



Phoenix House
Rising Above Addiction

Frequently Asked Questions (FAQ)

Phoenix House New England
Keene Center

About Phoenix House New England

What is Phoenix House New England?

Phoenix House is a nationally recognized and accredited behavioral healthcare provider, specializing in the treatment and prevention of substance use disorders and co-occurring substance use and mental health disorders. Phoenix House is a not-for-profit organization with more than 45 years of continuous experience and programs in 11 states and the District of Columbia.

Credentials/Licensing

Is your program accredited/licensed?

Phoenix House Keene Center is accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities, a nationally recognized standard of excellence. We are also licensed by the New Hampshire Department of Health and Human Services.

What type of professionals will be working with my loved one?

Our primary care providers are a team of highly skilled licensed professionals holding bachelor's and master's degrees. A psychiatrist, a psychiatric nurse, and additional medical consultants are available as needed.

Treatment and Services

What types of treatment and services does Phoenix House Keene Center offer?

Phoenix House Keene Center provides substance abuse treatment for adults, including those with co-occurring mental health issues, at several different levels of care. Your treatment course will be based on your individual needs and goals. Our treatment programs are designed for short-term stays during which clients live on campus in a structured, yet comfortable therapeutic setting. Depending on an individual's diagnosis, medication-assisted detoxification from alcohol and other drugs may be an optional component of treatment. Clients attend individual and group sessions with master's level therapists, counselors, support staff and their peers. For clients with co-occurring mental health issues, psychiatric interventions are available.

Our services include Keene Center's Partial Hospitalization Program (PHP) which provides a structured course of clinical groups and activities for four to six hours per day, seven days a week. Our seven-day Intensive Outpatient Program (IOP) provides a structured program of clinical groups and activities for three to five hours per day, seven days a week. For clients residing too far away to commute to PHP or IOP, Phoenix House Keene Center provides a boarding option. Shared apartments and rooms are available with meals included at a scheduled rate.



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Whom do you treat at your facility?

Phoenix House Keene Center provides treatment and evaluation services for adults, ages 18 and older, who have or may have issues with substance use or a combination of substance use and other mental health issues. We also provide educational and supportive services to family members, friends, significant others, and the community. In addition, Self-Assessment Saturdays for Youth (SASY) is an eight-hour outpatient course offered by Phoenix House Keene Center and serving youth ages 13 to 21 who have violated school and legal drinking regulations or have been experimenting with alcohol and other drugs. SASY sessions take place on two consecutive Saturdays from 9 AM to 1 PM.

How long is your program?

Because we recognize that everyone is unique and different, treatment at Phoenix House is individualized to meet your particular needs. We have programming that can accommodate stays from as short as one week to as long as one year. It all depends on what you need and, of course, what you want.

What are your success rates?

Phoenix House has been serving families for many years and our success rates have been above the national average due to our emphasis on providing individualized treatment and embracing the most current evidence-based practices. Our approach also builds family awareness and increases family engagement in their loved one's recovery. It is important to note that successful recovery from substance use disorders, or co-occurring substance use and mental health disorders, requires professional treatment and careful adherence to an appropriate aftercare plan. That said, our completion rate of 62.5 percent is ten percent above the national average.

How do I get admitted to your program?

Please call Phoenix House at 1 800 DRUG HELP (1 800 378 4435) to schedule an appointment. You will be contacted by Phoenix House Keene Center's intake office or by an after-hours representative who will interview you over the telephone. We can typically schedule an assessment and arrange for admission to a program within 24 to 48 hours, space permitting. Payment options and insurance coverage will also be discussed during the telephone interview, and you will be notified within 24 to 48 hours regarding your eligibility for admission. You may also contact us via Phoenix House's website, www.phoenixhouse.org.

I know I have a problem, but I can't take time from my job to stay in a residential program. What are my options?

Outpatient care may be an appropriate option for you; Phoenix House New England offers many levels of care and different treatment regimens that can be customized to meet almost anybody's needs. However, the first step is seeing a professional to determine exactly what those needs are. Please call us at 1 800 DRUG HELP (1 800 378 4435), so we can help you find a treatment plan that you can live with and that just might save your life.

My loved one suffers from depression as well as drug abuse. Can you help him/her?

Yes. Phoenix House Keene Center offers assessment and treatment for co-occurring mental health issues as well as substance use disorders, and we have a psychiatrist and psychiatric nurse available for consultation, as needed.



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Besides counseling, what other activities and services do you offer?

In addition to nearby 12-step programs for additional support, passes are available at minimal cost to the local YMCA and yoga is offered at the Meditation Center, conveniently located near Phoenix House Keene Center. Located in the heart of New England's Monadnock region, the town of Keene offers an art museum, a public library, and public activities at Keene State College. Clients may also enjoy nature walks, shopping, and seasonal activities such as fishing and hiking.

My family member will be discharged from another treatment program. They suggested "step-down" services. What are those, and can I get them at your program?

If discharge planning suggests "step-down services," this means a lower level of care is advised. Phoenix House's continuum of care allows clients to move from more intensive to less intensive treatment or vice versa. We offer many different step-down services, including our Partial Hospitalization Program (PHP) and our Intensive Outpatient Program (IOP). Our Partial Hospitalization Program provides a structured course of clinical groups and activities for four to six hours per day, seven days per week. Our seven-day Intensive Outpatient Program provides a similar course for three to five hours per day, seven days per week. We often can combine levels of therapeutic services with room, board, and supervision.

What is your philosophy regarding 12-step programs such as Alcoholics Anonymous (AA) and Narcotics Anonymous (NA)?

While AA and NA are not part of our evidence-based professional therapy, they are supportive recovery elements encouraged by all of our programs. We make AA and NA literature available, encourage attendance at on-site and off-site meetings, and often include AA and NA participation as part of aftercare plans. We are firm believers in 12-step recovery programs, but also recognize that they are not for everyone and may not be appropriate in every situation.

About Insurance and Payment

Does your program accept insurance?

Yes. We accept most insurance plans, including Aetna, Anthem Blue Cross & Blue Shield of New Hampshire, Beacon Health Strategies, Blue Cross & Blue Shield of Vermont, CIGNA, Tufts Health Plan, and United Behavioral Health, among others.

I need treatment, but have no insurance. Can you still help me?

Yes, Phoenix House is a not-for-profit provider and we believe strongly in making treatment available to those who need it. Please call us at 1 800 DRUG HELP (1 800 378 4435) for more information.



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About Family Participation

What is your policy towards involving family members?

Phoenix House believes strongly in engaging the family as a partner in treatment. With the client's consent, frequent family communication and participation is highly encouraged. All family members are met at admission by the client care coordinator, who explains the program and answers questions. Family members are encouraged to visit and are asked to attend at least one family education group (offered on Sundays) and at least one family session with their loved one and his/her primary counselor.

About Treatment Program Policies

May I smoke while in treatment?

Yes, but we don't encourage it. We have outdoor designated smoking areas, but we also feature smoking cessation classes and we encourage you to choose this option. We can provide nicotine replacement therapy such as patches, and we can offer medication to aid in quitting. This choice is yours and we're here to help if you make the decision to quit.

What if I feel I need more help once I have completed treatment?

Treatment is just the first step on the path to recovery. We provide a comprehensive continuing care plan to all clients who leave our facilities at the completion of treatment. This plan will be crafted by you and your lead counselor and will include all the activities you need to continue your successful recovery. The plan will be based upon your own personal needs, strengths, abilities, and preferences.

Other Questions

I am going to a residential program. What should I pack?

A suggested packing list of clothing and toiletries will be provided by the Admissions Coordinator.

Is parking available at your facility?

Parking is limited in Keene, and we ask clients not to bring their vehicles to treatment unless special arrangements are made prior to arrival.

My loved one needs something more intensive than outpatient or Intensive Outpatient Program services. Do you have any programs to help him/her?

Depending on the individual's diagnosis, short-term residential treatment may be available. Medication-assisted detoxification from alcohol and other drugs may also be provided for some clients as a component of their treatment.

How do I know if my loved one needs treatment?

The need for treatment is determined through a comprehensive evaluation conducted by a clinician. Along with this evaluation, each case team discusses individual goals and needs with the client and, with the client's consent, with his/her family.



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How are these services designed to help my loved one recover from addiction?

Treatment is just the first step on the path to recovery. We provide a comprehensive, individualized recovery plan to all who leave our facilities at the completion of treatment. An aftercare plan will be crafted by the client and his or her lead counselor and will include all the activities needed to continue successful recovery. This plan will be based upon each client's own personal needs, strengths, abilities, and preferences.

Does the program provide food for people with special medical diets (diabetes, high blood pressure), religious or lifestyle preferences?

Yes, we request advance notice to ensure that we can accommodate special dietary needs.

What is the cost of treatment?

The cost of treatment varies based on services provided. Please contact us regarding insurance and self-payment options. Our skilled admissions coordinator will be happy to walk you through the process.

Can I visit my loved one while he or she is in treatment?

Yes. We encourage family involvement in the program, and we believe that the family is an essential component in the treatment process. Visiting hours for family members are held on Saturdays and Sundays from 3 to 5 PM. For safety and therapeutic reasons, only approved family members may visit and they must attend a Family Education and Support Seminar before the first visit.

What if my loved one gets sick while in treatment?

We help clients with their medical needs and will assist them in setting up doctor's appointments and providing transportation to the hospital if necessary. In an emergency, our staff will follow established protocols. These include calling 911, performing appropriate interventions by certified staff, providing the rescue team with all necessary medical or psychiatric information, notifying the client's emergency contact about the incident, and notifying the program director and appropriate authorities.

