

FOR GAMING OPERATORS AND RESPONSIBLE GAMING COMPLIANCE LEADS

Responsible Gaming Behavioral Health Brief

Reference: National Council on Problem Gambling (NCPG) - Safe Play Standards

THE REGULATORY MANDATE

Operators holding gaming licenses are required to maintain responsible gaming programs that include access to problem gambling resources and behavioral health referral pathways. States are tightening enforcement as online and mobile gaming expands.

The compliance exposure

Responsible gaming is increasingly a condition of licensure. State gaming commissions and the NCPG Safe Play standards require operators to demonstrate robust referral infrastructure for players who exhibit signs of problem gambling.

The Medicare age connection

Adults 65 and older are the fastest-growing segment of casino and lottery players. This population often has comorbid depression, social isolation, or anxiety that both predisposes to problem gambling and is exacerbated by it.

The treatment gap

Most responsible gaming programs offer a hotline number and a self-exclusion program. Neither addresses the underlying behavioral health needs of older adults who are struggling with gambling-related harm.

How Total Life supplements your RG program

Total Life provides licensed therapists who can work with older adults referred through your responsible gaming program. Services are billed under the player's own Medicare benefits - no cost to your organization.

Ready to close this compliance gap?

Total Life provides gaming operators with a licensed behavioral health referral pathway for Medicare-eligible players, strengthening responsible gaming compliance and supporting player wellbeing.

Book a partnership discovery call: totallife.com/partners/responsible-gaming

Email: partners@totallife.com

Total Life is a Medicare-covered behavioral health telehealth provider. Licensed therapists provide individual therapy by phone and video for adults 65+ in all 50 states. Services are billed under the patient's own Medicare benefits - no cost to partner organizations.