

RECOVERY NAVIGATION

◆ WHAT IS RECOVERY NAVIGATION?

- A service for GAP members that is provided by people in recovery.
- Focuses on whole health and what is important to you – mentally, emotionally, physically and spiritually.
- Offers hope.
- Helps you get the most out of your care.

◆ WHO IS A RECOVERY NAVIGATOR?

- A person who has something in common with you. They have needed help to get better and other people helped them.
- A person trained to assist you by focusing on what is important to you.
- A person who can talk to you on the telephone. If you live close to them, they can meet with you in person.
- A person who can help you meet other people who are working toward similar wellness goals.

◆ HOW DO I GET RECOVERY NAVIGATION?

- Call the Magellan GAP Member line at 1-800-424-4279.
- Ask to speak to a GAP Care Manager and tell them that you are interested in Recovery Navigation.
- The phone number is available 24 hours, 7 day per week and is toll free.

◆ WHAT IS THE WARM LINE?

- It is an evening and weekend support line operated by people in recovery.
- You can call if you just want someone to listen to you.
- You can get help to find resources that help you with your wellness.
- The call is toll-free, and is only for GAP members.
- The warm line is not a crisis line or “hotline.”

THE PHONE NUMBER FOR THE GAP WARM LINE IS:

1-800-424-4520

CALL THE GAP WARM LINE WHEN YOU JUST WANT
TO TALK TO SOMEONE WHO WILL LISTEN TO YOU!

The warm line is open seven days each week,
except for major holidays like Thanksgiving,
Christmas and New Year's Day.

Monday through Friday
4 p.m.—10 p.m.

Saturday and Sunday
10 a.m.—11 p.m.