

Behavioral Health Crisis Services

Executive Office of Health and Human Services

September 2025

Objective

Outline changes to the behavioral health crisis system as a result of the Behavioral Health Roadmap and discuss resulting potential patient transitions of care, system workflows, and how to help individuals in Massachusetts access these services.

Agenda

- Background
- Roadmap Services
- Successes
- How to access services

Historical and Structural Challenges in Behavioral Health



The Commonwealth has implemented recent legislation, policy reforms, and substantial public investment, despite these efforts further improvement is needed.

The Commonwealth's Roadmap for Behavioral Health Reform is based upon statewide listening sessions and feedback. In statewide listening sessions, **nearly 700 individuals, families, and others identified challenges and gaps in the system:**

- Too many people struggle to find the **right type of behavioral health treatment and clinical provider that accepts their insurance.**
- Too often **hospital emergency rooms are the entry point** into seeking behavioral health treatment.
- Individuals often **can't get mental health and addiction treatment at the same location**, even though mental health conditions and substance use disorder (SUD) often co-occur.
- **Culturally competent behavioral health care** for racially, ethnically and linguistically diverse communities can be difficult to find.
- These longstanding challenges were **exacerbated by the pandemic.**

The Behavioral Health Roadmap: Community Behavioral Health Centers (CBHCs)

The vision for the Roadmap is to provide access to real-time urgent care, evidence-based, integrated mental health and addiction treatment for all ages, and 24/7 community crisis response and stabilization in communities. A key component of the Roadmap is the Community Behavioral Health Center, or CBHC.

27 CBHCs opened in 2023, covering every city and town throughout the Commonwealth.

Services include:



Mobile Crisis Intervention (MCI): Multidisciplinary crisis teams that evaluate individuals in their homes, at the CBHC location or in communities, 24 hours a day, 7 days a week.



CBHC Outpatient Services: Urgent and routine mental health and substance use disorder clinic services provided 8am-8pm on weekdays and 9am-5pm on weekends.



Community Crisis Stabilization (CCS): 24-hour bedded diversionary level of care able to provide days/weeks of stabilization in the community.

Early results show positive impact on Emergency Department boarding.

CBHC Background: Easier, more convenient access to behavioral health services

Behavioral Health Help Line (BHHL)
(833) 773-BHHL

- ✓ Multi-lingual live response.
- ✓ Call, text, chat.
- ✓ 24/7/365.
- ✓ No insurance necessary.
- ✓ All ages.
- ✓ Mental health and addictions.
- ✓ Crisis identification and action when needed:
 - Dispatch Mobile Crisis Intervention.
 - 911 connection when needed.
 - Follow-up within 48 hours.
- ✓ Clinical assessment, triage and warm handoff to a provider with appropriate expertise.
- ✓ Follow-up to ensure connection is made.

Community Behavioral Health Centers (CBHC)
www.mass.gov/CBHCs

- ✓ All ages.
- ✓ Mental health and addictions.

Mobile Crisis Intervention (MCI)

- ✓ 24/7/365.
- ✓ No insurance necessary.
- ✓ At your home or other community location.
- ✓ At the CBHC.
- ✓ Clinical assessment, de-escalation, safety planning and triage.

Urgent & ongoing clinic services

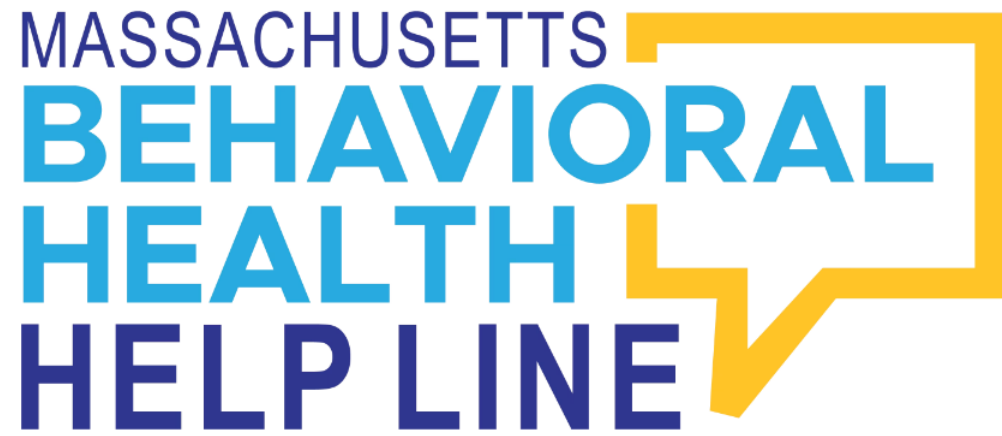
- ✓ Available to all MassHealth members and may be available through commercial insurance.
- ✓ Same day evaluation, assessment, group therapy, peer support.
- ✓ Same or next day appointments, including psychopharmacology and medication for addiction treatment.
- ✓ Care coordination and referral to needed services.
- ✓ Extended hours:
 - 8 AM – 8 PM week days
 - 9-5 weekends

Adult & Youth Community Crisis Stabilization (CCS)

- ✓ 24-hour diversionary level of care for individuals in crisis who don't need inpatient level of care.
- ✓ No insurance necessary.

Behavioral Health Urgent Care (BHUC)

- ✓ Available to all MassHealth members and may be available through commercial insurance.
- ✓ Same/next day appointments for diagnostic evaluation for new clients and urgent appointments for existing clients.
- ✓ Urgent psychopharmacology, medication for addiction treatment evaluation.
- ✓ Non-urgent appointments within 2 weeks.
- ✓ Extended hours.

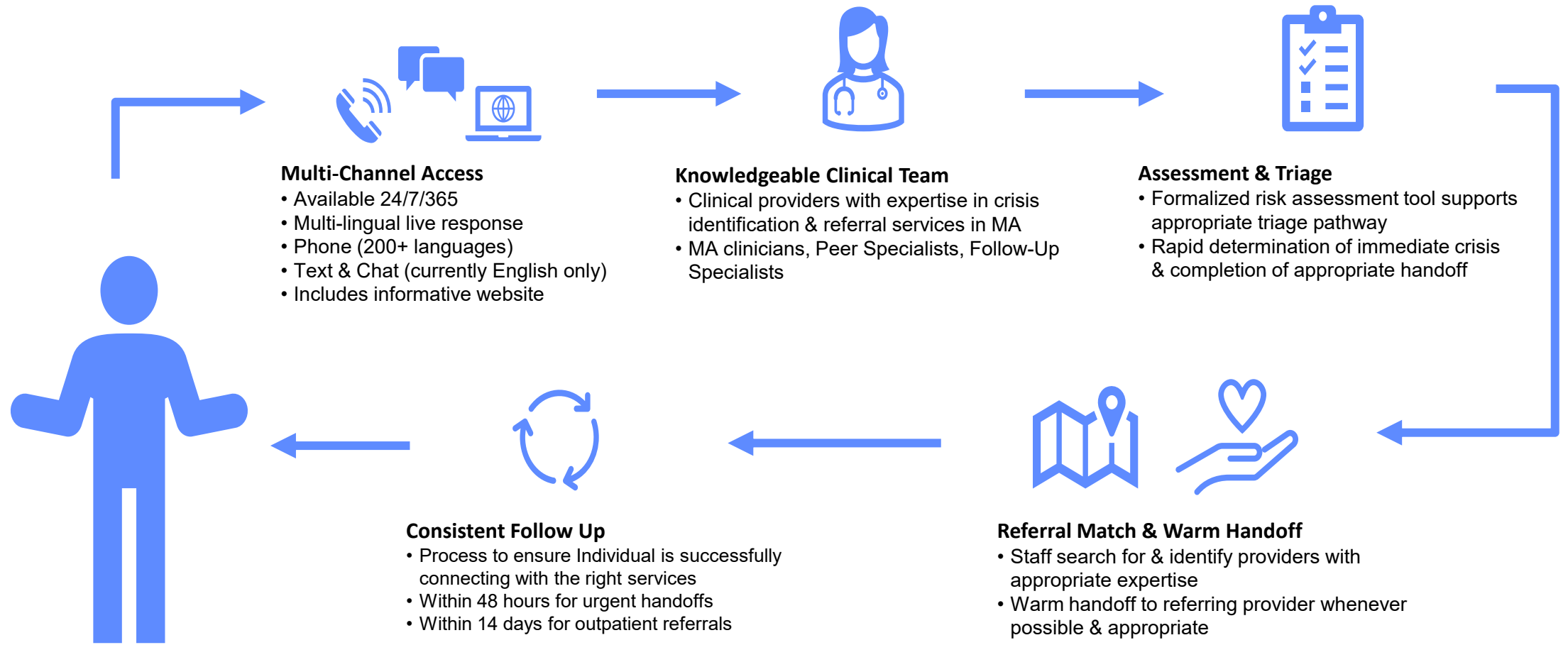


The Massachusetts Behavioral Health Help Line

masshelpline.com | 833-773-2445 (BHHL)

*A service of the Commonwealth of Massachusetts,
operated by the Massachusetts Behavioral Health
Partnership (MBHP)*

Behavioral Health Help Line: Key Elements



BH Roadmap Impact Since Launch January 2023, as of July 2025

Community Behavioral Health Centers (CBHC) have served >112k unique members in Outpatient Clinic, Mobile Crisis Intervention (MCI), and Community Crisis Stabilization (CCS) services.



CBHCs have provided **over 1.4 million outpatient clinic visits**, serving **nearly 81k unique members** (56k adults; 27k youth)



CBHC MCI teams have provided **>66k crisis evaluations to >38k members** (21k adults; 18k youth). 46% of MCI Crisis Evaluations have been completed in-person, in the community.



More than **11.7k admissions to CCS**, 24-hour diversionary services, providing community-based crisis stabilization to **>7.7k unique members** (6k adults; 1.4k youth).



Police have transported >1.3k individuals directly to a CBHC for a BH Crisis Evaluation, diverting crisis services from the ED to the community, **>700 drop offs occurred in 2024***.



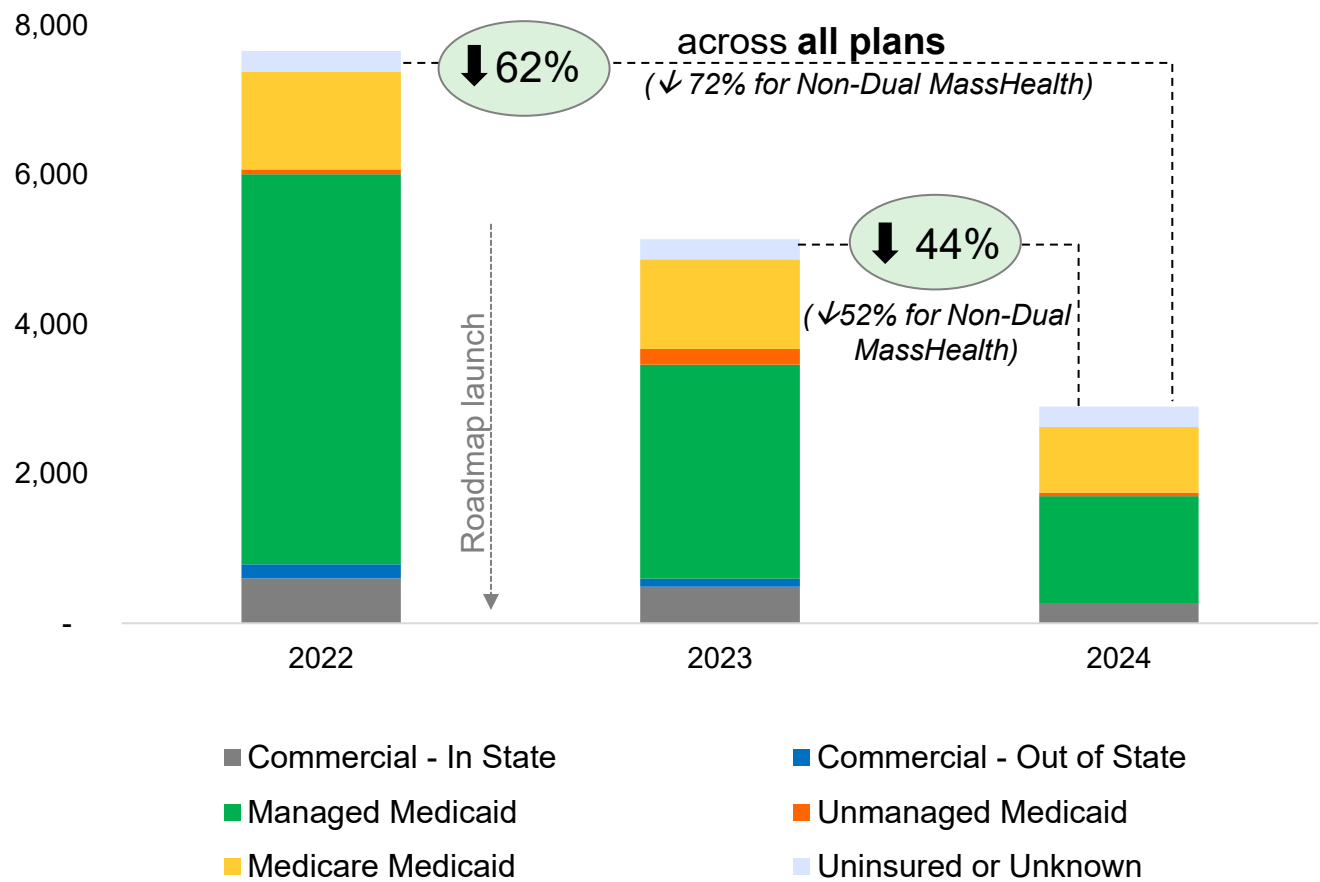
CBHCs have completed **>500 direct admissions to inpatient psychiatry**, avoiding the ED for “medical clearance”. Across the CBHC network, there are an average of 18 direct admits per month*.

Note: CBHC Claims lag have been reported up to 10 months-post service. Standard claims lag is 6 months-post service date

Source: EHS Claims Data Jan 2023 – March 2025: * = Site-Reported Data Jan 23 – June 25

Expedited Psychiatric Inpatient Admission (EPIA) Trends 2022-2024

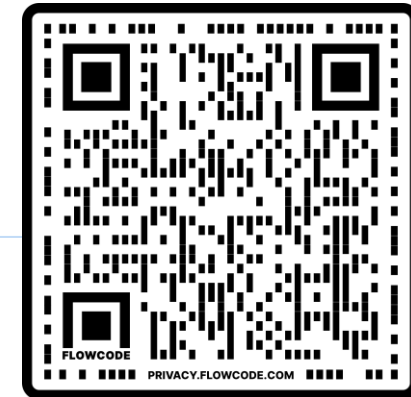
Rates of EPIA admissions for members awaiting inpatient psychiatry beds for >48 hours for youth and 60 hours for adults continue to decline.



- EPIA referrals for **all plans** have decreased **62% from 2022 to 2024**.
 - Referrals for Non-dual MassHealth members (Managed & Unmanaged Medicaid) decreased 72% (2022 vs 2024).
- EPIA referrals decreased by **44% for all plans** (2023 vs 2024).
 - For Non-dual MassHealth members, referrals **decreased by 52%** (2023 vs 2024).

Note: EPIA protocol is codified into law. The EOHHS EPIA team is alerted of patients waiting for an inpatient psychiatric bed for longer than 48 hours for youth and 60 hours for adults to assist with advocacy.
Source: *= EPIA

Behavioral Health Roadmap Feedback Portal



<https://s-us.chkmkt.com/?e=365251&d=l&h=4FD610BC164E15C>

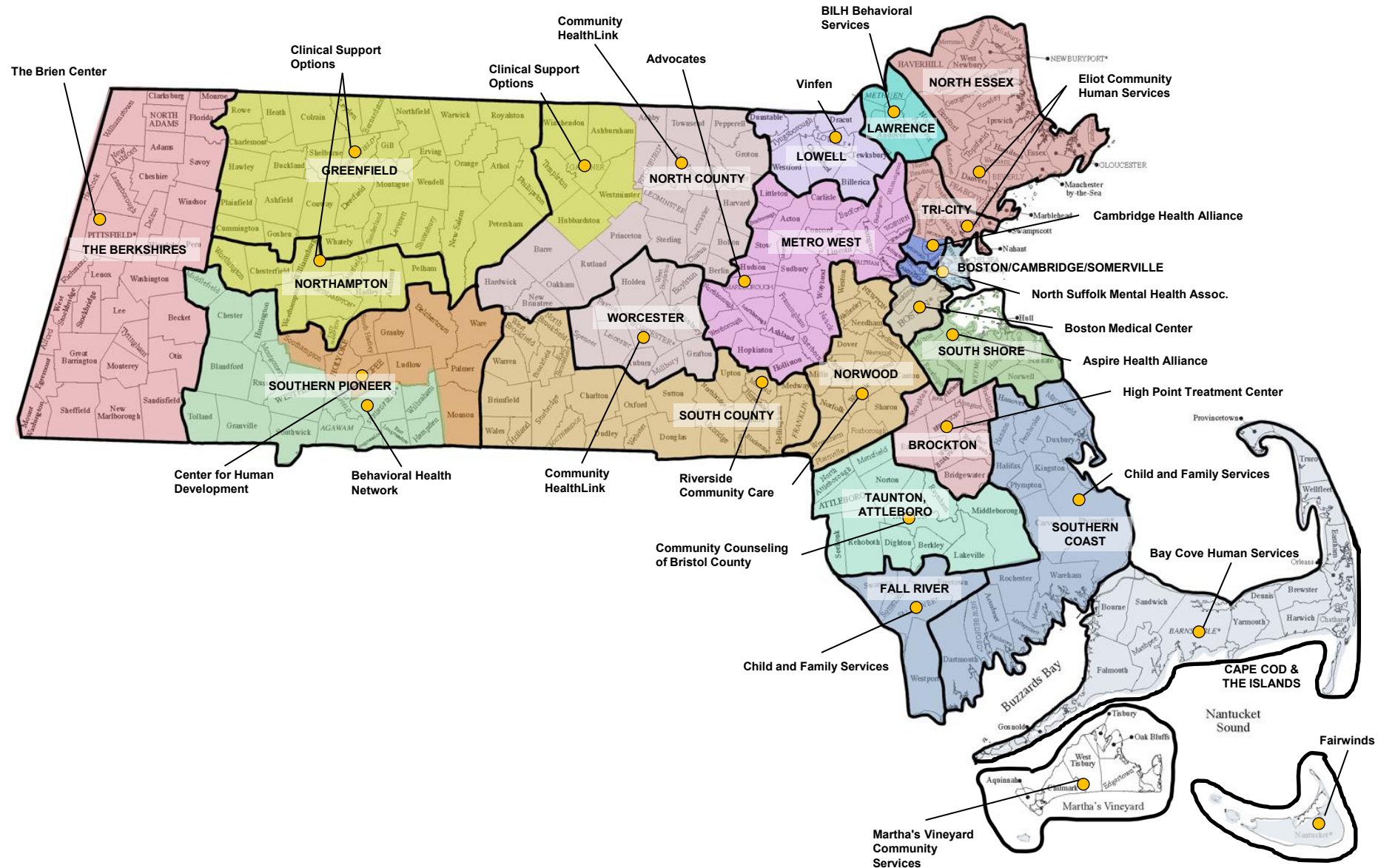
Portal for individuals, families, groups, and providers to submit issues and concerns related to behavioral health services including the Behavioral Health Help Line (BHHL), Community Behavioral Health Centers (CBHCs), and Behavioral Health (BH) Urgent Care.

This form is only monitored during normal business hours of Monday-Friday, 8:30 a.m. to 5 p.m. If you require immediate connection to services, please call the BHHL at 833-773-2445

Note to Providers: Please do not report formal adverse incidents and serious reportable events here. Instead, follow your standard Provider/Payer/ DMH process for reporting adverse incidents and serious reportable events.

Community Behavioral Health Centers and their catchment areas

<https://www.mass.gov/community-behavioral-health-centers>



CBHC Contacts

Location	CBHC Name	Address	Phone	Website
Athol	Clinical Support Options	2033 Main St, Level 2, Athol, MA, 01331	(800) 562-0112	csoinc.org
Boston	Boston Medical Center	850 Harrison Ave, Boston, MA 02118	(800) 981-4357	bmc.org/
Brockton	High Point	10/20/30 Meadowbrook Dr, Brockton, MA 02301	(888) 725-9066	hptc.org
Cambridge	Cambridge Health Alliance	1493 Cambridge St, Cambridge, MA 02139	(833) 222-2030	challiance.org
Chicopee	Gateway	1109 Granby Rd, Chicopee, MA 01020	(833) 243-8255	chd.org/gateway
Danvers	Eliot CHS	75 Sylvan St, Building C, Danvers, MA 01923	(888) 769-5201	eliotchs.org/cbhc
East Boston	North Suffolk	14 Porter St, East Boston, MA 02128	(888) 309-1989	northsuffolk.org
Fall River	Child & Family Services	1052 Pleasant St, Fall River, MA 02723	(877) 996-3154	cfservices.org
Framingham	Advocates	1094 Worcester Rd, Framingham, MA 01702	(800) 640-5432	advocates.org/cbhc
Gardner	Clinical Support Options	205 School St, Gardner, MA 01440	(800) 562-0112	csoinc.org
Greenfield	Clinical Support Options	1 Arch Place, Greenfield, MA 01301	(800) 562-0112	csoinc.org
Hyannis	Bay Cove	116 Camp St, Hyannis, MA 02601	(833) 229-2683	baycovecapecod.org
Lawrence	BILH Behavioral Health	12 Methuen St, Lawrence, MA 01840	(877) 255-1261	bilhbehavioral.org
Leominster	Community HealthLink	40 Spruce St, Leominster, MA 01453	(800) 977-5555	communityhealthlink.org
Lowell	Vinfen	40 Church St, Lowell, MA 01852	(866) 388-2242	vinfen.org/cbhc
Lynn	Eliot CHS	95 Pleasant St, Lynn, MA 01901	(800) 988-1111	eliotchs.org/cbhc
Malden	Cambridge Health Alliance	195 Canal St, Malden, MA 02148	(833) 222-2030	challiance.org
Martha's Vineyard	MV Community Services	111 Edgartown Rd, Oak Bluffs, MA 02557	508-693-7900	mvcommunityservices.org
Milford	Riverside	176 West St, Milford, MA 01757	(800) 294-4665	riversidecc.org
Nantucket	Fairwinds Center	20 Vesper Ln, Nantucket, MA 02554	(888) 323-3447	fairwindscenter.org
New Bedford	Child & Family Services	965 Church St, New Bedford, MA 02745	(877) 996-3154	cfservices.org
Northampton	Clinical Support Options	8 Atwood Dr, Northampton, MA 01060	(800) 562-0112	csoinc.org
Norwood	Riverside	190 Lenox St, Norwood, MA 02062	(800) 529-5077	riversidecc.org
Pittsfield	Brien Center	334 Fenn St, Pittsfield, MA 01201	(800) 252-0227	briencenter.org
Plymouth	Child & Family Services	61 Industrial Park Rd, Plymouth, MA 02360	(877) 996-3154	cfservices.org
Quincy	Aspire Health Alliance	460 Quincy Ave, Quincy, MA 02169	(800) 528-4890	aspirehealthalliance.org
Springfield	BHN Wellbeing Center	417 Liberty St, Springfield, MA 01104	(800) 437-5922	bhninc.org/wellbeing
Taunton	Community Counseling	1 Washington St, Taunton, MA 02780	(800) 660-4300	comcounseling.org
Waltham	Advocates	675 Main Street, Waltham, MA 02452	(800) 640-5432	advocates.org/cbhc
Westfield	BHN Wellbeing Center	77 Mill St, Westfield, MA 01085	(800) 437-5922	bhninc.org/wellbeing
Worcester	Community HealthLink	72 Jacques St, Worcester, MA 01610	(800) 977-5555	communityhealthlink.org