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 Rhode Island Outpatient Centers are accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities, a nationally recognized standard of excellence. We are also fully licensed by the State of Rhode Island.

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

Your loved one will be working with a team of highly skilled and qualified professionals, including licensed social workers and chemical dependency counselors.

Treatment and Services

What types of treatment do you offer?

Phoenix House offers a wide variety of programs and services to meet most clients’ needs. We provide assessments to evaluate the particular level of care and placement that best suits the client. We offer two program levels: Outpatient (OP) and Intensive Outpatient (IOP). Clients in our OP program attend one 60-minute session each week, and our IOP program provides nine hours of counseling sessions weekly, with each session lasting three hours. Clients live at home and continue working or attending school while receiving treatment. Our programs also provide services to those who have been dually diagnosed with mental health disorders.

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 various lengths of stay. It all depends on what you need and, of course, what you want.

Whom do you treat at your facilities?

We provide treatment and evaluation services for adults and teens who have or may have issues with substance use or a combination of substance use and other mental health issues but whose use does not warrant residential treatment. We also provide educational and supportive services to family members, friends, significant others, and the community.
Frequently Asked Questions (FAQ)
Phoenix House New England
Rhode Island Outpatient Centers

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.

How do I get admitted to your program?
Call Phoenix House at 1 800 DRUG HELP (1 800 378 4435). All you have to do is call, and our skilled staff will walk you through the process.

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?
Absolutely. Our staff and programs are designed to help those who have co-occurring mental health issues as well as addiction or substance abuse problems.

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?
Step-down services are designed to continue treatment at a lower level of care (such as Outpatient or Intensive Outpatient) for individuals who were previously in residential treatment. We offer many different step-down services; Phoenix House Rhode Island Outpatient Center will work with your family member’s current treatment staff to design a step-down program that will best meet his or her needs.

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

Do your programs accept insurance?
Yes, we accept most insurance plans, including Aetna, Blue Cross & Blue Shield of Rhode Island, UnitedHealthcare, United Behavioral Health, and Tufts Health Plan. Please contact us and one of our professional staff members will walk you through the process.

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. Phoenix House Outpatient Centers provide treatment and services for uninsured Rhode Island residents who meet all eligibility requirements. Please call 1 800 DRUG HELP (1 800 378 4435) to discuss options.

About Family Participation

What is your policy towards involving family members?
Substance abuse is a family illness, and family members are an important part of the treatment process. Phoenix House believes strongly in engaging the family as a partner in treatment. Whenever possible, and with the client’s consent, our program invites the participation of family members. We schedule family meetings with our clinicians, as required by the client’s individualized treatment plan.

About Treatment Program Policies

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

What if I miss a session?

It is very important to understand that consistent, continued treatment is vital to success in recovery. We encourage you to attend every scheduled appointment but understand that emergencies arise. We ask that you provide 24 hours notice of cancellation when possible.

Is parking available at your facilities?

Yes. Our facilities are also easily accessible by public transportation.

How are these services designed to help me recover from addiction?

We provide each client with an individualized recovery plan and teach him or her all the basic tools needed to achieve and sustain long-term recovery.

Are there any disorders that disqualify a person from being admitted to your program?

All potential outpatient clients must undergo an assessment before admission. If this assessment indicates that the individual requires detoxification or hospitalization, he or she will be deemed ineligible for outpatient services at Phoenix House. Some clients who enter an outpatient program may, for a variety of reasons including relapse, require transition to a higher level of care in a residential program.

How do I keep updated about my loved one's progress?

With your loved one's signed consent, you are welcome to call and inquire about his or her progress and to schedule family meetings. Each client is assigned a counselor, who serves as his or her personal liaison with the family.