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Good afternoon,

DDAP would like to make SCAs and treatment providers aware of an issue that has been occurring more frequently over the past few days. Individuals from the general public have been using Google to locate treatment providers and/or SCAs and the phone number Google shows for the facility is **NOT** that of the SCA/provider. In fact, in all of the instances brought to DDAP's attention, the phone number is answered by an entity referring to themselves as "Treatment & Addiction Helpline" where a recorded voice asks the caller to select 1 or 2 based on whether the caller has "government insurance" or private insurance. If the caller selects the option for "government insurance" the call is rerouted to an agency referring to themselves as the "recovery helpline" and the caller is again asked to select whether they have private insurance or government insurance.

When selecting government insurance, the recording says "I'm sorry. We can't help you with inpatient treatment" or "I'm sorry. We only accept private insurance." At that point the recording directs the caller to contact 800-662-HELP, which is SAMHSA's number that is currently answered by DDAP for PA callers but will be answered by our hotline, PA Get Help Now, as of tomorrow 11/10/16. When the caller gets to DDAP, they believe they've reached the SCA/provider they initially googled. DDAP gives the caller the correct number for the SCA/provider.

When an individual selects "private insurance" the call is picked up by someone from an agency that calls itself "National Treatment Program" or "National Treatment Referral Network". Callers' experience has been the individual that is taking the call is often abrupt and tells the caller if he/she wants inpatient treatment he/she will need to go to Florida. Callers who have questioned the individual from "National Treatment Program" or "National Treatment Referral Network" have had their calls terminated and/or met with a rude response.

As DDAP became aware of this issue, staff were attempting to alert the SCA/provider; however, the number of callers who have been misdirected has increased significantly today, so it has become impossible for DDAP to reach out to each impacted SCA/provider individually. It appears there is an option on Google where the SCA/provider can suggest an edit to the incorrect information and by doing so, you can select scam/scammer as the reason for the change. Again, as DDAP receives calls, we are giving the caller the correct contact information for the SCA/provider and when the calls transfer to PA Get Help Now tomorrow, staff will also have access to the correct phone numbers for the SCAs and providers, but your agency may want to attempt to take correct the information on the web search engines whenever possible.

Thank you for your attention to this matter.

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