

# Easier, more convenient access to behavioral health services in Massachusetts

All options are available for:

- ✓ Individuals of all ages
- ✓ Those needing support with both mental health and addiction needs



**Behavioral Health Help Line (833) 773-2445**  
[masshelpline.com](http://masshelpline.com)

- Multi-lingual live response via call and text 24/7/365.
- No insurance necessary.
- Crisis identification and action when needed, follow-up within 48 hrs.
  - Dispatch mobile crisis intervention to a home or community-based location.
  - Includes connection to 911 for emergency rescue if needed.
- Clinical assessment, triage, and warm hand-off to a provider with appropriate expertise.
- Follow-up to ensure connection is made.



**Community Behavioral Health Center (CBHC)**

Find the closest CBHC for your patients at [mass.gov/CBHCs](http://mass.gov/CBHCs)

- Crisis evaluation, de-escalation, and triage to appropriate next level of care on-site or in home and community-based locations via mobile crisis intervention teams (MCI). Covered for all with or without insurance.

**24/7/365**

- Community Crisis Stabilization beds, a 24-hour diversionary level of care for individuals in crisis who don't require an inpatient psychiatric setting. Available to all MassHealth members. May be available to those with commercial insurance.

**24/7/365**

- Urgent and ongoing behavioral health outpatient care and connection:
    - Same day evaluation, assessment, group therapy, and peer support.
    - Same or next day appointments.
    - Extended hours.
- Monday – Friday 8 a.m. - 8 p.m.**  
**Weekends 9 a.m. – 5 p.m.**
- Evaluation and urgent medications for treatment of BH (or psychiatric) conditions and addiction.
  - Care coordination and referral to additional needed services.
  - Available to all MassHealth members. May be available to those with commercial insurance.



**Behavioral Health Urgent Care: [mass.gov/BHroadmap](http://mass.gov/BHroadmap)**

- Available to all MassHealth members. May be available to those with commercial insurance.
- Same/next day appointments for diagnostic evaluation for new clients and urgent appointments for existing clients.
- Urgent psychopharmacology evaluation for initiation of medication for addiction treatment 72 hours post-assessment.
- Non-urgent appointments available within 14 calendar days.
- Extended hours: 8 extra hours weekdays, two 4-hr weekend blocks monthly.