



Tampa Crossroads Behavioral Wellness Center (BeWell) Q&A

1. What are the BeWell Center business hours?

We are open Monday-Friday from 9am-7pm. Drug Testing services are available Monday-Friday 9am-6:30pm and Saturday (by appointment only) 10am-1:30pm.

2. Is the BeWell Center open 24 hours/7 days per week?

No. We close for most federal holidays and every Tuesday from 11:00am until 12:30pm. We are also closed on Sundays.

3. What services does the BeWell Center provide?

We offer a variety of services. Read our [program flyer](#) for a descriptions of our services.

4. Where is the entrance to your department?

The BeWell entrance is located at 5109 N. Nebraska Ave on the front of McBerry St. (the north side of the building).

5. Do you provide Drug Testing to the public? If so, is there a fee?

Yes, we offer a 12-panel Drug Screen to the public. The cost is a flat rate fee of \$25.00.

6. Do you have a laboratory on site?

No. All test requests for the lab are sent to an off-site laboratory. The lab cost is a flat rate fee of \$35.00.

7. What type of payments do you accept?

We accept cash, credit card, debit card, and money orders.

8. Do you accept insurance?

Yes. We accept Medicaid for individuals under Staywell only.

9. Do you have free services?

No. But depending on your service need we may be able to assist you through funding sources we network with through Hillsborough County.

10. What is the age limit for enrollment and drug testing?

You must be 18 or older to receive outpatient services. Drug Testing services are available to minors that arrive with a parent present for consent.

11. What do I need to do to get enrolled into outpatient services at Tampa Crossroads?

You need to contact the BeWell Center at (813) 238-8557 ext. 200 to schedule an assessment. The assessment will help determine your enrollment status.

12. Do I have to be court ordered or referred to receive counseling?

No. We can offer individual counseling tailored to your needs.



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13. Can I be enrolled into your outpatient program if I have a medical marijuana card?

It depends on the condition of use. If approved, your card must be certified and monitored by a licensed physician.

14. When do I find out if I am eligible for treatment?

At orientation. The orientation appointment will be scheduled after the assessment process is complete.

15. Do you provide walk-in appointments?

No. You must schedule an appointment for outpatient services.

16. Do you provide counseling for couples?

No. We offer individual sessions only.

17. Do I need to schedule an appointment for a Drug Test?

No. You can walk-in to provide a drug test between the testing hours.

18. Can I bring my children when I arrive for a Drug Test?

It is preferred that you arrive alone. If you must, all children will be required to remain in the front lobby while testing. Staff is not held responsible for the monitoring of children.

19. I have a referral from my case manager to start Drug Testing. How do I get set up for my call-in code?

You need to arrive with your referral form to the BeWell Center entrance to register with a Drug Technician. The Technician will provide you the call-in code on your referral form to begin testing.

20. What do I do if I miss a scheduled collection?

If you miss a drug test you may need to receive approval to test on a non-color day by your Case Manager, Probation Officer, Liaison, etc. If no approval is needed, you can self-pay \$25.00 for a Drug Test the next business day.

21. Will you report my results?

Yes. We will direct results to referrals sources upon required request by email or fax. If you self-pay for a Drug Test, your results will only be sent upon your request.

22. Do you provide detox services?

No. We do not have a detox program.

23. Do you have residential facilities?

Yes. We have a female residential facility. You may contact (813) 238-8557 ext. 400 for more details.

24. Does Tampa Crossroads plan on opening a men's residential?

No. There are no current plans available for a men's residential facility but we can provide information on other agencies that provide such services.