

# The Massachusetts Behavioral Health Help Line

[masshelpline.com](http://masshelpline.com) | 833-773-2445 (BHHL)

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

# MA 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

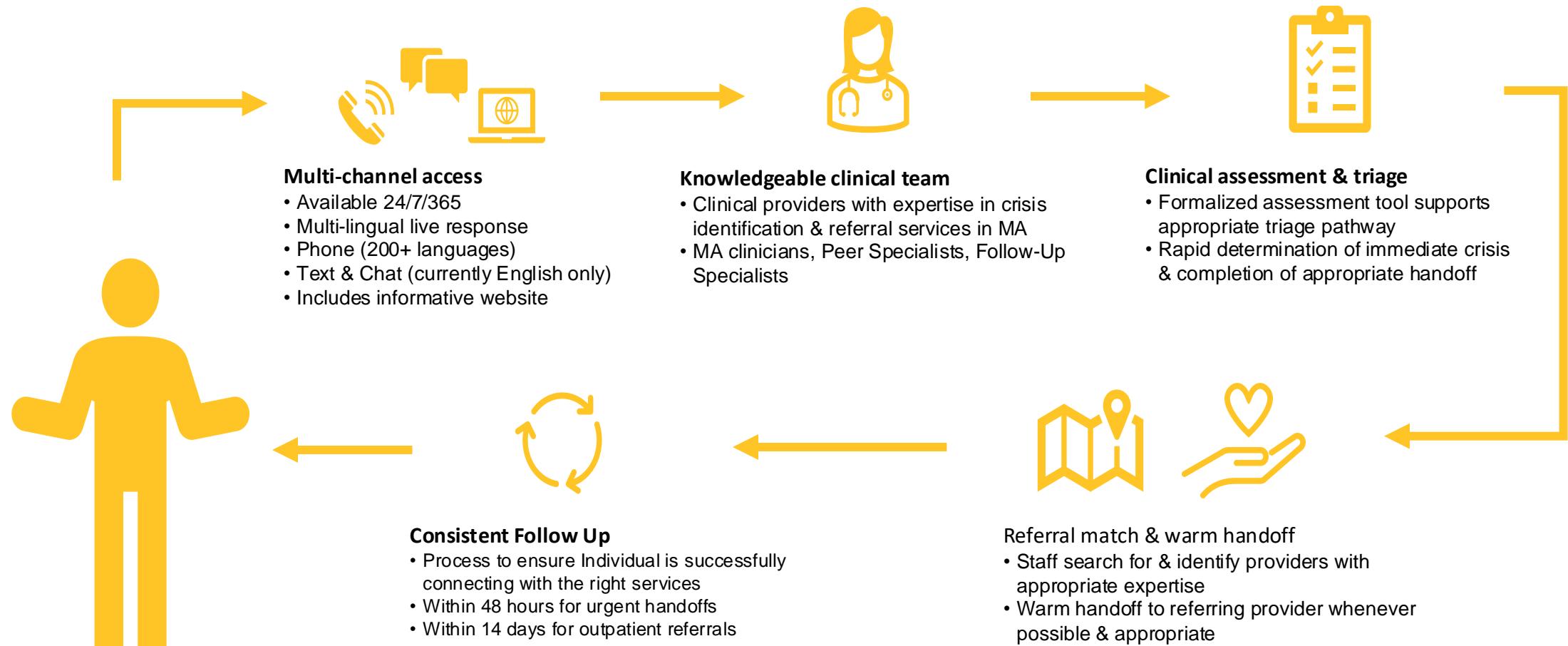
Live interpretation in 200+ languages, with resources for deaf & hard of hearing

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)

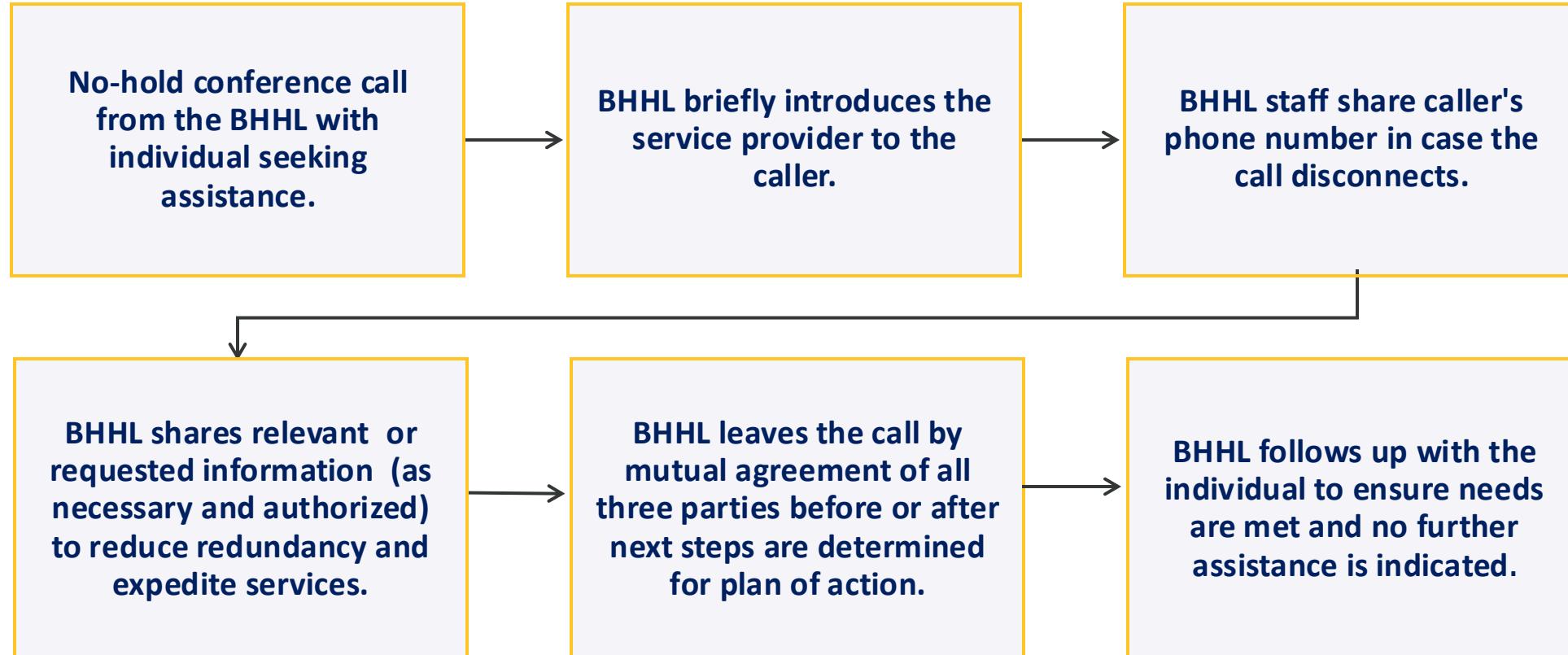
## Behavioral Health Urgent Care

- Refer via Warm Handoff
- Outpatient, Urgent

## Other Providers

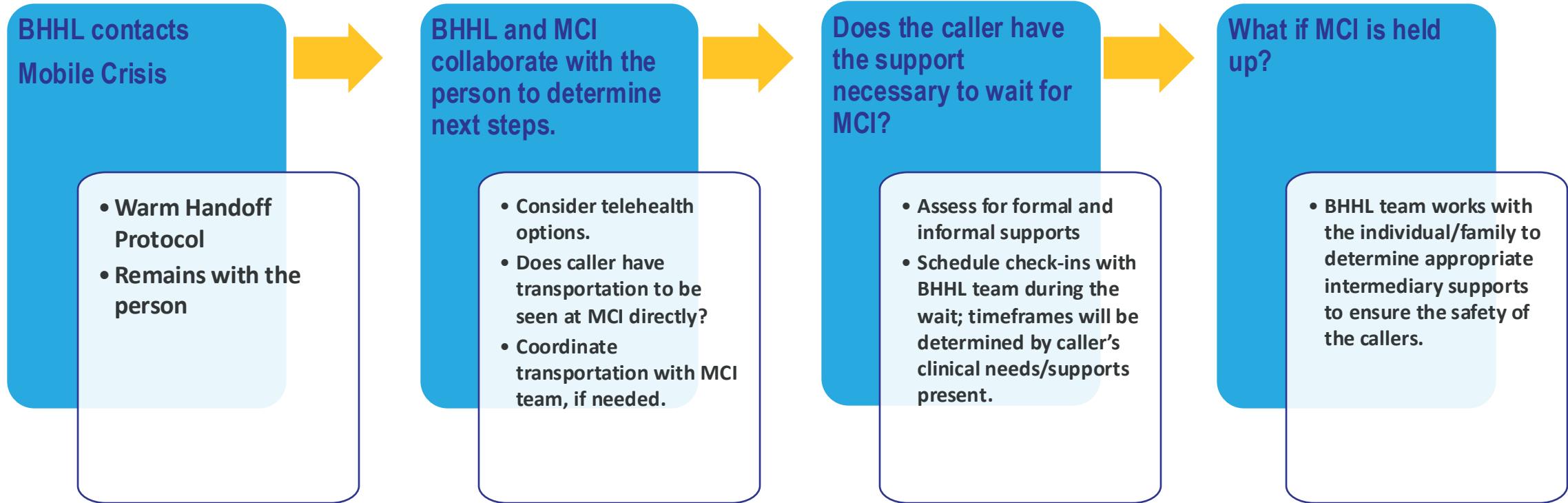
- Refer via Warm Handoff
- Outpatient, Other

# 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.*

# BHHL and Mobile Crisis Response



# BHHL and Urgent Appointment Access

BHHL staff work to arrange an appointment within 48 hours of contact or ASAP.

- Determine best option based on availability, insurance, and unique needs (CBHC, BH Urgent Care, or other local provider/service).
- Warm handoff protocol

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

- Does the caller have support in place to wait for appointment?
- BHHL offers check-ins with the caller during the wait. Timeframes depend on caller's clinical needs and supports available.
- Consider telehealth

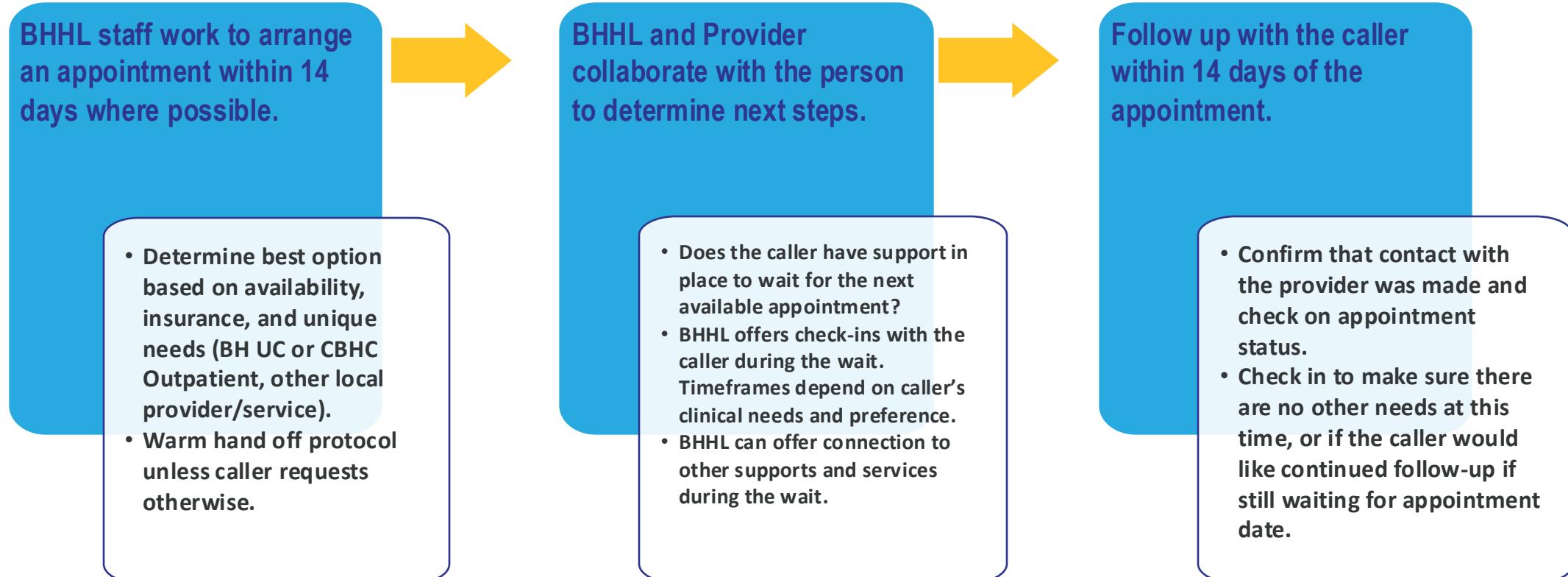
If all support and all service options have been exhausted, consider MCI referral.

- Warm handoff protocol

Follow up with the caller within 48 hours of the call into the BHHL.

- Confirm that contact with urgent care or service provider was made.
- Check in to make sure there are no other needs at this time.

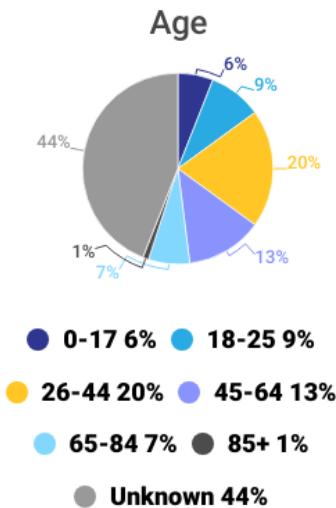
# BHHL and Routine Appointment or Service Access



# Data from First Year of Operation <https://mass.gov/BHLDashboard>



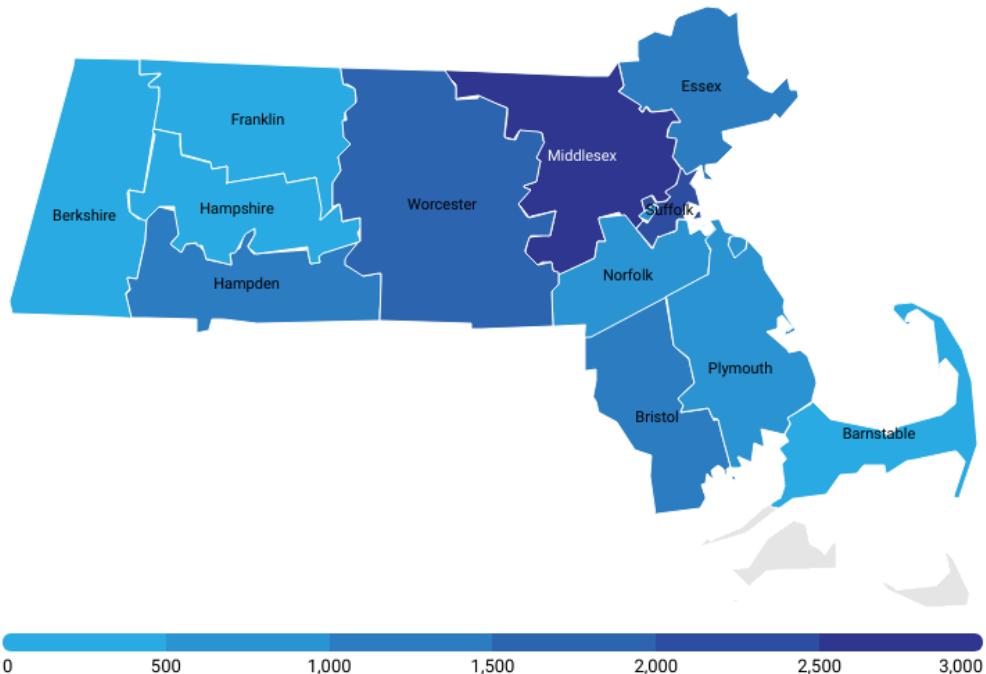
Total number of calls handled  
**32,087**



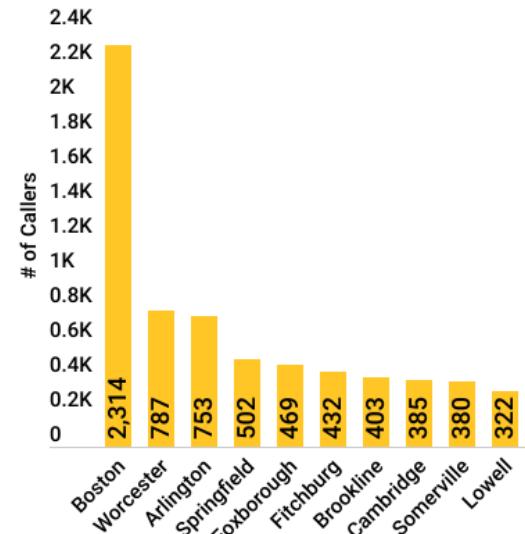
## 2024 Massachusetts Behavioral Health Help Line

Data reporting period January - September 2024

### Call Volume by County

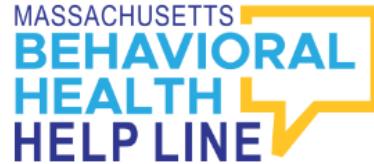


### Top 10 Cities/Towns



\*Values less than 11 and related data are not displayed to protect confidentiality. 21,054 calls were unknown.  
Percentage breakdowns are calculated based on calls for which/callers for whom the data point was collected.

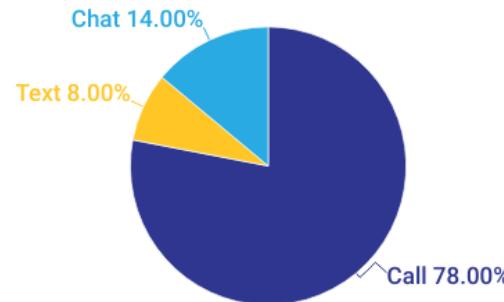
# Data from First Year of Operation



## 2024 Massachusetts Behavioral Health Help Line

Data reporting period January - September 2024

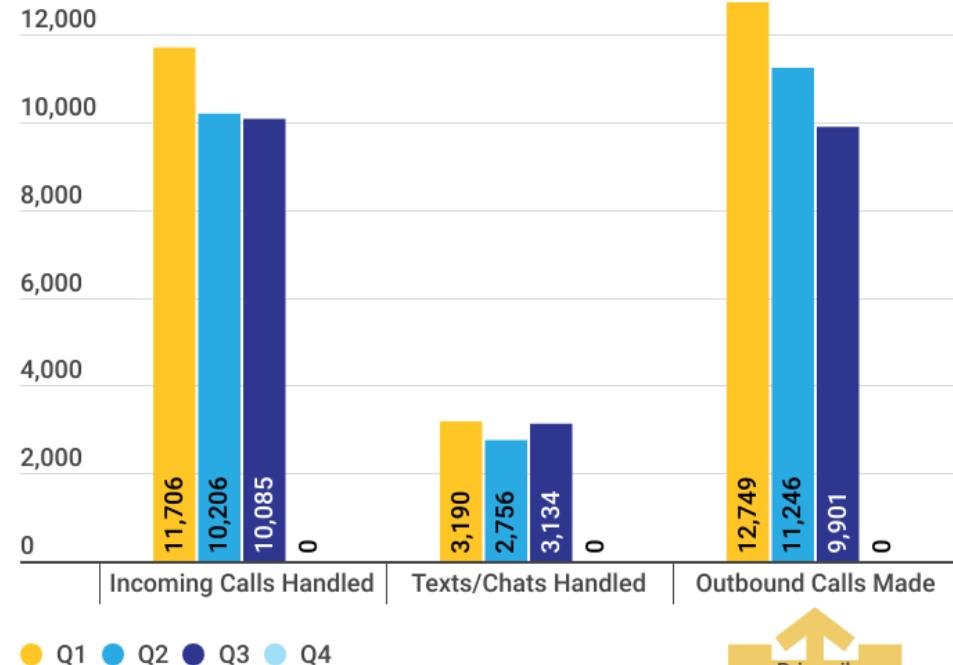
BHHL Communication Methods



Average wait time



Average call duration



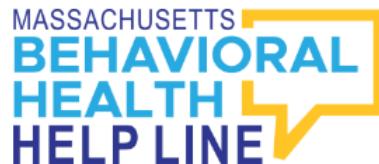
Q1 ● Q2 ● Q3 ● Q4

Q1: January 1, 2024 - March 31, 2024  
Q2: April 1, 2024 - June 30, 2024  
Q3: July 1, 2024 - September 30, 2024  
Q4: October 1, 2024 - December 31, 2024

Primarily consist of follow-up calls to BHHL callers.

Percentage breakdowns are calculated based on calls for which/callers for whom the data point was collected.

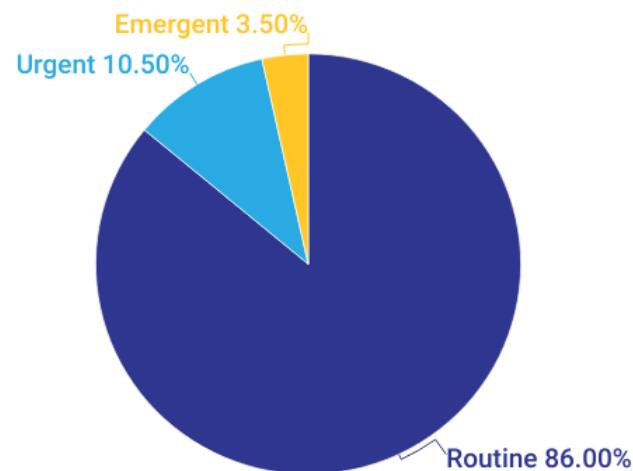
# Data from First Year of Operation



## 2024 Massachusetts Behavioral Health Help Line

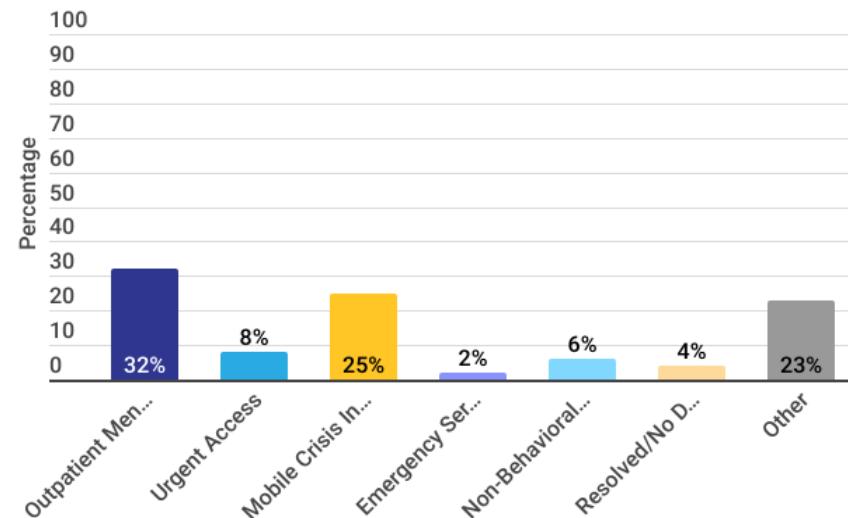
Data reporting period January - September 2024

Risk Level Categorization of Incoming Calls Handled



- Routine   ● Urgent   ● Emergent
- Low Risk   Medium Risk   High Risk

Warm Handoff Dispositions



Warm Handoffs are three-way calls in which the BHHL connects callers directly to providers.  
19% of total calls handled during this reporting period included warm handoffs.

Percentage breakdowns are calculated based on calls for which/callers for whom the data point was collected.

# Instruction Cards in Multiple Languages

**Massachusetts Behavioral Health Help Line (BHHL) Language Options**

Use the guide below to access BHHL language options.

1. Caller enters 833-773-2445 (BHHL)
2. Caller hears the following message in English: "Thank you for calling the Massachusetts Behavioral Health Help Line."
3. Caller hears the following options (options 2-7 interpreted in respective language):
  - For English, press (1) or stay on the line
  - For Spanish, press (2)
  - For Portuguese, press (3)
  - For Mandarin, press (4)
  - For Haitian Creole, press (5)
  - For Vietnamese, press (6)
  - For Arabic, press (7)
4. Caller hears the following message in their selected language: "This call may be monitored to ensure the quality of our service. Please let us know if you do not want this call recorded."
5. Caller hears the following message in their selected language: "Please continue to hold for the next available representative who will then add an interpreter to the line. There may be a pause during this process."
6. Call transfers to a BHHL representative. If there is a wait, caller hears the following in their selected language: "Please continue to hold for the next available representative who will then add an interpreter to the line. There may be a pause during this process."
7. Call connects to a BHHL representative who will greet the caller in English and state that they are conferencing in an interpreter to assist with the call.
8. An interpreter will join the call and assist with the caller.

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Need a language not listed above? Press (1) for English and say the language needed when the representative answers the phone.

Texts/chats in languages other than English are not currently supported. Non-English texts/chats will receive a reply with invitation to call 833-773-2445.

**Línea de Ayuda de salud conductual de MA (BHHL) - Opciones de idiomas**

Utilice la siguiente guía para acceder a las opciones de idioma para el BHHL.

1. La persona que llama marca el 833-773-2445
2. La persona que llama escucha el siguiente mensaje en inglés: "Thank you for calling the Massachusetts Behavioral Health Help Line. (Gracias por llamar a la línea de ayuda de salud conductual de Massachusetts.)"
3. La persona que llama escucha las siguientes opciones (opciones 2-7 interpretadas en el idioma respectivo):
  - Para inglés, pulse (1) o permanezca en la línea.
  - Para español, pulse (2)
  - Para portugués, pulse (3)
  - Para mandarín, pulse (4)
  - Para el criollo haitiano, pulse (5)
  - Para vietnamita, pulse (6)
  - Para árabe, pulse (7)
4. La persona que llama escucha el siguiente mensaje en su idioma seleccionado: "Esta llamada podrá ser monitoreada para garantizar la calidad de nuestro servicio. Por favor, háganos saber si no desea que esta llamada sea grabada."
5. El interlocutor escucha el siguiente mensaje en su idioma seleccionado: "Por favor, continúe a la espera del próximo representante disponible que, a continuación, añadirá un intérprete a la línea. Puede haber una pausa durante este proceso."
6. La llamada se transfiere a un representante de BHHL. Si hay una espera, la persona que llama escucha lo siguiente en su idioma seleccionado: "Por favor, continúe a la espera del próximo representante disponible que, a continuación, añadirá un intérprete a la línea. Puede haber una pausa durante este proceso".
7. La llamada conecta con un representante de la BHHL que saludará a la persona que llama en inglés y le indicará que está en conferencia con un intérprete para asistirle en la llamada.
8. Un intérprete se unirá a la llamada y ayudará a la persona que llama.

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¿Necesita un idioma no mencionado en la lista? Pulse (1) para inglés y diga el idioma que necesite cuando el representante conteste al teléfono.

Actualmente, no se admiten textos/chats en idiomas distintos al inglés. Los mensajes de texto/chats que no sean en inglés recibirán una respuesta con una invitación a llamar al 833-773-2445.

**马萨诸塞州行为健康帮助热线 (BHHL) - 语言选项**

请使用以下指南访问 BHHL 的语言选项。

1. 来电人拨打 833-773-2445 或 BHHL
2. 来电人听到以下英文信息：“感谢您拨打马萨诸塞州行为健康帮助热线”
3. 来电人听到以下选项（选项 2-7 以相应的语言播报）：
  - 要使用英语，请按(1)或稍候
  - 要使用西班牙语，请按(2)
  - 要使用葡萄牙语，请按(3)
  - 要使用中文普通话，请按(4)
  - 要使用海地克里奥尔语，请按(5)
  - 要使用越南语，请按(6)
  - 要使用阿拉伯语，请按(7)
4. 来电人听到以所选语言播报的以下消息：“为确保服务质量，本次通话可能被监听。如果您不希望这次通话被录音，请告知我们。”
5. 来电者将以他们所选择的语言听到以下消息：“请继续等待，下一位可用代表将会加入，并随后为您添加口译员到通话中。在此过程中可能会有一段停顿时间。”
6. 电话被转接到 BHHL 代表。如果需要等待，来电者将以他们所选择的语言听到以下内容：“请继续等待，下一个可用的代表将会加入，并随后为您添加口译员到通话中。在此过程中可能会有一段停顿时间。”
7. 通话连接到一名 BHHL 代表，他会用英语向来电者问候，并表示他们正在会议中加入一名口译员来协助通话。
8. 口译员会加入通话，并协助来电者。

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需要上面未列出的语言？请按(1)选择英文。并在代表接听电话时说出您需要的语言。

目前短信/聊天不支持英语以外的语言。非英语短信/聊天将收到一条回复，邀请您致电 833-773-2445。

**Đường Dây Trợ Giúp Sức Khỏe Hành Vi MA (BHHL) - Tuỳ Chọn Ngôn Ngữ**

Dùng hướng dẫn bên dưới để truy cập các tùy chọn ngôn ngữ tại BHHL.

1. Người gọi nhập 833-773-2445 hoặc BHHL
2. Người gọi sẽ nghe thấy thông báo sau bằng tiếng Anh: "Thank you for calling the Massachusetts Behavioral Health Help Line"
3. Người gọi nghe thấy các tùy chọn sau (tùy chọn 2-7 được dịch ra ngôn ngữ tương ứng):
  - Để chọn tiếng Anh, nhấn (1) hoặc giữ máy
  - Để chọn tiếng Tây Ban Nha, nhấn (2)
  - Để chọn tiếng Bồ Đào Nha, nhấn (3)
  - Để chọn tiếng Quan Thoại, nhấn (4)
  - Để chọn tiếng Creole Haiti, nhấn (5)
  - Để chọn tiếng Việt, nhấn (6)
  - Để chọn tiếng Ả Rập, nhấn (7)
4. Người gọi sẽ nghe thấy thông báo sau bằng ngôn ngữ họ đã chọn: "Cuộc gọi này có thể được theo dõi để đảm bảo chất lượng dịch vụ của chúng tôi. Vui lòng cho chúng tôi biết nếu bạn không muốn cuộc gọi này được ghi âm"
5. Người gọi sẽ nghe thấy thông báo sau bằng ngôn ngữ họ đã chọn: "Vui lòng tiếp tục chờ người đại diện sẵn sàng làm việc tiếp theo, người này sẽ thêm thông dịch viên vào đường dây. Trong quá trình này, có thể sẽ có khoảng dừng."
6. Cuộc gọi chuyển đến một người đại diện BHHL. Nếu phải chờ, người gọi sẽ nghe thấy như sau bằng ngôn ngữ họ đã chọn: "Vui lòng tiếp tục chờ người đại diện sẵn sàng làm việc tiếp theo, người này sẽ thêm thông dịch viên vào đường dây. Trong quá trình này, có thể sẽ có khoảng dừng."
7. Cuộc gọi kết nối đến một người đại diện BHHL, người này sẽ chào người gọi bằng tiếng Anh và thông báo rằng họ đang hội ý cùng một thông dịch viên nhằm hỗ trợ cuộc gọi.
8. Một thông dịch viên sẽ tham gia cuộc gọi và hỗ trợ người gọi.

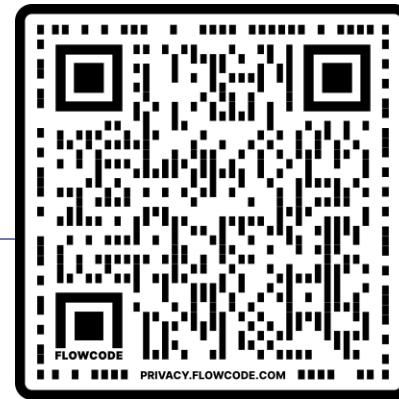
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Bạn cần một ngôn ngữ không được liệt kê ở trên? Nhấn (1) để chọn tiếng Anh và cho biết ngôn ngữ cần thiết khi người đại diện trả lời điện thoại.

Tin nhắn/cuộc trò chuyện bằng các ngôn ngữ khác tiếng Anh hiện không được hỗ trợ. Các tin nhắn/cuộc trò chuyện không phải tiếng Anh sẽ nhận được phản hồi với lời mời gọi đến 833-773-2445.

# BH 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.

# MA BHHL Resource Directory

[masshelpline.com/BHHLResourceDirectory](https://masshelpline.com/BHHLResourceDirectory)

Find mental health, substance use treatment and support services near you.

## Search Substance Use or Mental Health Treatment Facilities

Use filters to narrow down your search results and find treatment facilities.

[Clear Filters](#) [Apply Filters](#)

**i** Search for a location (ZIP Code, County or State) within the Treatment Connection network. This service is available in Delaware, Ohio, New Mexico, Maine, Massachusetts, Washington.

Location\*

Search for Zip Code, County or State

Distance From Location

Any distance

Facility Name

Enter Facility Name

Treatment Type

Welcome to the Massachusetts Behavioral Health Help Line (BHHL) Treatment Connection search tool. Use Treatment Connection to find mental health, substance use, and support services near you. You can also filter results based on your needs. All searches are confidential. If you would like someone to help you connect to services, please call or text the BHHL at [833-773-2445](tel:833-773-2445), or chat with us at <https://masshelpline.com>. If you are a provider and would like information about your practice to be included in the Treatment Connection search tool, please email [MAProviderDatabase@elevancehealth.com](mailto:MAProviderDatabase@elevancehealth.com) for more information on how to do so.

7068 matches found based on your search.

[List View](#) [Map View](#)

Boylston Council on Aging - Support for Seniors

[More Information](#)

 221 Main Street,  
Boylston, MA 01505

 [\(508\) 869-6022](tel:(508)869-6022)

0.90 miles from your zip code

LUK, Inc: Mental Health Counseling: Boylston - Outpatient Services

[More Information](#)

 140 Shrewsbury Street,  
Boylston, MA 01505

 [\(774\) 614-5972](tel:(774)614-5972)

2.20 miles from your zip code

West Boylston Housing Authority - Social Services

[More Information](#)

 87 Maple Street,  
West Boylston, MA 01583

 [\(508\) 835-6060](tel:(508)835-6060)

3.03 miles from your zip code



**Behavioral Health Providers:  
Adding your service information is  
easy —  
scan the QR code that applies to you,  
or email us at  
[MAProviderDatabase@elevancehealth.com](mailto:MAProviderDatabase@elevancehealth.com)**



# Connect with Your Community Relations Rep!



Kara Macomber, Community Relations Representative Manager

[Kara.Macomber@carelon.com](mailto:Kara.Macomber@carelon.com)



Ashleigh Miller, BOSTON AREA Rep

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Hope Bussiere, WEST Rep

[Hope.Bussiere@carelon.com](mailto:Hope.Bussiere@carelon.com)

# Help Spread the Word!

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



**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.  833-773-2445 or [masshelpline.com](http://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.

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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). BE0629 - English



## 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](http://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.

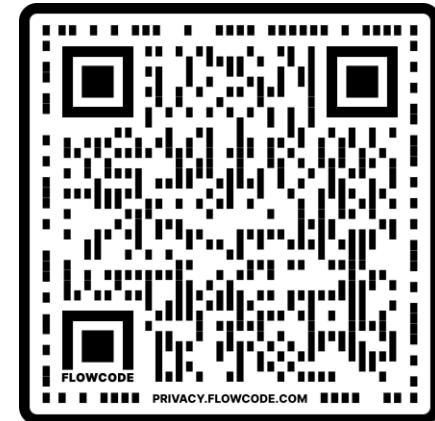
**Who is answering calls to the BHHL?**  
The BHHL is a service of the Commonwealth of Massachusetts, operated by the Massachusetts Behavioral Health Partnership (MBHP). The BHHL is staffed by trained clinicians and certified peer specialists to support all caller needs.

**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!



# Marketing Awareness Survey

A brief survey to measure awareness of the BHHL and Community Behavioral Health Centers.

- For all Massachusetts residents
- Digital, with distribution through provider and community partners, the BHHL Community Relations team, and the Commonwealth
- Available in multiple languages
- Takes about 10 minutes to complete
- Please share the survey link and QR code!
- <https://bit.ly/BHHLCBHCSurvey>

## We Want to Hear From You!

Have you seen information about the MA Behavioral Health Help Line or Community Behavioral Health Centers?



sample social media post

# 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.



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



Stay connected to the BHHL: [linktr.ee/ma\\_bhhl](https://linktr.ee/ma_bhhl)