

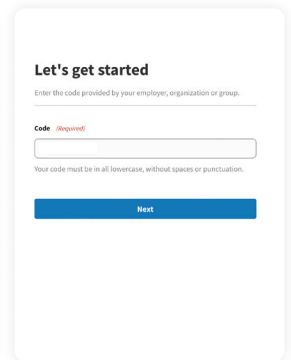
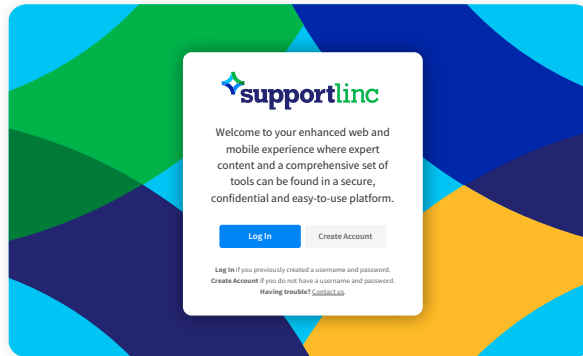
# Addiction Care Navigator

Evaluate your risk, find support

The Addiction Care Navigator online clinical assessment offers a stigma-free, anonymous and confidential way to assess substance use risk and to immediately connect you with care and support.

## Step 1. Visit your web or mobile platform.

Visit supportlinc.com or use the mobile app and log into your account. If you have not registered for a personal profile, click on Create Account and enter your group code. You will only need your group code this one time. Then, create your individual username and password.



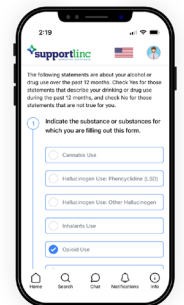
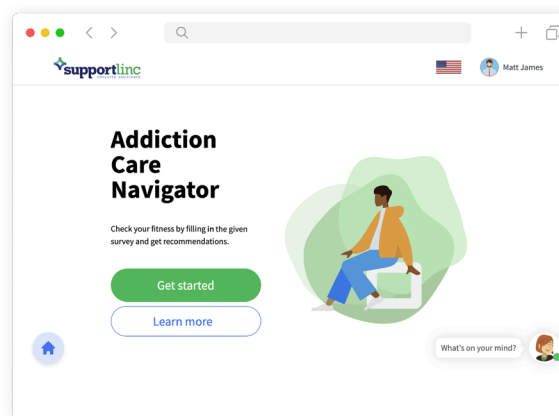
## Step 2. Find the Addiction Care Navigator icon on the home page.

Locate the Addiction Care Navigator icon on the home page. Addiction Care Navigator is also available through the mobile app, which you can download by scanning the QR code below.

## Step 3. Complete the questionnaire.

Answer the questions to the substance use risk assessment to receive personalized recommendations for care and information on connecting to an Addiction Care Coach.

**Have questions?** Please see pages 2 and 3 for answers to frequently asked questions.



Download the mobile app  
by scanning this QR code.



# Frequently Asked Questions about Addiction Care Navigator

- 1. What is Addiction Care Navigator?** A clinically validated assessment tool to encourage individuals to assess their risk for substance use disorders in a stigma-free way. Receive personalized recommendations for care and information on connecting to an Addiction Care Coach, a licensed master's level clinician.
- 2. How do you protect my privacy?** Your privacy is important to us. The Addiction Care Navigator assessment is completely confidential. The results and your personal report are never shared with your employer or anyone else. All communication between you and Coaches is encrypted and stored securely. No information is released to any third party except as required by law, as in the case of an imminent threat to your safety or the safety of another person. For more information, please review our Privacy Policy.
- 3. Who provides the coaching?** Every Coach is a licensed and experienced master's level clinician with the qualifications, skills and training to deliver safe and effective coaching and care. Each Coach has advanced Screening, Brief Intervention and Referral to Treatment (SBIRT) training to quickly assess the severity of substance use and identify the appropriate level of intervention and treatment.
- 4. What do the letters such as LCPC, LCSW and BC-TMH by the name of the Coaches mean?** All of our Coaches are licensed and experienced mental health professionals. The letters by their name refer to their specific professional credentials. For example, LCPC stands for Licensed Clinical Professional Counselor, LCSW stands for Licensed Clinical Social Worker and BC-TMH stands for Board Certified TeleMental Health Provider.
- 5. When will my Coach respond to me?** After you complete the assessment, a Coach will respond within one day, Monday through Friday, excluding holidays. They will schedule a video or telephone session and create a personal care plan.
- 6. How can a Coach help?** An Addiction Care Coach works with you to develop a personalized addiction care plan, which may include:
  - Digital self-help tools and resources
  - Text therapy
  - In-person or video counseling
  - Referrals to:
    - Community-based resources, self-help groups or MHSA benefit plan resources
    - Medication Assisted Treatment (MAT)



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Support for everyday issues. Every day.

# Frequently Asked Questions about Addiction Care Navigator

- Intensive Outpatient Treatment (IOP)
- Partial Hospitalization Program (PHP)
- Inpatient/residential treatment
- Detoxification

The Coach will follow up to ensure the connection to care is appropriate or assist with additional needs as necessary.

- 7. Can I take the assessment to see if a loved one has an addiction?** Yes. A participant can take the assessment on behalf of a loved one and, if desired, share the personal results with them by downloading the report and care recommendations.
- 8. Once started, is it possible to change Coaches?** If you feel that your Coach is not a good fit for you, you may request a new Coach at any time directly through Addiction Care Navigator. All Coaches receive special training to help ensure a smooth transition.
- 9. Can a minor use Addiction Care Navigator?** Addiction Care Navigator is intended for individuals aged 18 and over.
- 10. Can I use Addiction Care Navigator if I am outside of the U.S.?** Yes. The care plan includes resources relevant to and available in the country in which you reside, including digital self-help tools, coaching, in-person or video counseling and referrals to community-based resources and self-help groups.



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