Below is the process for accessing drug and alcohol treatment services for individuals who do not have their own private or public insurance and who also meet the County eligibility criteria.

**START**

Is the client in a life-threatening medical or psychiatric situation/condition?
- **Yes**
  - Medical: Call 911 or go to the nearest hospital/ER.
  - Psychiatric: Contact Valley Creek Crisis at 877-918-2100
- **No**

Is the client attempting to access drug and alcohol treatment after business hours?
- **Yes**
  - Does the client need detoxification?
    - **Yes**
      - Go to the nearest hospital/ER.
    - **No**
      - Hospital staff will work to set-up a door-to-door transfer to a contracted residential drug and alcohol facility.
- **No**

The client will need to wait until the next business day to schedule an assessment.

Is the client attempting to access drug and alcohol treatment during business hours?
- **Yes**
  - Client must contact the nearest contracted outpatient assessment provider.
- **No**

An assessment will be conducted, face-to-face, to determine if treatment is needed and if so, what will be the most appropriate level of care and treatment facility.

Client should comply with all treatment recommendations by the assessor as well as each treatment provider the client attends.
Below is the process for accessing drug and alcohol treatment services for individuals who have their own private or public health insurance coverage.

Is the client in a life-threatening medical or psychiatric situation/condition?

- **Yes**
  - Medical: Call 911 or go to the nearest hospital/ER.
  - Psychiatric: Contact Valley Creek Crisis at 877-918-2100
  - Client will be stabilized by medical/psychiatric personnel and funding source for services will be determined

- **No**
  - Does the client have private insurance? (Follow instructions on back of insurance card (e.g., call the 800 number) to access drug and alcohol/behavioral health treatment services.)

  - **Yes**
    - Follow instructions on back of insurance card (e.g., call the 800 number) to access drug and alcohol/behavioral health treatment services.

  - **No**
    - Does the client have public insurance (e.g., CCBH in Chester County)?
      - **Yes**
        - Is the client attempting to access drug and alcohol treatment during business hours?
          - **Yes**
            - Contact the nearest contracted outpatient assessment provider.
          - **No**
            - Follow instructions on back of insurance card (e.g., call the 800 number) to access drug and alcohol/behavioral health treatment services.

      - **No**
        - An assessment will be conducted, face-to-face, to determine if treatment is needed and if so, what will be the most appropriate level of care and treatment facility.