



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, walk into any of these locations Monday - Friday, 8 a.m. - 3 p.m.:

2311 S. Illinois Avenue
Carbondale, IL 62903

403 Municipal Drive
Carterville, IL 62918

1307 West Main
Marion, IL 62959

902 West Main
West Frankfort, IL 62896

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 all of the above locations.
- 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.