

Starting the conversation: Talking about drug and alcohol use



Substance Use Self-Screener* Yes = 1

- 1. Have you felt you ought to cut down on your drinking or drug use? —
- 2. Have people annoyed you by criticizing your drinking or drug use? —

Score: 2 or greater = call the number on the back to talk through your needs ___/4

*CAGE-AID | Source: Reprinted with permission from the Wisconsin Medical Journal. Brown, R. L., and Rounds, L.A. Conjoint screening questionnaires for alcohol and drug abuse. Wisconsin Medical Journal 94:135-140, 1995.

Early Detection Criteria for Substance Use Disorder

1	2	3	4	5
TOLERANCE	WITHDRAWAL	HAZARDOUS USE	SOCIAL/INTERPERSONAL PROBLEMS RELATED TO USE	NEGLECTED RESPONSIBILITIES RELATED TO USE
6	7	8	9	10
USED LARGER AMOUNTS/ LONGER	REPEATED ATTEMPTS TO QUIT/CONTROL USE	MUCH TIME SPENT USING	PHYSICAL/PSYCHOLOGICAL PROBLEMS RELATED TO USE	ACTIVITIES GIVEN UP TO USE

A patient only qualifies by meeting two or more of the above substance use criteria.



General Signs/Symptoms of substance use disorder Criteria reflecting presence of a substance use disorder



Loss of control

1. Taking in more or over a longer period of time than intended
2. Either ongoing desire or inability to reduce or control use
3. Excessive time spent in obtaining, using, or recovering from use
4. Strong desire or urge to use



Risk

1. Use at times/in situations that are physically dangerous/risky
2. Continuing use even though you know use is causing or worsening problems with your physical or mental health.



Consequences

1. Use results repeated inability to meet obligations at work, school, or home
2. Continuing use even though you know use is causing or worsening problems in social/interpersonal relationships
3. Giving up important activities (social, work/school, recreational) due to use

Physical markers

1. Tolerance
2. Withdrawal



RESPONDING TO THEIR ANSWER



YES
Make the call to Navigator



NO
"Okay. But here's a brochure with information about the program. It includes their phone number, so you can call whenever you're ready."

Warm Transfers:

866-204-2500

Provider calls Navigator to warm transfer member to Navigator Care Consultant.

CareFirst MH/SUD line:

800-245-7013

Member calls CareFirst, selects substance use support services/substance use care management.



Eligible CareFirst commercial, FEHBP and Medicare Advantage members, call:

(866) 204-2500

Confidential support and resources for drug and alcohol use.



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Substance Use Screen: Conversation Guide

"I'm sorry that you've had to come see us today due to illness/injury, but I'm glad we've found another way to help improve your health."

-OR-

"I'm glad you came in for your annual check-up. We've found something that can help improve your health. In reviewing your records [labs, SUD Screen], I have identified a potential risk associated with your use of _____ (alcohol, drugs, other substances). I know this can't be easy to discuss. But I want you to have an opportunity to talk with a Care Consultant from Navigator, which is an organization that's working with us and CareFirst to help patients address issues like this. We've got some time now. Are you ready to have that conversation?"



Substance Use Presentation: Conversation Guide

"I'm glad you're getting help.

I recognize that your use of [specify drugs or alcohol] can cause you problems now and in the future. Most times, people don't even know they've got a medical condition related to the use of drugs or alcohol. And when you do start to worry that maybe there's something wrong, it's not always easy to figure out where to go for help.

I want you to have the opportunity to talk with a Care Consultant from Navigator, an organization that's working with us and CareFirst to help patients address issues like this. We have some time now. Are you ready to start that conversation?"



OVERCOMING OBJECTIONS

"I don't think I have a problem."

"You're right, you may not. The purpose of this conversation is to gather more information, including ruling problems out. It's like getting a blood test or having an x-ray—it's not always easy to tell when something's a problem without taking a closer look. That's why I want you to have a chance to talk with a consultant."



OVERCOMING OBJECTIONS

"I don't want to talk to anyone about that."

"I understand. It's up to you. And the consultants we work with at Navigator are careful to respect your privacy and right to make your own decisions. Navigator believes that the right time to start a conversation is when you're ready. They're there now or whenever you're ready, 24/7. If you'd just like to learn more, I could help you make the call now."



OVERCOMING OBJECTIONS

"I know it's a problem. I can't/don't want to change it."

"I understand. Change is hard and there's a lot to consider. And it can be really helpful just to talk it over with someone who listens and is ready to help you think through all those things. That's what the people at Navigator can do. They're there now or whenever you're ready."



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