

# The Massachusetts Behavioral Health Help Line

[masshelpline.com](https://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 (BHHL) High-Level Overview

Part of the Roadmap for  
Behavioral Health Reform

Free and available to anyone in  
the Commonwealth of  
Massachusetts

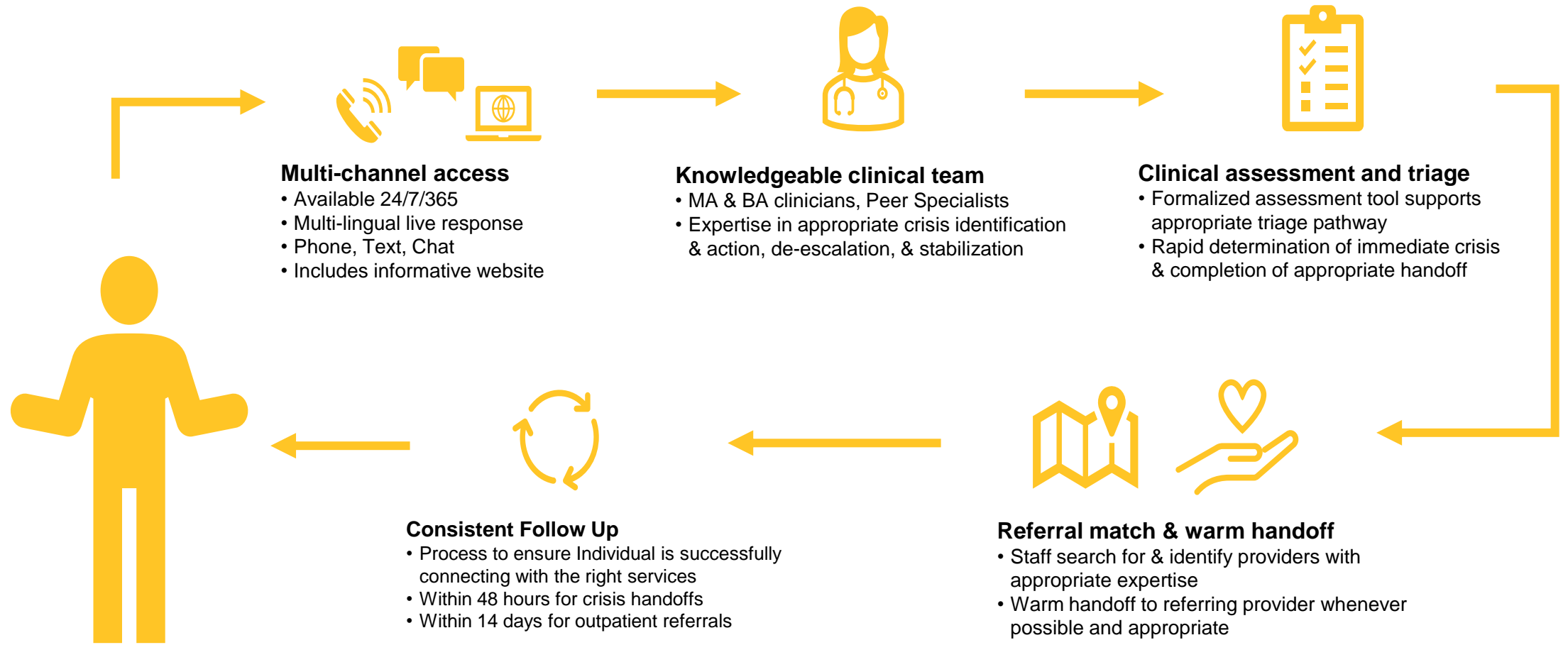
Live interpretation in 200+  
languages, with resources for  
deaf & hard of hearing

Call, text, or chat to access  
treatment, 24/7/365

Provides warm handoffs to  
immediate crisis intervention,  
urgent, & routine services

Resources for other needs such  
as transportation, childcare,  
and food

# Behavioral Health Help Line: Key Elements



# How Does BHHL Connect with Other Help Lines?

## Mass211

- Refer via warm handoff
- For non-behavioral health related needs such as housing, emergency shelter, utility payment assistance, childcare, food security.

## 911

- Refer via warm handoff
- For medical emergency, imminent risk to self or others, or if caller asks to be transferred.

## 988

- Referrals transitioning to warm handoffs.
- For emotional and/or suicidal crisis support, support for emotional distress of caller or loved one.

## SUD Line

- Referrals transitioning to warm handoffs.
- For substance use disorder services, pregnant and post-partum residential services, gambling intervention and treatment services.

# How Does BHHL Connect with Providers?

## Community Behavioral Health Centers

- Refer via Warm Handoff
- Outpatient, Urgent, Community Crisis Stabilization (CCS), Mobile Crisis Intervention (MCI)

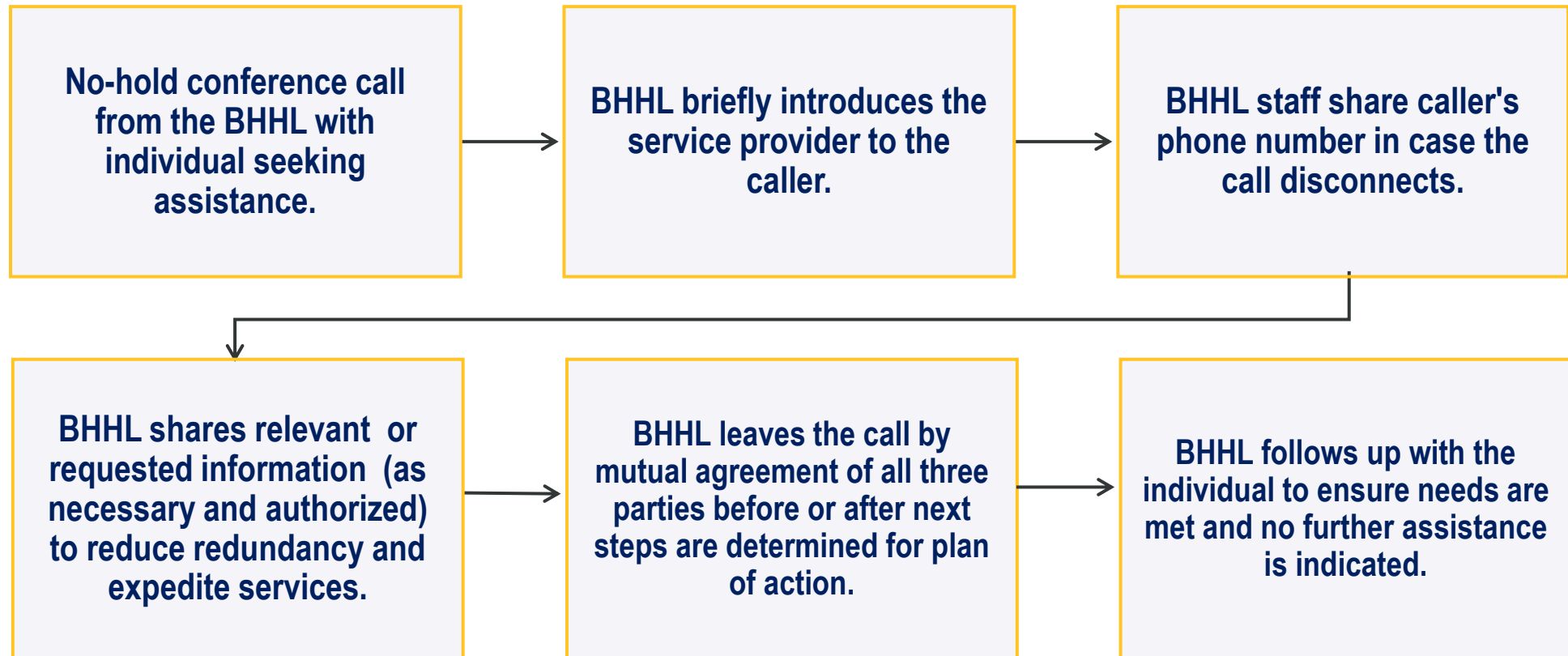
## Behavioral Health Urgent Care

- Refer via Warm Handoff
- Outpatient, Urgent

## Other Providers

- Refer via Warm Handoff
- Outpatient, Other

# How Does a Warm Handoff from the BHHL to Service or Resource Providers Work?



*For after hours urgent and routine needs, warm handoffs happen through a next-day call back from the BHHL.*

# Referral Information Shared

Clinical information gathered by the BHHL will be sent by secured email.

- Contact information
- Core demographics
- Presenting problem
- Current relevant history
- Risk assessment
- Community dispatch safety assessment

Print PDF Close

Referral Info & Header		*Date of Call (MMDDYYYY)	*Time of Call	*Caller Name	*Caller Phone #	Call Back Phone #	
		11/27/2022	02:01:00	[REDACTED]	[REDACTED]		
Referral #	*Relationship to Member	Time Zone	Message OK?	Location	Member ID	Member Name	Caller E-mail Address
01-112722-1-7-1	Self		Yes	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Added By	Date Added	Time Added	Changed By	Date Changed	Time Changed	Member Flags	Case Owner
V4GILBEB	11/27/2022	04:01:22 AM	V4BOTKIR	11/29/2022	12:00:04 PM	N	U1VELAZD

### Initial Assessment

* Primary Presenting Problem	Secondary Presenting Problem	Limits of Confidentiality Explained
Marital/Relationship Problem	Anxiety	Yes

### Risk Screening

Apparent distress?	Member's Risk to Self	Risk Rating
	None	URGENT-48 HRS
Does the member want to be seen today?	Member's Risk to Others	* Verbal permission for emergency contact?
	None	N/A
Speak to clinician?	Active Substance Use	Referred to Intensive Case Management (ICM)?
	Mild	No
Formal/Management Referral	Domestic Violence	Alcohol Use
	No	No
Medical Conditions		Drug Use
Yes		Yes
Emergency Room services offered?	Physician (MD) consult completed?	Video consult offered?
No	No	No

### Primary Disposition

**REFERRED TO OUTPATIENT MENTAL HEALTH**

Secondary Disposition (Hold Ctrl button to select or unselect a value. A max of 5 values can be selected)

Was there a reduction in distress during the call?  
Yes

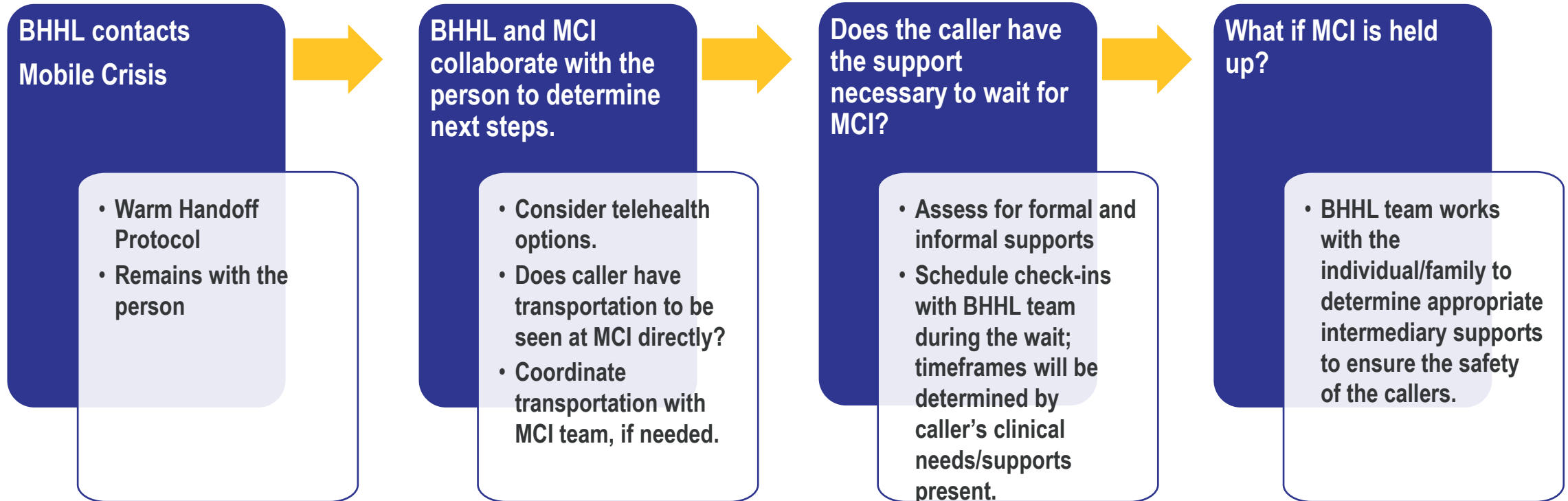
### Follow-Up

Caller received follow-up call by a peer support specialist within 48 hours? Yes

First Follow-up Contact:	Ability To be Seen Offered:	Actually Seen:
Date (MMDDYYYY) 11/29/2022	Date (MMDDYYYY)	Date (MMDDYYYY)
Time (HHMM) 11:59 AM	Time (HHMM)	Time (HHMM)
Time Zone Eastern	Time Zone	Time Zone

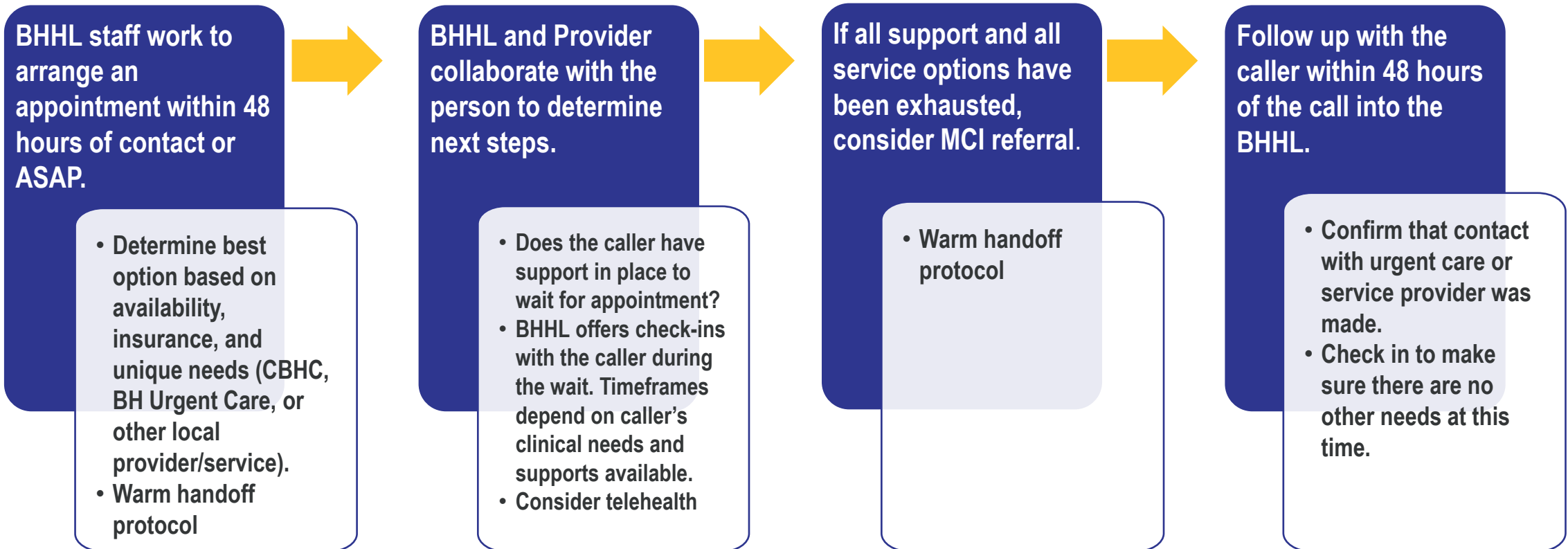
Partial Example PDF

# BHHL and Mobile Crisis Response





# BHHL and Urgent Appointment Access



# BHHL and Routine Appointment or Service Access

**BHHL staff work to arrange an appointment within 14 days where possible.**

- Determine best option based on availability, insurance, and unique needs (BH UC or CBHC Outpatient, other local provider/service).
- Warm hand off protocol unless caller requests otherwise.



**BHHL and Provider collaborate with the person to determine next steps.**

- Does the caller have support in place to wait for the next available appointment?
- BHHL offers check-ins with the caller during the wait. Timeframes depend on caller's clinical needs and preference.
- BHHL can offer connection to other supports and services during the wait.



**Follow up with the caller within 14 days of the appointment.**

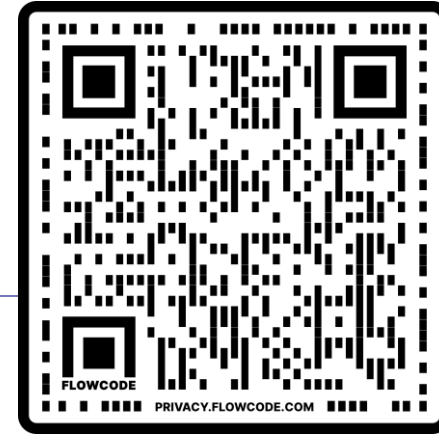
- Confirm that contact with the provider was made and check on appointment status.
- Check in to make sure there are no other needs at this time, or if the caller would like continued follow-up if still waiting for appointment date.

# Key Takeaways

- The BH Help Line is a *free clinical resource* for every *Massachusetts resident*.
- The BH Help Line connects callers to the *full range* of treatment services for mental health and addiction needs.
- The BH Help Line can help in *real time today* with immediate crisis intervention, urgent, and routine needs.



# BH Roadmap Feedback Portal



<http://forms.office.com/r/ds9bNTqbx0>

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.

# Help Spread the Word!

Behavioral Health Help Line Materials are available in multiple languages at [mass.gov/BHtoolkit](https://mass.gov/BHtoolkit)

**Accessing behavioral health services in Massachusetts just got easier.** 24/7 365

All options are available for:

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

**BY PHONE:**  
833-773-2445  
833-773-BHHL  
masshelpline.com

**IN PERSON:**  
At your local Community Behavioral Health (CBHC)  
mass.gov/CBHCs

- Consult with a qualified behavioral health expert.
- Find a provider.
- Make an appointment.
- Get immediate help for a behavioral health crisis. Covered for all, with or without insurance.
- No insurance necessary.

**AT HOME OR WHEREVER YOU ARE IN THE COMMUNITY:**  
Mobile Crisis Intervention

Contact Mobile Crisis Intervention in person or by phone using the phone or in-person options above. MCI can send trained behavioral health staff wherever you are for immediate help. Covered for all, with or without insurance!

**MassHealth**



**Going through a tough time? Help is here.**

Are you or someone you care about struggling with mental health or substance use?

The Massachusetts Behavioral Health Help Line is here for you. 24/7 365

**833-773-2445 or masshelpline.com**

Free. Confidential. No health insurance needed.

Here's how it works:

- Call, text or chat with a real person to get the treatment or support you need.
- Deaf or hard of hearing? Contact MassRelay at 711.
- Real-time interpretation in 200+ languages.

**MASSACHUSETTS BEHAVIORAL HEALTH HELP LINE**

Do you or a loved one need to see someone now? Find your local Community Behavioral Health Center here.

The Behavioral Health Help Line is a service of the Commonwealth of Massachusetts, operated by the Massachusetts Behavioral Health Partnership (MBHP).



**MASSACHUSETTS BEHAVIORAL HEALTH HELP LINE**

**Behavioral Health Help Line Frequently Asked Questions for Providers and Advocates**

**What is the Massachusetts Behavioral Health Help Line (BHHL)?**  
The Massachusetts Behavioral Health Help Line (BHHL) is a single point of contact for individuals and families to receive real-time support, initial clinical assessment, and connection to the right mental health and substance use disorder evaluation and treatment.

**How does it work?**  
The BHHL is available 24 hours a day, 365 days a year via phone and text at 833-773-2445 (BHHL), and online chat at masshelpline.com/chat. Every call, text, or chat conversation includes clinical follow up, and staff will remain on the line with callers until they are connected to services.

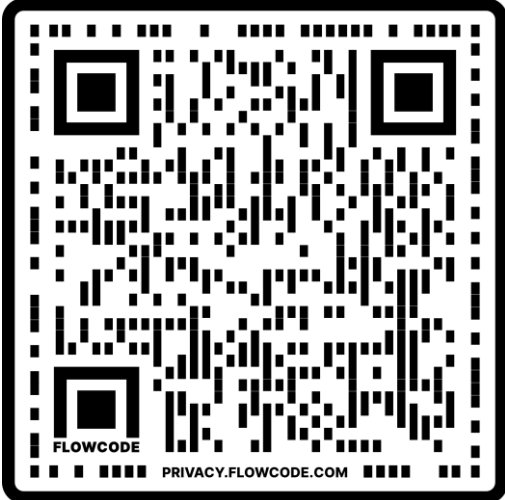
**When is it operational?**  
The BHHL launched on January 3, 2023.

**What languages are available?**  
The BHHL offers real-time interpretation in more than 200 languages. Individuals who are Deaf or hard of hearing can contact MassRelay at 711.

**How much does it cost?**  
The BHHL is free and available to all Massachusetts residents, regardless of insurance status or ability to pay.

**Who is answering calls to the BHHL?**  
The BHHL is a service of the Commonwealth of Massachusetts, operated by the Massachusetts Behavioral Health Partnership (MBHP). The BHHL is staffed by trained clinicians and certified peer specialists to support all caller needs.

**How does the BHHL team determine risk?**  
BHHL staff are trained to conduct full risk assessments using industry standard screening tools. Based on the acuity and severity of the caller's situation, risk ratings are categorized as emergent, urgent, or routine.



**What's available?**  
**Wallet Cards, Posters, Brochures, FAQs, One-Pagers**  
**Download or order printed materials in 13 languages, for free!**

# Connect with your Community Relations Rep!



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MASSACHUSETTS  
**BEHAVIORAL**  
**HEALTH**  
**HELP LINE**

A yellow speech bubble graphic with a tail pointing downwards and to the left, partially overlapping the text 'BEHAVIORAL' and 'HEALTH'.

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