

State of Connecticut  
Access to Recovery  
(ATR III)

Your Guide to Using  
Access to Recovery  
Services

Call Toll-Free  
(866) 580-3922



## What is Access to Recovery III?

Access to Recovery III, or ATR III, is a federally-funded program that provides services to support recovery from alcohol and other drug use. These services include traditional clinical treatment, as well as non-traditional recovery supports. ATR III is designed to provide resources within the community that can assist or enhance one's journey on the road to recovery.



No one knows more about your struggles and potential than you do. You will select ATR III recovery services that make the best of your strengths.

**YOU are at the center of your own recovery planning in ATR III.**

## What does ATR III pay for?

ATR III offers clinical and recovery support services such as care coordination, recovery management services, recovery oriented vocational services, faith recovery support services, and housing assistance.

## How do I get started?

ATR III has program participation requirements. You will need to call the ABH Customer Service Center to review these requirements. Once registered, you will make an appointment to meet a Care Coordinator (CC) to develop your recovery plan. Your CC will discuss your history and goals, and together you will develop a recovery plan. ATR III knows that the systems of care can be confusing. We want to help you understand your options so you can select services that will benefit you!

In addition to your selected service providers, you may also receive care coordination. Service staff will continue to meet with or check in with you to determine if the plans you made are working, or if change is needed.

Services are approved in 30-day increments. You will need to meet with your CC to renew or revise your services every 30 days. It is important to keep your follow-up appointment. **If you have to change your appointment, call the ABH Customer Service Center at 1-866-580-3922 right away to reschedule.**

## What if I don't like the service(s) I chose or want to add services?

You do not have to continue services if you don't like them. All ATR services are voluntary. You also have the option to change or add services and/or providers if you so choose. **You can call the ABH Customer Service Center at 1-866-580-3922 to make changes to your recovery plan.**

## What if I want to file a complaint?

If you have an issue with services, please talk to your ATR service provider. If the issue is not resolved, then please contact the ABH Customer Service Center at 1-866-580-3922 to file a complaint. All complaints will be investigated and the outcome of the investigation will be shared with you.



## Will my ATR III information be safe?

All of your service information will be securely stored. We will not report it to family members, other agencies, or anyone else unless you allow it. **We may ask you to allow us to speak to others on your behalf in order to help you set up services and help open doors to you.** We will only share what you have authorized to be shared in a signed “Release of Information” document. If you decide to allow us to speak to other people or agencies, you can take back that permission at any time.

Although we are a federally-funded program, the information we collect will never be used to personally identify you. We are required to collect certain information so that state and federal agencies can measure how well ATR III works with you and other people in similar situations.

## What other resources are out there?

The Care Coordinator can assist you to connect with ATR-funded services and non-ATR funded services. Your CC can review this information with you during your intake and follow-up visits.

**Please use this space to record important names, phone numbers, or appointments.**

Agency/Staff Name:

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Location & Appointment:

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Agency/Staff Name:

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Location & Appointment:

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Agency/Staff Name:

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Location & Appointment:

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Name (s)

Phone Number(s)

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