

# WE'VE MADE SERVICES MORE ACCESSIBLE



## 24/7 Behavioral Health Helpline

As part of the Commonwealth's multi-year Behavioral Health Roadmap, the Department of Mental Health oversees the 24/7 Behavioral Health Helpline **833-773-2445** which launched in January 2023. The Helpline provides clinical assessment, triage and referral to treatment in real time - including deploying 24/7 mobile crisis intervention teams operated by the newly established Community Behavioral Health Centers. Assistance is available at all times in all communities for both English-speaking and non-English-speaking residents. The helpline is free, no insurance needed.

## Community Behavioral Health Centers (CBHCs)

Designated Community Behavioral Health Centers (CBHCs) all over the Commonwealth are available to provide timely, high-quality treatment for mental health conditions and substance use disorders, including routine appointments, urgent visits, and 24/7 community-based crisis intervention as an alternative to hospital emergency departments.

### Services

CBHCs provide the following services, in person and via telehealth:

- Same-day evaluation and access to treatment, with timely follow-up appointments
- Evening and weekend hours
- Behavioral health urgent care
- Evidence-based treatment for mental health conditions and substance use disorders, including clinical services and peer support services
- 24/7 community-based locations for crisis intervention, and mobile crisis teams
- Crisis stabilization beds

These Centers serve all ages and all communities across the Commonwealth

The Department of Mental Health (DMH) provides supplemental services for Massachusetts children, youth and adults with the most serious mental health needs. The Helpline and Behavioral Health Centers help DMH fulfill its mission of helping all Massachusetts residents find the mental health supports they need.

Learn more  
[www.mass.gov/dmh](http://www.mass.gov/dmh)

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