



Harvard Pilgrim  
Health Care



Call for help. Call for hope.  
The Optum Substance Use Disorder Helpline is here for you.

Dealing with substance use disorder can be frightening and overwhelming. Whether you have a loved one who is facing the challenges or you're worried about your own substance use, you may feel worried and helpless.

You're not alone. You and millions of others, from all walks of life across the country, are coping with this issue. Some are addicted to alcohol. Some are battling drugs. Either way, substance use disorder is not a sign of weakness. It's not about being a bad person. It's a treatable disease. And we're here to help.

### Recognizing unhealthy drug use in family members<sup>1</sup>

Sometimes it's difficult to distinguish normal teenage moodiness or angst from signs of drug use. Possible signs that your teenager or other family member is using drugs include:

- **Problems at school or work** — Frequently missing school or work. A sudden disinterest in school activities or work. Or a drop in grades or work performance.
- **Physical health issues** — Lack of energy and motivation. Weight loss or gain. Or red eyes.
- **Neglected appearance** — Lack of interest in clothing, grooming or looks.
- **Changes in behavior** — Exaggerated efforts to bar family members from entering his or her room. Being secretive about where he or she goes with friends. Drastic changes in behavior and in relationships with family and friends.
- **Money issues** — Sudden requests for money without a reasonable explanation. Discovering that money is missing or has been stolen. Or that items have disappeared from your home that might be being sold to support drug use.

### Call us. We care.

The Substance Use Disorder Helpline is staffed with highly trained and licensed recovery advocates. The recovery advocate will talk with you about your concerns and your unique needs. They will educate and guide you or your loved one. The recovery advocate can refer to a substance use disorder treatment professional who will develop a personalized treatment plan. They can also help you with family support.

The Substance Use Disorder Helpline is available at no added cost to you. It is part of your health benefit. You can remain anonymous when you call. Your information will be kept confidential in accordance with state and federal laws.

**Call the Substance Use  
Disorder Helpline at  
1-855-780-5955,**

24 hours a day. Or visit  
[liveandworkwell.com/recovery](http://liveandworkwell.com/recovery).  
It's an important step toward  
hope, recovery and health.

**Questions? Call Member Services:  
AllWays: 1-844-875-5722  
HPHC: 1-888-777-4742**

<sup>1</sup> Mayo Clinic. Drug addiction: Risk factors. <https://www.mayoclinic.org/diseases-conditions/drug-addiction/symptoms-causes/syc-20365112> Updated: Oct 26th, 2017. Accessed: Oct 11th, 2019.

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Only a treating health care clinician or physician can endorse any treatment or medication, specific or otherwise. This service provides referrals to such a professional, as well as information to help you maintain and enhance your personal health management. This service and information is not meant to replace professional medical advice. Certain treatments may not be included in your insurance benefits. Check your health plan regarding your coverage of services.