

North Carolina Problem Gambling Program

Free, Confidential Services for Help Seekers

morethanagame.nc.gov

1-877-718-5543

Text MORETHANAGAMENC to 53342



If gambling is causing problems in your life or the life of someone you care about, help is available at no cost to the caller. The North Carolina Problem Gambling Program (NCPGP) connects North Carolinians to a full range of confidential services funded through the North Carolina Educational Lottery. All services are confidential.

24/7 Helpline

Call, text, or chat any time. Trained clinicians provide in-the-moment support, resource coordination, and referrals to services that fit your needs. The helpline is the starting point for most NCPGP-funded services and is open to individuals, family members, and concerned others.

Call: 1-877-718-5543

Text: MORETHANAGAMENC to 53342

Chat and Email: morethanagame.nc.gov

Call to Change

Not everyone is ready for formal therapy, and that is okay. **Call to Change** is a telephonic, motivational interviewing-based non clinical counseling program for folks who want to think through their relationship with gambling before deciding on next steps. The providers of this service are problem gambling/gambling disorder trained, licensed masters level clinicians, but these sessions are not therapy. The goal is to help support seekers figure out what change, if any, looks like for them. Call to Change is available through the helpline.

Clinical Treatment

The NCPGP funds **individual, group, couples, and family clinical counseling** through a statewide network of trained providers, community based organizations or treatment centers available in person and via telehealth. NCPGP serves as a payer of last resort, covering gaps for people who are uninsured, underinsured, or those for whom treatment is unaffordable, for any reason.

- Including services for youth and emerging adults
- In-person and telehealth options available statewide

Peer Support

Peer support specialists with lived experience in gambling recovery provide individual and group support through NCPGP's provider network and community partner, Sunrise Community for Wellness and Recovery.

Recovery Coaching

Recovery coaches are trained in problem gambling and gambling-related harm and provide one-on-one support through NCPGP's provider network. They may bring lived experience as affected others or with mental health conditions.

Who Is Eligible

Services are available to state residents experiencing problem gambling, as well as those who have been affected by someone else's gambling. You do not need a formal diagnosis to seek help.

Financial Counseling

NCPGP partners with GamFin to offer **specialized financial counseling** for individuals and families affected by gambling-related debt and financial harm. GamFin services can be accessed directly and do not require a helpline call.

How to Get Started

- 1 Call, text, or chat the helpline at any time: 1-877-718-5443
- 2 A clinician will help identify services that fit your situation
- 3 You will be matched with a provider or program and can begin once connected
- 4 Visit morethanagame.nc.gov to learn more before reaching out