

- 1. What is the purpose of this program?**
  - a. This is an intensive residential treatment program for individuals who are struggling with dependency and addiction to drugs and/or alcohol. Crestone Residential Treatment Services is uniquely poised to address individuals with Co-Occurring mental health concerns (like depression, anxiety, PTSD, and Bipolar disorders).
- 2. How long is the treatment program for?**
  - a. The Crestone Residential Treatment Services program will be 30 to 60 days in length depending on client need and the ability to pay for treatment services, via insurance coverage or cash payment.
- 3. Will Medicaid pay for my treatment in The Crestone Residential Treatment Services program?**
  - a. Unfortunately at this time residential treatment is not a covered benefit under Medicaid.
- 4. How is treatment paid for?**
  - a. The Crestone Residential Treatment Services may be covered by private insurances, Medicare, and has self-pay rates. The Crestone Residential Treatment Services program has access to some grant monies to cover the cost of treatment for certain applicants, who meet the requirements of the grantor. The cash rate cost of the Crestone Residential Treatment Services program is \$ 12,500 per 30 days.
- 5. How do I get into The Crestone Residential Treatment Services?**
  - a. Complete the application provided on our website and submit it to [CrestoneResAdmit@health.solutions](mailto:CrestoneResAdmit@health.solutions) once your application is received you will be contacted to schedule a phone interview with a member of the Crestone Residential Treatment Services admission team. Following your phone interview you will be informed whether or not you have been accepted into the program. Once accepted into the program an admission date and time will be scheduled when a bed becomes available.
- 6. What do I have to do before I enter the program?**
  - a. The Crestone Residential Treatment Services program is not credentialed as a detox or to perform detoxification services so all participants will need to complete detox prior to admission or be stabilized on Medication Assisted Treatment prior to admission.
  - b. All participants will be required to complete the application via online or in paper format and submit it to our agency. You can submit your application in person at our 41 Montebello Rd. Suite LL1 (Crestone Recovery) location or via email at [CrestoneResAdmit@health.solutions](mailto:CrestoneResAdmit@health.solutions).
- 7. Will I be able to leave the program?**
  - a. The Crestone Residential Treatment Services is a voluntary treatment program so you will be able to leave at any time. Leaving before you have completed treatment will be considered Against Medical Advice (AMA) and you will have to go through the application process again to re-enter the program. For those using their medical insurance to pay for treatment, 'Leaving Against Medical Advice' may also affect your insurance coverage, so please check with your insurer prior to admission.
- 8. Will I be able to see my family while I am in treatment?**
  - a. Yes, the program has visitation scheduled on Saturdays and Sundays, with a special family meal during lunch time provided on Sunday. Visitation is not allowed on the week days but participants in the program will be able to call friends and family when they are not engaged in treatment services during the weekdays.
- 9. Does The Crestone Residential Services prescribe Suboxone or Vivitrol?**
  - a. The Crestone Residential Treatment Services will not prescribe Suboxone but is partnered with an on-site provider who can assist participants with Medication Assisted Treatments.

**10. What can I bring?**

- a. [What to Bring](#)

**11. Who do I contact if I have questions not answered by the FAQ sheet?**

- a. Any further questions can be submitted in email at [CrestoneResAdmit@health.solutions](mailto:CrestoneResAdmit@health.solutions) or by contacting 719-423-1900.