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bluegrass recovery

A FAMILY GUIDE · BLUEGRASS RECOVERY CENTER

Choosing treatment for someone you love.

What quality addiction care looks like, the red flags to walk away from, and the questions to ask any treatment center before admission.

What to look for
Nine marks of quality care, and how to check each one.

Red flags
Offers and answers that should make you stop.

Questions + worksheet
More than thirty questions and a side-by-side comparison.

(502) 385-4424
Call or text admissions, 24/7

421 Wabasso Ave, Louisville, KY 40209
bluegrassrecoverycenter.com · Edition: October 2026

HOW TO USE THIS GUIDE

You do not need to be an expert to choose well.

Most families start looking in a hurry, often late at night. This guide slows the decision down just enough to make a good one. Use it with any provider, including us.

1
Know the level of care

Match the setting to what your loved one needs right now. A clinical assessment confirms it.

2
Check for quality

Licensing, accreditation, evidence-based therapy, medication and a plan for after.

3
Ask, then compare

Use the questions on pages 5 and 6 and the worksheet on page 7 for two or three centers.

Levels of care, from most to least intensive

LEVEL	WHAT IT IS	USUALLY RIGHT WHEN
Medical detox	Supervised withdrawal management, usually lasting several days.	Withdrawal could be dangerous, especially from alcohol, benzodiazepines or opioids.
Residential	Live-in treatment with 24-hour support.	Home is unsafe, or the person cannot stay safe between sessions.
Partial hospitalization (PHP) ●	A full treatment day, several days a week; the person sleeps elsewhere.	They need structure most of the day but not 24-hour care; a common step after detox.
Intensive outpatient (IOP) ●	About three hours a day, several days a week.	They are stable enough to keep part of the day for work, school or home.
Outpatient (OP) ●	One or two sessions a week.	Stepping down from more care, or lower-intensity needs.
Medication (MAT) ●	Medication such as buprenorphine or naltrexone alongside counseling.	Opioid or alcohol use disorder. It can be part of any level above.

● Levels Bluegrass Recovery Center provides. We do not provide detox or residential care; we help families find it and step people into outpatient care afterwards.

If it is an emergency

Call **911** for an overdose or medical emergency. Call or text **988** for a suicidal or mental health crisis. If opioids are involved, keep naloxone at home; it is free in Kentucky through Find Naloxone Now KY.

NINE MARKS OF QUALITY CARE

What does good treatment look like?

No single feature guarantees recovery, but quality programs share these traits. Each one can be checked before your loved one walks in.

1 State licensed

Licensed to provide substance use treatment in its state.

How to check: Ask for the license number and type, then confirm with the state.

2 Independently accredited

Accreditation such as The Joint Commission or CARF means outside surveyors review safety and quality.

How to check: Search the accreditor's public directory (The Joint Commission: Quality Check).

3 Assessment before placement

A clinician assesses first and recommends a level of care, usually using the ASAM Criteria.

How to check: Ask who does the assessment and what happens if the level is wrong.

4 Evidence-based therapy

Approaches with research behind them, such as CBT, DBT and motivational interviewing.

How to check: Ask which therapies are used and how often each week.

5 Medication available

For opioid or alcohol use disorder, medication is offered on site or coordinated, not discouraged.

How to check: Ask which medications they prescribe and who prescribes them.

6 Mental health care too

Depression, anxiety and trauma are assessed and treated alongside substance use.

How to check: Ask whether a psychiatric provider is on the team.

7 Family involvement

Family sessions and education, with the client's consent.

How to check: Ask how families take part and what they will be told.

8 A plan for after

Step-down care, aftercare and recovery support are planned before discharge.

How to check: Ask what happens on the last day, and the week after.

9 Straight answers about cost

Insurance is verified before treatment starts, and out-of-pocket costs are explained in writing.

How to check: Ask for the estimate in writing, including what happens if insurance stops paying.

Further reading: SAMHSA, Finding Quality Treatment (samhsa.gov/find-support/learn-about-treatment/finding-quality-treatment); NIAAA, 10 Questions for Alcohol Treatment Programs (alcoholtreatment.niaaa.nih.gov); ASAM Criteria (asam.org/asam-criteria).

WHEN TO KEEP LOOKING

Which answers should make you walk away?

Families are vulnerable when they search, and some operators know it. Any one of these is a reason to pause; two or more is a reason to keep looking.

A promised cure
Guaranteed results, “success rates” with no source, or a promise that one stay fixes everything.

Free travel, housing or gifts
Offers of free flights, rent, cash or gifts in exchange for enrolling.

Pressure to decide now
“The bed is only open today.” A good program gives you time to ask questions.

No license or accreditation details
Vague answers when you ask for the license number or accreditor.

A call center that won't name the program
You cannot find out which facility you are actually talking to, or where it is.

No clear answer on cost
They will not verify insurance or put the out-of-pocket estimate in writing.

Medication discouraged
Medication for opioid use disorder is dismissed or forbidden as a rule.

No medical or psychiatric staff
No one qualified to manage withdrawal risk, medication or mental health.

One plan for everyone
A fixed length of stay or the same schedule for every person, no matter the assessment.

Family shut out
No way for family to take part, even when your loved one wants you involved.

If something feels wrong

Hang up and call back later, or ask a second program the same questions. You can also search verified treatment options at FindTreatment.gov (SAMHSA) or, in Kentucky, Find Help Now KY.

BEFORE ADMISSION · PART 1

What should you ask before admission?

Tick each question as you ask it and write the answer on the line. Ask the same questions of every program you compare.

LICENSING AND TEAM

- [ ] What is your state license, and who is it issued by?
- [ ] Are you accredited, and by which organization?
- [ ] Who leads clinical care, and what are their credentials?
- [ ] Is there a psychiatric provider or physician on the team?
- [ ] How many clients are in a typical group?

ASSESSMENT AND FIT

- [ ] Who does the assessment, and how is the level of care chosen?
- [ ] What happens if my loved one needs detox or more care first?
- [ ] Can they step down to less intensive care with the same team?
- [ ] How soon can treatment start after the first call?

TREATMENT ITSELF

- [ ] Which therapies do you use, and how many hours a week?
- [ ] How often will they see an individual therapist?
- [ ] How do you treat depression, anxiety or trauma alongside addiction?
- [ ] What does a typical program day or week look like?
- [ ] How do you handle a relapse during treatment?

MEDICATION AND HEALTH

- [ ] Do you prescribe medication for opioid or alcohol use disorder? Which ones?
- [ ] Who manages their current prescriptions?
- [ ] How are medical concerns handled during program hours?

BEFORE ADMISSION · PART 2

And the questions families forget.

FAMILY AND PRIVACY

- [ ] How can family take part, and how often?
- [ ] What will you tell me, and what consent does that need?
- [ ] Can my loved one change or withdraw consent?
- [ ] Who do I call if I am worried during treatment?

COST AND INSURANCE

- [ ] Will you verify our insurance before admission?
- [ ] What will we owe out of pocket, in writing?
- [ ] What happens if insurance stops authorizing care?
- [ ] Are there any fees not covered by insurance?

DAILY LIFE

- [ ] Where will they stay during treatment, and how do they get to the center?
- [ ] Can they keep their phone, work or school?
- [ ] Are meals provided on program days?

AFTER TREATMENT

- [ ] When does discharge planning start?
- [ ] What ongoing care do you offer after the program?
- [ ] Do you connect people with peer support or recovery groups?

Asking Bluegrass?

We are glad to answer every question here. Call or text admissions at **(502) 385-4424**, any time. If we are not the right fit, we will tell you and help you find what is.

SIDE BY SIDE

How do the programs compare?

Write each program's answer in its column. A blank box is an answer too.

	PROGRAM A	PROGRAM B	PROGRAM C
Name and phone			
License and accreditation			
Level of care offered			
Who assesses			
Therapies and hours a week			
Medication offered			
Mental health care			
Family involvement			
Insurance verified? Cost in writing?			
Start date			
Aftercare plan			
Red flags noticed			
How did the call feel?			

HELP FOR YOUR LOVED ONE, AND FOR YOU

Where else can you find help?

911
Emergency

988
Suicide & Crisis Lifeline, call or text

1-877-318-1871
KY HELP call center

1-800-662-4357
SAMHSA National Helpline

Find Help Now KY
Treatment openings across Kentucky · findhelpnow.org/ky

FindTreatment.gov
SAMHSA's national treatment locator

Find Naloxone Now KY
Free naloxone in Kentucky · findnaloxone.ky.gov

Kentucky Area Al-Anon
For families of people who drink · kyal-anon.org

Nar-Anon
For families of people who use drugs · nar-anon.org

SMART Recovery Family & Friends
Skills-based family support · smartrecovery.org/family

NAMI Louisville
Family education and support groups · namilouisville.org

Casey's Law (Kentucky)
Court-ordered treatment petitions · odcp.ky.gov

Bluegrass Recovery Center

Outpatient addiction and co-occurring care in Louisville: partial hospitalization, intensive outpatient, outpatient and medication-assisted treatment. Joint Commission accredited.

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