



## A new service offered by the Illinois Helpline for Opioids and Other Substances

**The Illinois Helpline now offers medication on demand to IL residents seeking opioid use disorder (OUD) treatment.** Medication assisted recovery (MAR) involves the use of FDA-approved medications for treatment of OUD. Now an individual can speak directly with a provider over the phone, immediately receive a prescription or expedited, in-person appointment, and get transportation assistance to the pharmacy or clinic – all initiated through one phone call.

Callers can access MAR NOW 24 hours a day, 7 days a week. Care Managers help callers determine their best treatment options and connect them to a provider for an immediate telephone appointment and medication prescription. Care Managers can also facilitate a same- or next-day, in-person appointment. All callers are connected to ongoing treatment with a community provider that best meets their needs.

### What are the benefits of Medication Assisted Recovery (MAR)?

- MAR decreases illicit opioid use.
- MAR reduces withdrawal symptoms.
- MAR retains patients in treatment longer than those receiving counseling without medication.
- MAR reduces the risk of overdose and death: patients receiving medication as part of their treatment have a 40–80% lowered risk of a fatal overdose compared to those not receiving medication as part of their treatment.

### How does MAR NOW work?

- Callers to the Helpline (833-2FINDHELP/833-234-6343) can ask for MAR NOW, or any form of immediate treatment for opioid use disorder and will be connected to a MAR NOW Care Manager for immediate access to medication and counseling services for OUD, including telephonic prescription and home induction on buprenorphine.
- MAR NOW Care Managers can help callers with transportation to and from treatment and ensure that callers are connected to long-term care.
- MAR NOW operates 24 hours a day.

### Who can access MAR NOW?

Anyone experiencing OUD can access MAR NOW, regardless of ability to pay, insurance status, or documentation. MAR NOW is also available to patients in a hospital setting who are diagnosed with OUD. MAR NOW staff can assist hospital staff with in-hospital buprenorphine induction, or provide other arrangements when buprenorphine induction is not indicated or preferred. MAR NOW staff also offers referral information to outpatient care that supports recovery efforts post-discharge.

MAR NOW is a service of the Illinois Department of Human Services Division of Substance Use Prevention and Recovery, in collaboration with the Illinois Helpline for Opioids and Other Substances, the only statewide, public resource for finding substance use treatment, recover, and harm reduction services in Illinois. Trained Helpline Specialists answer questions, provide support, and guide callers to the service options best for them. Helpline services are free, confidential, and available 24 hours a day, 7 days a week.

