



# National Council on Alcoholism & Drug Dependence-Rochester Area

## OASAS CERTIFIED TREATMENT PROVIDERS IN GENESEE, ORLEANS, & WYOMING COUNTIES

Finger Lakes Addiction Resource Center  
1931 Buffalo Road - Rochester, New York 14624  
Telephone: 585-719-3480 or 719-3485 Fax: 585-423-1908  
Website: [www.ncadd-ra.org](http://www.ncadd-ra.org)

SERVICE DESCRIPTION	PROVIDER NAME				
	Batavia Recovery Center of Horizon Health Services	UConnect Care Behavioral Health	Hope Haven of United Memorial Medical Center, Rochester Regional	UConnect Care Behavioral Health	Spectrum Health & Human Services
COUNTY	GENESEE	GENESEE	GENESEE	ORLEANS	WYOMING
Website	<a href="http://www.horizon-health.org">www.horizon-health.org</a>	<a href="http://www.uconnectcare.org">www.uconnectcare.org</a>	<a href="http://www.rochesterregional.org">www.rochesterregional.org</a>	<a href="http://www.uconnectcare.org">www.uconnectcare.org</a>	<a href="http://www.shswny.org">www.shswny.org</a>
Intake Contact	Lisa Glow	Amy Klos	Melissa Dietz	Amy Klos	Eric Dryja
Phone Number	585-815-0247	585-343-1124	585-723-7366	585-589-0055	585-786-0220
Fax Number	585-815-0251	585-343-1197	585-723-7341	585-589-1501	585-786-3631
E-Mail	<a href="mailto:lglow@horizon-health.org">lglow@horizon-health.org</a>	<a href="mailto:aklos@uconnectcare.org">aklos@uconnectcare.org</a>	<a href="mailto:CDInpatientIntake1cam@rochesterregional.org">CDInpatientIntake1cam@rochesterregional.org</a>	<a href="mailto:aklos@uconnectcare.org">aklos@uconnectcare.org</a>	<a href="mailto:intake@shswny.org">intake@shswny.org</a>
EVALUATION SERVICES					
Evaluation	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE
Walk-in Evaluations; <i>We advise that everyone call and confirm the walk-in hours, due to changing COVID-19 restrictions.</i>					M-F 9:00am-4:00pm 34 North Main Street, Warsaw
Mobile Evaluations		PROVIDE			
CLIENT TYPE					
Youth under 18	ACCEPT	ACCEPT		ACCEPT	ACCEPT
Adult	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Female	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Male	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Client with Children		ACCEPT		ACCEPT	
ADDICTION SERVICES					
Alcohol Use Disorder	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE
Substance Use Disorder	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE
Opioid Use Disorder	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE
* MAT	* S / Sd / V	* M / S / V	PROVIDE	* M / S / V	*S/ Sd / V
Dual Diagnosis	PROVIDE	PROVIDE	PROVIDE	PROVIDE	PROVIDE
Gambling Treatment		PROVIDE		PROVIDE	
Peer Services	PROVIDE	PROVIDE		PROVIDE	PROVIDE
Family Services	PROVIDE	PROVIDE		PROVIDE	
Spanish Program	PROVIDE				PROVIDE
LEVEL OF CARE					
Detox		PROVIDE			
Stabilization	PROVIDE	PROVIDE	PROVIDE	PROVIDE	
Inpatient			PROVIDE		
Outpatient	PROVIDE	PROVIDE		PROVIDE	PROVIDE
Residential		PROVIDE		PROVIDE	
INSURANCE TYPE					
Aetna	ACCEPT	ACCEPT		ACCEPT	ACCEPT
CIGNA	ACCEPT	ACCEPT		ACCEPT	ACCEPT
Excellus	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Fidelis	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Independent Health	ACCEPT	ACCEPT		ACCEPT	ACCEPT
Medicaid	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Medicare			ACCEPT		ACCEPT
MVP	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Optum	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Public Assistance	ACCEPT	ACCEPT		ACCEPT	ACCEPT
Tricare					ACCEPT
YourCare Health Plan	ACCEPT	ACCEPT	ACCEPT	ACCEPT	ACCEPT
Sliding Fee Scale	ACCEPT	ACCEPT		ACCEPT	ACCEPT

To see provider directories of other Finger Lakes counties, visit <https://ncadd-ra.org/programs-services/finger-lakes-addiction-resource-center>

**Disclaimer:** information included on this template is updated biannually based on data shared with NCADD-RA from each of the providers.

Revised January  
2026

\* MAT (Medication Assisted Treatment) Code: M = Methadone / S = Suboxone / Sd = Sublocade / V = Vivitrol

GENESEE COUNTY MOBILE TREATMENT UNIT - operated by GCASA	hours vary	585-815-1800	(call 911 for an overdose)	
REGIONAL OPEN ACCESS CENTER	M-F 7:00am-midnight / S-S 7:00am-10:00pm	Walk-in Evaluations	1519 Nye Road, Lyons, NY 14489	833-929-6326

## 5 Levels of Care

**Detoxification**-This service provides treatment of moderate withdrawal symptoms and non-acute physical or psychiatric complications. Medically supervised withdrawal services must provide: Medically supervised withdrawal and stabilization services are appropriate for persons who are intoxicated by alcohol and/or substances, who are suffering from mild to moderate withdrawal, coupled with situational crisis, or who are unable to abstain with an absence of past withdrawal complications. Patients who have stabilized in a medically managed or medically supervised inpatient withdrawal service may step-down to a medically supervised outpatient service.

**Inpatient**-An OASAS-certified treatment setting with 24- hour medical coverage and oversight provided to individuals with significant acute medical, psychiatric and substance use disorders with significant associated risks. Inpatient rehabilitation services provide intensive management of substance dependence symptoms and medical management/monitoring of medical or psychiatric complications to individuals who cannot be effectively served as outpatients and who are not in need of medical detoxification or acute care. These services can be provided in a hospital or free-standing facility. Services are short-term and intensive

**Outpatient**-Licensed Outpatient Treatment for a substance use problem is available at a number of locations in the area and through a number of providers. While remaining at home, working and functioning in the community, a consumer may attend individual, group or family focused treatment and work toward personal goals. This may include less intensive involvement or may require multiple visits per week. Over the course of some months, they will receive relevant information, suggestions, guidance and continued support as either a primary locus of treatment or as continuing care after or concurrent with a residential program.

**Residential**-Reintegration Services in a Residential Setting - Certified OASAS providers of residential programs that also provide reintegration services to transition from structured treatment environments to more independent living. This setting does not require a physician to serve as medical director and staff coordinate treatment services but do not provide direct clinical care. Most services are provided in the community and include clinical and social services. Individuals are provided a safe living environment with a high degree of behavioral accountability. Services include medical and clinical oversight of chronic but stable medical and psychiatric symptoms and conditions in a community treatment program including an outpatient Substance Use Disorder treatment program. Services also include: community meetings; activities of daily living (ADL) support; case management; and vocational support and clinical services to support transition to independent living.

**Stabilization/Rehab**-Stabilization Services in a Residential Setting- OASAS-certified providers of residential programs that also provide medical and clinical services including: medical evaluation; ongoing medication management and limited medical intervention; ancillary withdrawal and medication assisted substance use treatment; psychiatric evaluation and ongoing management; and group, individual and family counseling focused on stabilizing the individual and increasing coping skills until the individual is able to manage feelings, urges and craving, co-occurring psychiatric symptoms and medical conditions within the safety of the residence. Medical staff are available in the residence, but 24-hour medical/nursing services are not.

Rehabilitative Services in a Residential Setting-Certified OASAS providers of residential programs that also provide rehabilitative services for individuals who are stable enough to manage emotional states, urges and cravings, co-occurring psychiatric symptoms and medical conditions within the safety of a residential setting. Medical and clinical staff provide monitoring for medical and psychiatric symptoms that are stable. Services include medical monitoring of chronic conditions including routine medication management and individual, group and family counseling focused on rehabilitation. The treatment program teaches individuals to manage self and interactions with others with increasing independence.