



# Open Access

## Accessible Mental Health and Substance Use Services for Adults and Children

Centerstone offers Open Access hours to help connect you with the mental health or substance use disorder services you need in a timely manner. Please review the following options before you walk in or call to schedule your assessment with Open Access:

If you have Medicaid, please feel free to use the walk-in hours at our Alton location to be seen for an assessment as soon as possible. Walk-in hours take place Monday - Friday, 9 a.m. - 2 p.m. Our Alton office is conveniently located at:

### Centerstone

2615 Edwards St.

Alton, IL 62002

If you have private health insurance or Medicare, please call (855) 608-3560 first to verify coverage and schedule your first appointment.

If you don't have health coverage, other alternatives may be available to you. Please call (855) 608-3560 to discuss your options.

### Know before you go:

- Walk-in crisis assessment services are available during business hours at the Alton office.
- Walk-in services are provided on a first-come, first-served basis.
- It will take approximately 1.5 to 2 hours to complete your assessment.
- A parent or guardian must be present for youth assessments.
- Please bring Insurance/Medicare/Medicaid Cards with you, along with a list of current and discontinued medications with dosages.
- Pregnant women will be given priority for substance use disorder services.

If you don't have health coverage, other alternatives may be available to you. Please call (855) 608-3560 to discuss your options. For more information about Centerstone, visit [centerstone.org](http://centerstone.org).