

# 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.**