

719-545-2746



Getting Started is Simple!

Are you in need of support? Are you coping with grief, life changes, unexpected challenges, or difficult emotions? Are you in need of mental health or substance use treatment? Getting started is as easy as walking through the door. Health Solutions offers walk-in enrollment and intake services at most locations.

Frequently Asked Questions

Q: What insurance do you accept?

A: Medicaid and some Medicare plans. Please call us at **719-545-2746** to verify that your insurance is accepted before you plan to visit.

Q: What days/times are available?

A: For individuals with Medicaid, our offices on Abriendo and Chinook have walk-in services available Monday-Friday 8:00AM-2:30PM and our office on Montebello has walk-in services available Monday-Friday 8:00AM-4PM.

If you have Medicare, need services for a child under 5 years old, or need services in Walsenburg or Trinidad,

please call us at **719-545-2746** or **719-846-4416** (Trinidad) or visit us at www.health.solutions for the most up to date information.

Q: What will happen when I come in?

A: A Health Solutions staff member will greet you, take some basic information, and help you start basic paperwork. You will meet with a case manager who will complete paperwork with you and begin gathering information about the symptoms or difficulties you may be dealing with. A clinician will take over to complete your assessment and work with you to identify a plan for your individual treatment needs.

Q: How long does the process take?

A: We ask that you allow at least 2½ hours to complete the entire process. This process is completed on a first come, first served basis. We value your time and will do our best to make you comfortable, should you experience any wait time in the process.

Q: What happens after?

A: **You** will schedule for your first therapy appointment. Within one week of your walk-in appointment we will also be able to offer you case management and medication services appointments.



Our Locations:

Crestone Recovery
41 Montebello Rd.

Adult Services
1304 Chinook Ln.

Youth and Family Services
1012 W. Abriendo Ave.

The Family Center
1591 Taos Rd.

Walsenburg
926 Russell St.

Trinidad
417 S. Indiana Ave.
Call 719-846-4416

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Open Access

Health Solutions has simplified the steps for returning to treatment or starting services through a new process called Open Access. Open Access allows a new or returning client to walk-in and complete enrollment, assessment, and initial treatment plan without an appointment.

What those referred to Health Solutions can expect:

- The process takes a minimum of 2½ hours. Health Solutions will guide you through each stage of the process.
- If we cannot accommodate a client when they arrive, we will make arrangements for the client to return and complete the process at the time of client's choosing, within 48-hours (the return time-frame may be longer for Medicare clients)
- Clients should plan to bring ID, insurance cards, referral info, legal or custody paperwork (for youth clients), and proof of income (if requesting self-pay services)
- Adults in Pueblo who are involved with probation, parole, pending charges, DSS, and those in need of intensive substance use treatment services **must** be seen at Crestone Recovery Services.

Pueblo		
Location	Medicaid and Self-Pay	Medicare only or Medicare/Medicaid
Crestone	M-F 8AM-4PM	Monday 8-10AM or Wednesday 12PM-2PM
Chinook	M-F 8AM-2:30PM	Tuesdays 8-10:30AM or Thursdays 12PM-2:30PM
The Family Center	Fridays: Youth 8AM-2:30PM	Mondays: Adults 8AM-2:30PM
Youth & Family Services	M-F 8AM-2:30PM	

	MONDAY		TUESDAY		WEDNESDAY		THURSDAY		FRIDAY	
	Trinidad	Walsenburg	Trinidad	Walsenburg	Trinidad	Walsenburg	Trinidad	Walsenburg	Trinidad	Walsenburg
Medicaid or Self-Pay	1-2:30 PM		9-10:30 AM	1-3 PM	1-2:30 PM		9-10:30 AM	8-10 AM		
Medicare or Medicaid/Medicare										1-3 PM

End times listed are cut-offs; clients must arrive and check-in by this time in order to be eligible to be seen that day.

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