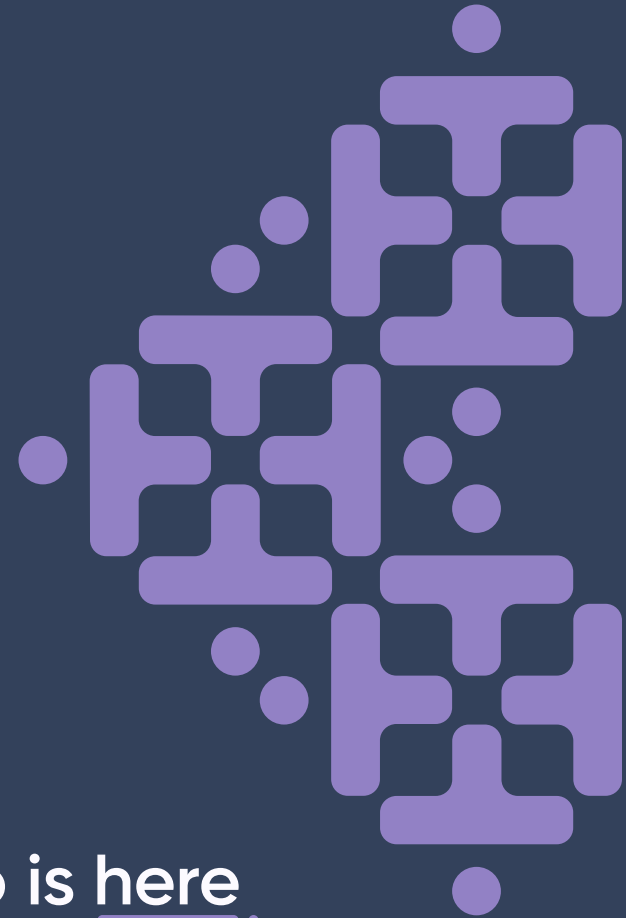


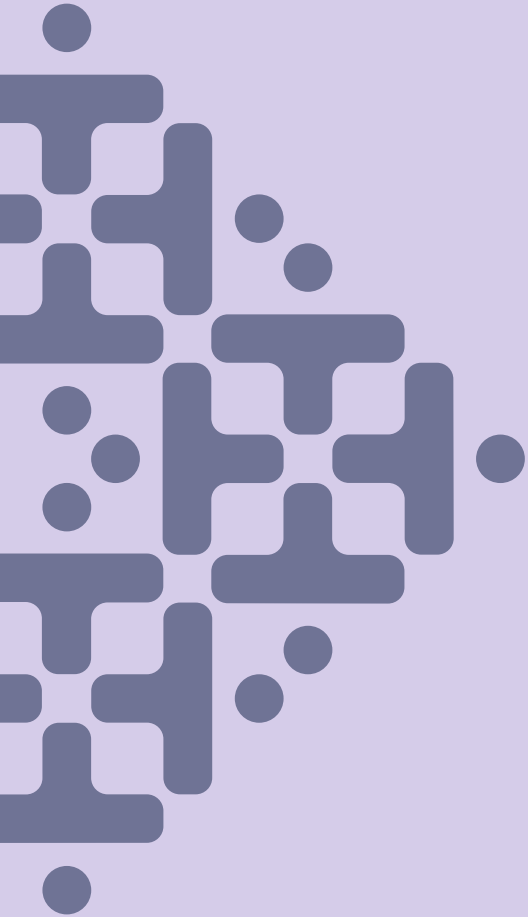


# Illinois Innovations: HELP is Here: Illinois Helpline

June 2026

Help is here.



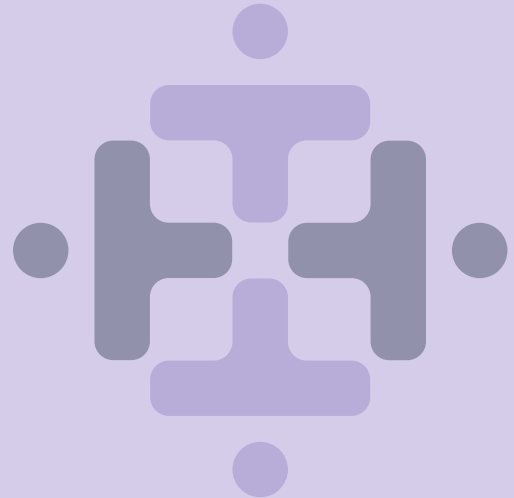


## Agenda

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- What is the Helpline
- What does the Helpline do
- How to use the Helpline
- How to promote the Helpline
- MAR Now program

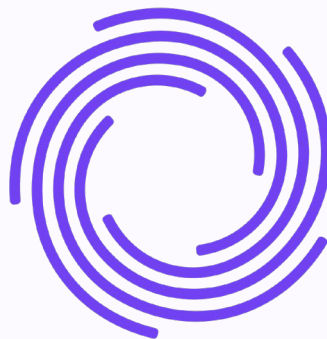
# What is the Helpline



# Introduction

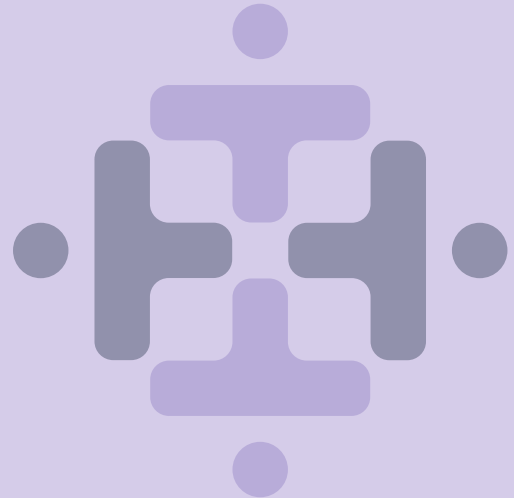
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- Administered by Illinois Department of Human Services, Division of Behavioral Health and Recovery
- Funded by the Substance Abuse and Mental Health Services Administration through the State Opioid Response grant
- Operated by Health Resources in Action
  - Nonprofit public health organization
  - Boston-based with national reach
  - 20 years experience operating MA Substance Use Helpline
  - Operate Vermont Helplink and MA Problem Gambling Helpline



**HEALTH  
RESOURCES  
IN ACTION**

**What does the Helpline do?**



# Helpline Services

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- Assess consumers' needs through conversational interaction
- Provide referrals to treatment and recovery services
- Provide guidance about the care system
- Answer any questions about addiction, treatment, & recovery
- Provide follow-up services by a clinician with caller's consent



# Helpline Approach

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## Reduce barriers to accessing treatment and recovery services

- Guide users to appropriate services based on simple assessment questions
- Help users understand the treatment system

## Offer caring, non-judgmental, expert services

- Staff with relevant training, certifications, and experiences, and who also reflect the diversity of callers
- Linguistically appropriate services



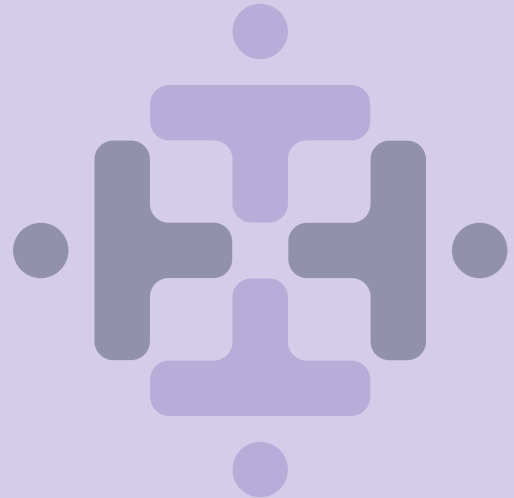
# Helpline Components

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- Database, website, telephone system, call center
- Call or text 24/7/365
- Phone services offered in consumers preferred language
  
- IL Helpline Website
  - offered English and Spanish
  - Assessment tool
  - Provider Portal
  - Live chat



# How Can I Use the Helpline?

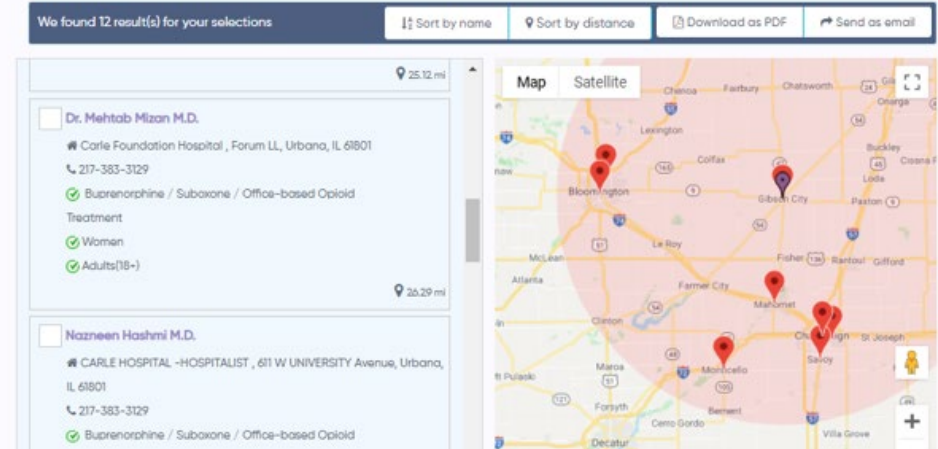


# Helpline Services

📞 Call **833-234-6343** or text **"HELP"** to **833234**

Español

- Find services for you or someone else
- Call or text 24/7/365
- Chat online
- Use our online service search



## Provider's Information

**Program:** Dr. Mehtab Mizan M.D.

**Address:** Carle Foundation Hospital ,  
Forum LL, Urbana, IL, 61801

**Phone:** (217) 383-3129

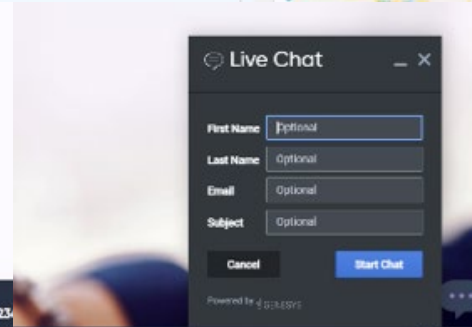
**Fax:** 217-326-1550

**Genders Served:** Men, Women

**Ages Served:** Adults(18+)

**Treatments Available:** Buprenorphine / Suboxone / Office-based Opioid Treatment

**Substances Treated (79)** +

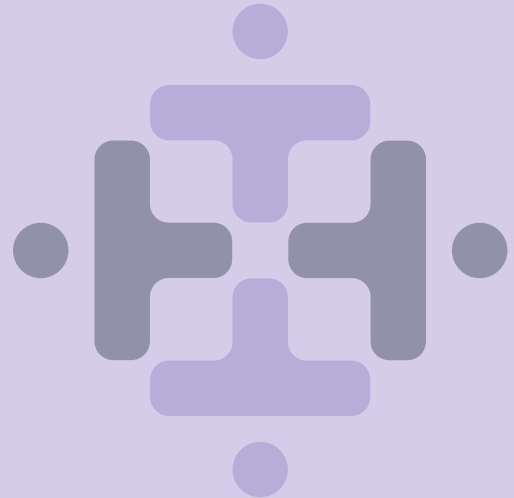


Follow us.

📞 Call **833-234-6343** or text **"HELP"** to **833234**



# How Can I Promote the Helpline?



# Referrals

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- Facilitate referrals to treatment services
- Use and encourage others to use provider portal
- Provide feedback on your and others' Helpline experience



📞 Call 833-234-6343 or text "HELP" to 833234

[GET HELP](#) [HELP SOMEONE](#) [STAY SAFE](#) [STOP OVERDOSE](#) [ABOUT](#) [PROVIDERS](#)

## Login

If you already have an account, please enter your email address and password to log in.

Email Address

Password

[Forgot your password?](#)

[Sign in](#)

If you encounter any technical problems while submitting this form, please contact [providersupport@hria.org](mailto:providersupport@hria.org)

## Account Sign Up

Not registered yet?

Sign up below to create a new account. By signing up, you can:

- View/Edit Provider Information
- Keep track of your submitted requests
- Update your profile
- *and more...*

I am signing up as a

[Service Provider](#)

[Recovery Residence](#)

[General public](#)



# Awareness

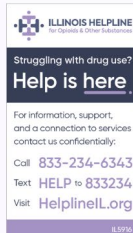
- Build awareness and visibility by promoting the Helpline in your community and among your networks
- Follow and promote on social media
- [Order and distribute materials](#)
- [Post badge/banner on your website](#)
- [Request IL Helpline videos](#)
- Contact us
  - Project Manager, Shawn Snavley – [SSnavley@hria.org](mailto:SSnavley@hria.org)
  - Marketing Manager, Erica Rogers – [ERogers@hria.org](mailto:ERogers@hria.org)

## Order free helpline materials

To download digital badges and banners please [click here](#).

To download videos from the Illinois Helpline please [click here](#).

Home



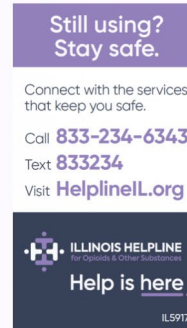
Wallet Card with Text  
Number

Add to cart



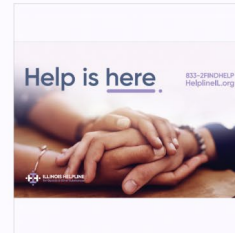
MAR NOW Wallet Card

Add to cart



Still Using? Stay safe.  
Wallet Card – English /  
Spanish

Add to cart



Postcard for consumers –  
English

Add to cart

# MAR Now

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# Lowering Barriers to MOUD and MAUD: Illinois Medication Assisted Recovery Now (MAR NOW) Telehealth Hotline



# MAR NOW Program Overview



## MAR Now launched May 9, 2022 as a Chicago Pilot Expanded Sept. 1, 2022 Statewide

- Funded by Chicago Department of Public Health (CDPH) and Illinois Department of Human Services Division of Behavioral Health and Recovery (IDHS/DBHR)
- Operated by Family Guidance Centers, Inc. (FGC). FGC provides methadone, buprenorphine, and naltrexone at their Chicago and statewide clinics.
- Operates through the existing 24/7 IL Helpline for Opioids and Other Substances: **833-234-6343**
- Provides low-barrier, rapid access to buprenorphine, methadone, and naltrexone to all callers regardless of insurance status, income, ability to pay, or documentation status.



# Program provides access to medication within 48 hours of first call

Individual calls 24/7 IL Helpline for OUD & AUD treatment, withdrawal support

IL Helpline directly transfers caller to MAR NOW Care Manager

**24/7 Access**  
Connected to Care Manager & Provider

## Patient Options:

1. Buprenorphine home induction
2. Same or next-day MAR appointment at FGC (methadone, buprenorphine, naltrexone)
3. Connection to other SUD care in the community (withdrawal management, residential treatment)

Care Managers provide **free transportation**, insurance enrollment, assistance with pharmacy access, and follow up to ensure patient is connected to long-term care



# Hub and spoke model to ensures connection to ongoing community care

MAR NOW works closely with pharmacies to ensure that they have medications available and are able to assist patients

Pharmacies

care

Mental health providers

Mental health, primary care, and harm reduction services are key referral points *to and from* MAR NOW

Harm reduction providers

Primary care providers

MAR NOW

County Jails

All patients connected to outpatient MAR for long-term treatment in the community

Community MAR providers

Homeless shelters and encampment outreach

Program is working closely with jails and homeless shelters providers to offer linkage to MAR NOW



# Where to initiate MAR treatment via MAR NOW? Everywhere!

- In the Emergency Department
  - Ask the patient if they are interested in starting medication, re-started on medication or being connected to services for opioid or alcohol use disorder
    - If yes, have a team member give the patient access to a phone and they can call **833-234-6343**
    - The MAR NOW team will take it from there including case management
- Following Hospital Admission
  - Ask the patient if they are interested in starting medication, re-started on medication or being connected to services for opioid or alcohol use disorder
    - If yes, have a team member give the patient access to a phone and they can call **833-234-6343**
    - The MAR NOW team will take it from there including case management
    - Inpatient Team can start MAR if medically appropriate and MAR NOW case management team will coordinate follow-up and continuation
- In the Urgent Care, Outpatient Setting or Case Management/Outreach
  - Ask the patient if they are interested in starting medication, re-started on medication or being connected to services for opioid or alcohol use disorder
    - If yes, have a team member give the patient access to a phone and they can call **833-234-6343**
    - The MAR NOW team will take it from there including case management
- In Jails, Correctional Facilities or Re-Entry Programs
  - Ask the individual if they are interested in starting medication, re-started on medication or being connected to services for opioid or alcohol use disorder
    - If yes, have a team member give the individual access to a phone and they can call **833-234-6343**
    - The MAR NOW team will take it from there including case management
    - Facility medical staff may start MAR if medically appropriate and MAR NOW case management team will coordinate follow-up and continuation of care





**ILLINOIS HELPLINE**  
for Opioids & Other Substances

Help is here.

Call **833-2FINDHELP**  
(833-234-6343)

Text **Help to 833234**

Visit **HelplineIL.org**



# Program Data & Learnings



## Initial data indicates program model successfully connects patients to care

| May 9, 2022 – March 1, 2026: MAR NOW Call Data                            | Number | Percent of Total |
|---|--------|------------------|
| Calls from patients seeking OUD care                                      | 6574   |                  |
| Patients seeking methadone  | 572    | 9%               |
| Patients seeking buprenorphine  | 5860   | 89%              |
| Patients seeking injectable naltrexone                                    | 15     | .2%              |
| Patients seeking withdrawal management w/<br>medical stabilization on MAR | 73     | 1%               |
| Patients seeking residential treatment                                    | 54     | .8%              |

### Patient Connection Data

|   |      |     |
|---|------|-----|
| Methadone patients attended first appointment                                       | 481  | 84% |
| Buprenorphine patients connected to medication                                      | 5473 | 93% |
| Injectable Naltrexone patients attended first<br>appointment                        | 10   | 67% |
| Withdrawal management & medical stabilization<br>patients who showed at appointment | 71   | 97% |
| Residential treatment patients who showed at<br>appointment                         | 49   | 91% |

Connection to care is high across all treatment options.

Patients connected to withdrawal management and medical stabilization are also connected to FGC's mobile van and MAR.



## Initial data demonstrates home induction is safe and effective

| May 9, 2022 – March 1, 2026: Buprenorphine Patient Data                               | Number | Percent of Total |
|---|--------|------------------|
| Calls from patients seeking buprenorphine   | 5860   |                  |
| Buprenorphine patients connected to medication  | 5473   | 93%              |
| Patients connected to medication that received home induction                         | 5269   | 96%              |
| Patients connected to medication that received in-person induction                    | 204    | 4%               |
| Home induction patients connected to a community provider for ongoing care            | 5245   | 99%              |
| Home induction patients that experienced adverse events during induction              | 2      | 0.03%            |
| Home induction patients terminated from care due to suspicions of misuse or diversion | 0      | 0%               |

96% of callers connected to Buprenorphine access treatment through home induction, with only 4% accessing care in-person.

\*Note: connection to care pending for recent callers, data current as of March 7, 2026

EGC physicians provide a 14-day prescription for home induction, after which patients are connected to a community provider.



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EGC physicians provide a 14-day prescription for home induction, after which patients are connected to a community provider.



## Case studies demonstrate importance of low-barrier, rapid access to MOUD

A 28-year-old female called the Illinois Helpline on December 31st and was immediately connected to the MAR NOW program. She had recently been released from Cook County Department of Corrections, was uninsured, and was experiencing homelessness. She shared that despite an eight year history of using opioids and other substances, she had never received treatment for her substance use disorder.

She was immediately connected to a FGC medical provider and was prescribed buprenorphine, which she was able to access within two hours of her call. The MAR NOW Care Manager continued to work with her over the next few days to ensure that she was able to stay on her medication and also arranged for her to begin services in a residential substance use treatment program, all without any out-of-pocket cost to her. The MAR NOW Care Manager continued to follow up periodically with her and during a recent call she expressed her gratitude for the services she received through MAR NOW, saying “I am so grateful for the help I received. It saved my life.” To this day, she remains actively engaged in treatment services.



## Case studies demonstrate importance of low-barrier, rapid access to MOUD

A 40 year old female requesting buprenorphine for OUD treatment was connected to MAR NOW through the Illinois Helpline in mid-January. The caller was immediately connected to a FGC Medical Provider and was prescribed buprenorphine. The Care Manager verified they successfully obtained the medication at the pharmacy later that afternoon.

The next morning the Care Manager connected this caller to Cook County Health for ongoing MAR care. Following the warm-hand-off to the spoke provider, the Care Manager received confirmation the individual was able to continue MAR, uninterrupted. During the 2 week follow up call, the caller confirmed that she remains engaged in buprenorphine treatment with Cook County Health.



## Case studies demonstrate importance of low-barrier, rapid access to MOUD

A 49-year-old male was transferred to MAR NOW by the Illinois Helpline in February. He was taken into custody by the Greene County Sheriff's Department in Carrollton, IL after a court visit earlier that day. The caller reported experiencing withdrawal symptoms and was immediately connected to a medical provider and was prescribed buprenorphine. Within three hours of the initial call, the MAR NOW Care Manager verified that the medication was picked up at the local pharmacy. A Greene County Sheriff Officer also confirmed that they would send the caller home with the MAR NOW phone number to set up ongoing care upon release.

Thirteen days later the individual contacted the MAR NOW Care Manager stating he had been released and was seeking to establish buprenorphine treatment in his community. The caller was uninsured, so the Care Manager facilitated the hand-off to a provider able to support the caller's treatment and medication with no out-of-pocket cost. The caller also received round-trip Uber Health transportation to the clinic, arranged by the MAR NOW Care Manager.



## Case studies demonstrate importance of low-barrier, rapid access to MOUD

A 43-year-old male requesting buprenorphine for OUD treatment was connected to MAR NOW by the Illinois Helpline on February 7th. The caller was immediately connected to a FGC Medical Provider and was prescribed buprenorphine. The Care Manager verified they successfully obtained the medication at the pharmacy a few hours later.

The Care Manager arranged a warm hand-off to Southern Illinois University (SIU) to set up care with a provider close to him. After an initial attempt with a potential provider was unsuccessful, SIU connected the caller to Chestnut Health. Since the appointment for Chestnut Health was going to be after the initial prescription would run out, the caller received a bridge extension through MAR NOW to cover him until his scheduled appointment.



## Case studies demonstrate importance of low-barrier, rapid access to MOUD

A 63-year-old individual, confined to a wheelchair, was transferred to MAR NOW by the Illinois Helpline in mid-June at 11am. This caller was seeking methadone services and reported being a Medicaid (County Care) member.

The FGC Care Manager helped the caller arrange to come to an FGC location near their home that same day. The caller arrived shortly after 12:30 pm. and was able to see FGC's physician and receive their first dose of methadone by 2 pm. They have not missed any doses and are actively participating in counseling services.



## Testimonials demonstrate importance of low-barrier, rapid access to MOUD

“I feel like nothing better could have happened than getting connected with MAR NOW. I was low on hope and MAR NOW was able to give me that hope and get me where I needed to be. I am so grateful for my interactions with the staff on the line and the support from the doctor and the nursing team. It’s amazing to have a helpline like this set up for the people who need it the most.”  
-M.K.

“I’m very impressed with how quick and straightforward the process was!  
Thank you so much!” -CM

“I feel much better and stable since I called MAR NOW. Thank you for your services.” -VM



## Testimonials demonstrate importance of low-barrier, rapid access to MOUD

“If I had to rate my experience with MAR NOW on a scale of 1-10 I would easily rate it a 10. They’re very understanding of substance use. When I moved to Illinois, I had no clue where to turn. I was going through it; and in the hospital I was put in contact with them and they helped me find a clinic in no time. It maybe took 20 minutes and I was all set to meet with my new clinic the next morning! My care manager was the most kind and helpful person I’ve spoken to! Overall it was a refreshing experience dealing with MAR NOW and I hope they continue to help people for years and years!”

- J.M.

“MAR NOW saved my life! Thank you for helping me at my time of need.

I will definitely recommend a friend.” -DM



1. Providing **transportation** to clinic appointments and pharmacies lowers barriers to care and increases first appointment attendance rate
2. Concerted **outreach to pharmacies** is required to ensure that buprenorphine is available and pharmacists will fill prescriptions
3. Patients often need **intensive follow-up** from Care Managers to ensure they can make it to their first appointment.
4. Operating through the **existing IL Helpline for Opioids and Other Substances** provides baseline patient demand, aligns City and State efforts, streamlines expansion of program statewide, and allows for patient data matching to capture more information on demographics
5. Calls for withdrawal management and residential treatment are common, and provide opportunity for **education around buprenorphine treatment**.



## Contact us!

### Questions about the Illinois Helpline or HRiA?

Contact Shawn Snavley at [SSnavley@hria.org](mailto:SSnavley@hria.org) or Erica Rogers at [ERogers@hria.org](mailto:ERogers@hria.org)

### Questions about MAR NOW?

Contact Stacey Brenner at [sbrenner@fgcinc.org](mailto:sbrenner@fgcinc.org) or Ash Lopez at [alopez@fgcinc.org](mailto:alopez@fgcinc.org)

