

## **Texting Option for Those Seeking Substance Use Treatment**

***Individuals seeking treatment can now text with 2-1-1 to be connected with a local substance use treatment provider***

The [Department of Health and Human Services](#), in collaboration with [2-1-1 Maine](#) and the [United Ways of Maine](#), recently unveiled a new texting service in an effort to facilitate communications for those seeking access to opioid treatment services.

When you text your zip code to 898-211, a Maine-based information specialist will be notified that a new transaction has been received. The person requesting assistance will receive an automated "Thank you for contacting 2-1-1" response and can immediately begin their dialogue with the trained and friendly specialist.

Initially, the text line will be available from 8 a.m. – 5 p.m., Monday-Friday. If an individual is in need of assistance outside of those hours, they will receive a text response encouraging them to dial 2-1-1 and speak with an information specialist. DHHS launched the 24/7 opiate help line in April of 2016 through a contract with [2-1-1 Maine](#) with a focus on pregnant women and young mothers seeking treatment.

In a recent study, Millennials expressed more interest in texting compared to calls, because texting is a less invasive form of communication.

This will also help address a concern voiced by some seeking treatment—the stigma attached to substance use disorder. With the attention surrounding the opioid epidemic facing our state, many people are intimidated by the idea of participating in an open dialogue about their treatment needs over the phone. Providing this service furthers the [Department's](#) efforts to offer a more comprehensive, accessible approach for those seeking treatment.

*[2-1-1 Maine](#) is a free resource, providing an easy and confidential way to connect people to information about thousands of health and human services around Maine. [2-1-1 Maine](#) is available 24 hours a day, seven days a week by phone and online, and available via text from 8:00 a.m. - 5:00 p.m., Monday-Friday. People can access information and resources in their area by dialing 2-1-1 and talking with a trained and friendly specialist, by texting their ZIP code to 898-211, or by searching the online directory at [www.211maine.org](http://www.211maine.org).*