

FAQs for Informational Sheet

What are the differences between the Behavioral Health Help Line and the Suicide and Crisis Lifeline (9-8-8)?

BHHL

- *Connect individuals and families to the full range of comprehensive treatment services for mental health and addiction offered in the Commonwealth, including outpatient, urgent and immediate crisis intervention*
- *Provide real time, live clinical triage and service navigation in multiple languages 24/7*
- *Collaborate with existing statewide services such as Mass211, BSAS Substance Use Helpline and 988, including protocols for connecting help seeker and raising awareness about the statewide toll-free behavioral health crisis line*

988

- *Non-clinical, compassionate, anonymous support for callers looking for suicidal crisis support or support for emotional distress*
 - *Provide information on services including 211, DV and SUD providers, as appropriate.*
 - *Warm handoffs to Emergency Service Providers through the statewide hotline for crises deployment or to schedule an appointment*
 - *988 contacts 911/police only if a person's life is in danger*

What phone number(s) can one dial to reach the BHHL?

833-773-BHHL(2445).

Is there a separate/direct phone line for PSAPs to call to speak with a BHHL representative?

There is one line that will always be answered by a BHHL representative.

Where do calls to the BHHL go? Is there more than one answering point?

All calls to the BHHL will be answered by experienced behavioral health representatives in and around the state of MA. BHHL representatives will be answering from their remote locations or from the MA central MBHP office.

Can the BHHL also handle suicide/crises calls, or will these be transferred to 9-8-8?

One of the main goals of the BHHL is to solution all calls in real time and complete follow up as needed. The BHHL will be able to manage suicide/crisis calls with an ability to direct outreach to Mobile Crisis Intervention and 911 as needed.

Under what circumstances might the BHHL contact 9-1-1 PSAPs requesting emergency services? What criteria must be met?

- *Failure to obtain immediate care would place the caller's life, another's life, or property in jeopardy, or cause serious impairment of bodily functions.*
- *If caller is determined to be at imminent risk, BHHL will initiate the outreach to active rescue*
- *Community dispatch safety assessment*

What information, if any, does the BHHL automatically receive upon receiving a call (phone number, phone provider, etc.)?

All information will have to be shared by the caller. BHHL representatives will be skilled in engagement to ensure that all pertinent demographic information is obtained expeditiously to properly support all calls.

What information will BHHL call takers attempt to obtain from caller's who they determine need emergency services?

- *Full name*
- *Age / DOB*
- *Address*
- *Any safety concerns / weapons in the home (where the caller is located)*
- *Any access issues with getting into the home (where the caller is located)*
- *If anyone is with them*

Does the BHHL have geolocation capabilities?

No. In life threatening circumstances, we will contact the PSAPs for assistance.

Can the BHHL trace/ping phone numbers if needed?

No. In life threatening circumstances, we will contact the PSAPs for assistance.

Will the BHHL ever transfer callers to PSAPs for emergency services? Yes

- **Will they ever conference in callers?**
 - *Yes, all calls will be a warm transfer with the caller on the line*
- **Will they only relay information after the call is terminated?**
 - *No, as a part of the warm transfer, information needed will be shared before the call is terminated.*

Is there an expectation for us to use the BHHL for non-exigent mental health crises (transfer calls placed directly to our centers to the BHHL instead of dispatching emergency services)?

There is no need to contact BHHL if the caller requires emergency services. Callers who do not present with an exigent mental health crisis can be transferred to the BHHL.