evaluation, please call our Admissions line at 859-491-4435 and ask to speak to a member of the Intake Team.

**How do you arrive?**

Our walk in hours are Monday through Friday 8:00am-7:00pm and on Saturday by appointment only 8:00 AM- 3:00 PM. You can arrive anytime during those hours to be evaluated by our Intake Team.

**Do you need to call?**

You do not need to call, you can come anytime during walk in hours Monday through Friday.
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.

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 need for services through us, we will make sure to provide you with referrals and connections to other agencies and community partners.

How long will I be here?

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

What do you do when you 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 you 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 do I do after the program?

Discharge planning starts at the point of admission. The clinical team will work with you to develop a comprehensive discharge plan that may include a referral to our Recovery Housing program.

What resources do I have after I complete the program?

Resources include outpatient clinical services and safe and affordable recovery housing.

What do I do if I don't have insurance?

We can help you enroll in an appropriate insurance plan. We can also discuss other payment options if you are not eligible to enroll in an insurance plan.

What types of insurance do you take?

We accept all five Kentucky Medicaid Managed Care Organizations as well as some commercial insurance plans. To verify, please call our Admissions line at 859-491-4435 and ask to speak to a member of our Intake Team regarding insurance verification.

Can my family / loved ones visit me?

Due to COVID precautions, we do not allow visitors at this time. You may get a chance to connect with your family and loved ones during individual sessions with your clinician.
Have questions?

Call 859.491.4435 and press 1 to speak with our Triage staff. They are available during walk-in hours.

For women's or men's residential intake information, call 859-491-4435.

For intensive out-patient counseling information, call 859.491.4435 and press 1 for admissions.

For more information, email us at info@transitionsky.org