ACCESSING ACCOMMODATIONS FOR DEAF AND HARD OF HEARING CONSUMERS IN NEED OF SUBSTANCE USE TREATMENT

If a deaf or hard of hearing consumer is in need of substance use treatment, please follow the steps below:

1. The consumer must first call the New Jersey Interim Managing Entity at 1-844-276-2777.

2. The IME will find an available provider, and inform the provider that the consumer is deaf or hard of hearing and needs accommodations for communication access.

3. The IME will instruct the provider to contact the NJ Division of Deaf and Hard of Hearing (DDHH) to request interpreters or other appropriate accommodations.

4. Provider will contact DDHH to schedule appropriate accommodations at 609-588-2648 or via email at DDHH.communications2@dhs.nj.gov.

If a caseworker or advocate becomes aware that placement for services have not been made within a reasonable time frame, encourage or assist the consumer to make a follow-up call with the IME.

For more information, contact DDHH at 609-588-2648 or DMHAS at 800-382-6717

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