

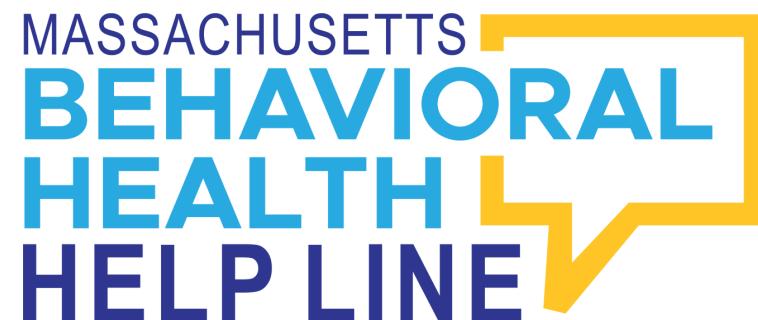
# The Massachusetts Behavioral Health Help Line

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

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

# What is the Behavioral Health Help Line?

The Behavioral Health Help Line (BHHL) is a service of the MA Department of Mental Health (DMH), operated by the Massachusetts Behavioral Health Partnership (MBHP), and connects Massachusetts residents to the full range of mental health and substance use treatment services offered in the Commonwealth, including outpatient, urgent, and immediate crisis care.



# Key Elements of the BHHL

**24/7/365 by call, text, or chat,  
and free to anyone  
in Massachusetts  
(no insurance needed)**

**Live interpretation in 200+  
languages, including resources  
for deaf and hard of hearing  
community**

**Any level of urgency can be  
supported by mental health  
professionals on the line, from  
routine issue to behavioral  
health crisis**

**Provides real-time clinical risk  
assessment, identification of  
treatment options, warm  
handoffs to care providers**

**Provides follow up after initial  
call to ensure successful linkage  
to care/resources**

**Also connects to resources for  
health-related social needs such  
as transportation, childcare,  
and food**

# Who might call the BHHL?

I have a substance use concern but not sure what to do...

I need help finding a new therapist...

I'm worried about someone I love....is there anything I can do?

I'm a 911 dispatcher and want to connect a caller to behavioral health support and treatment...

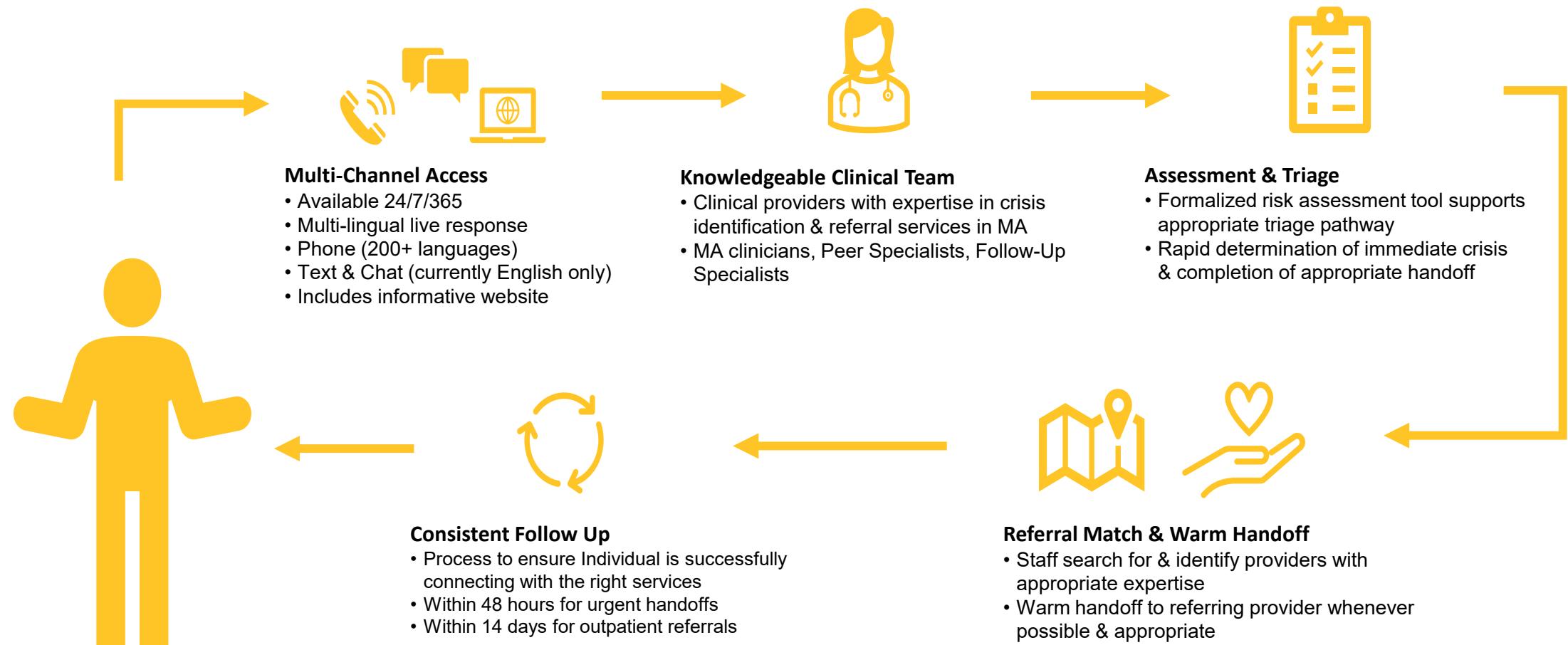
I wonder if my child needs professional help....

I'm having a mental health crisis and need help now....

I'm a teacher and my student could really use some extra support outside of school...

I'm a provider and my client would benefit from a support group...

# Behavioral Health Help Line: Key Elements



# Who does the BHHL refer callers to?



# BHHL and 988



# MA BHHL Resource Directory

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

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



Home How We Can Help FAQ Resources Contact

Home / BHHL Directory

## BHHL Directory

Welcome to the Massachusetts Behavioral Health Help Line (BHHL) Resource Directory. This tool helps you find mental health, substance use treatment support services, and health-related social supports all over the state. You can search by where you are and what kind of help you need to find the right resources. We update the directory often, so you always have the latest information.

If you are a provider and would like information about your practice to be included in the Resource Directory, please complete the [BHHL Provider Resource Directory Submission Form](#). 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](#).

How can we help you? \*

Location \*

Distance

### GET HELP NOW

[Call or Text 833-773-2445](#)

[Chat Here](#)

It's free and confidential.



[Call, text, or chat](#)

for support and connections to the services you need.

### RESOURCES

- [Help Applying for Health Insurance](#)
- [Massachusetts Health Connector](#)
- [DTA: Sign Up for Food/SNAP and Cash Assistance](#)
- [Housing Assistance](#)
- [Aging Resources](#)
- [Family Resource Centers](#)
- [211: Essential Community Services](#)
- [Domestic Violence Resources](#)
- [LGBT National Help Center](#)
- [Veterans Services](#)
- [NAMI Mass Compass Helpline](#)
- [MIRA Immigration Helpline](#)
- [Parent/Professional Advocacy League](#)
- [Family Caregiver Alliance](#)



Scan the QR code below to visit the Resource Directory



Behavioral Health Providers:  
Adding your service information is easy — scan the QR code below, or email us at [MAProviderDatabase@carelon.com](mailto:MAProviderDatabase@carelon.com)



# BHHL Utilization Data

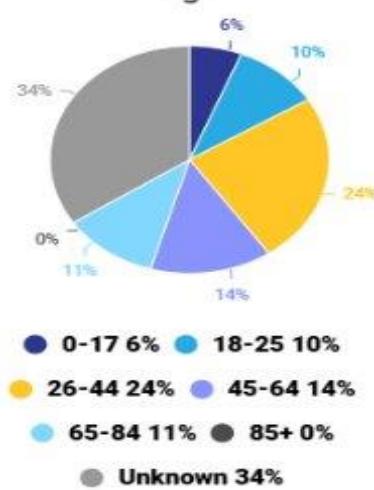
<https://mass.gov/BHHLdashboard>

## Current BHHL Dashboard



Total number of calls handled  
**27,469**

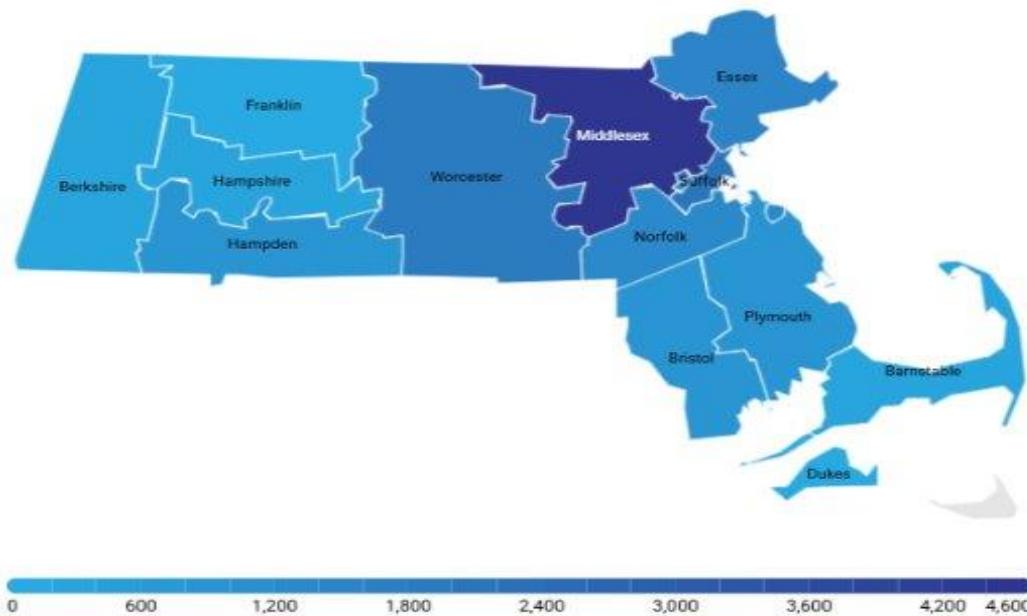
### Age



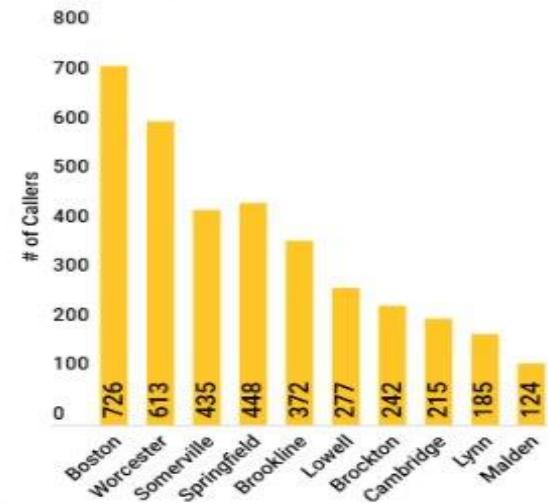
## 2025 Massachusetts Behavioral Health Help Line

Data reporting period January - September 2025

### Call Volume by County



### Top 10 Cities/Towns



\*Values less than 11 and related data are not displayed to protect confidentiality. 8,888 calls were unknown. Percentage breakdowns are calculated based on calls for which/callers for whom the data point was collected.

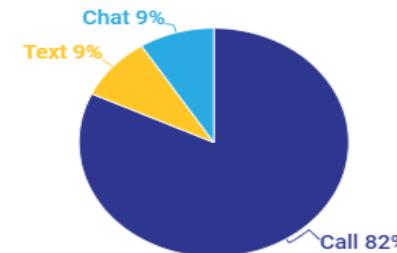
# BHHL Utilization Data

<https://mass.gov/BHHLdashboard>

## Current BHHL Dashboard



BHHL Communication Methods



Average wait time

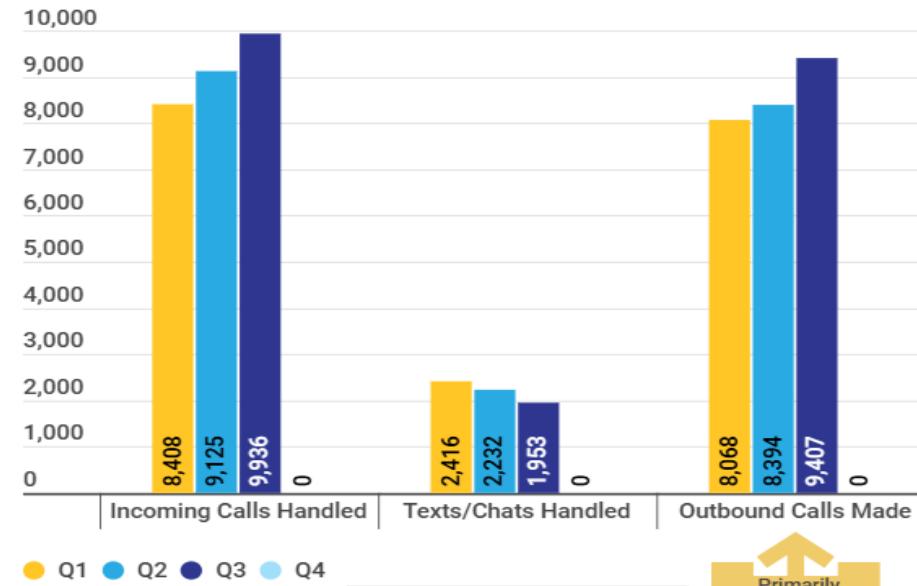


Average call duration



## 2025 Massachusetts Behavioral Health Help Line

Data reporting period January - September 2025



Q1: January 1, 2025 - March 31, 2025  
Q2: April 1, 2025-June 30, 2025  
Q3: July 1, 2025 - September 30, 2025  
Q4: October 1, 2025 - December 31, 2025

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.

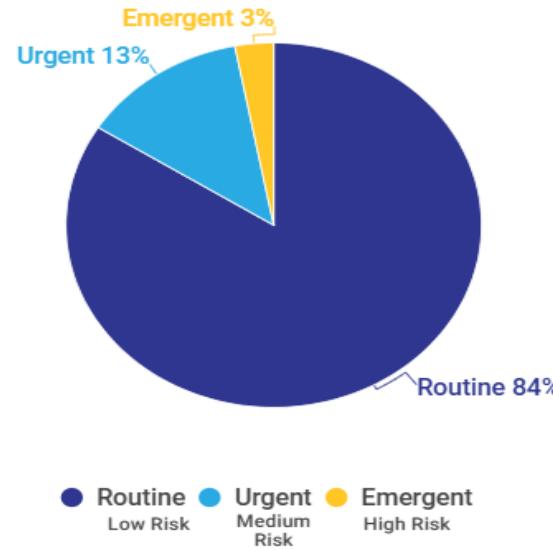
# BHHL Utilization Data

<https://mass.gov/BHHLdashboard>

## Current BHHL Dashboard



Risk Level Categorization of Incoming Calls Handled

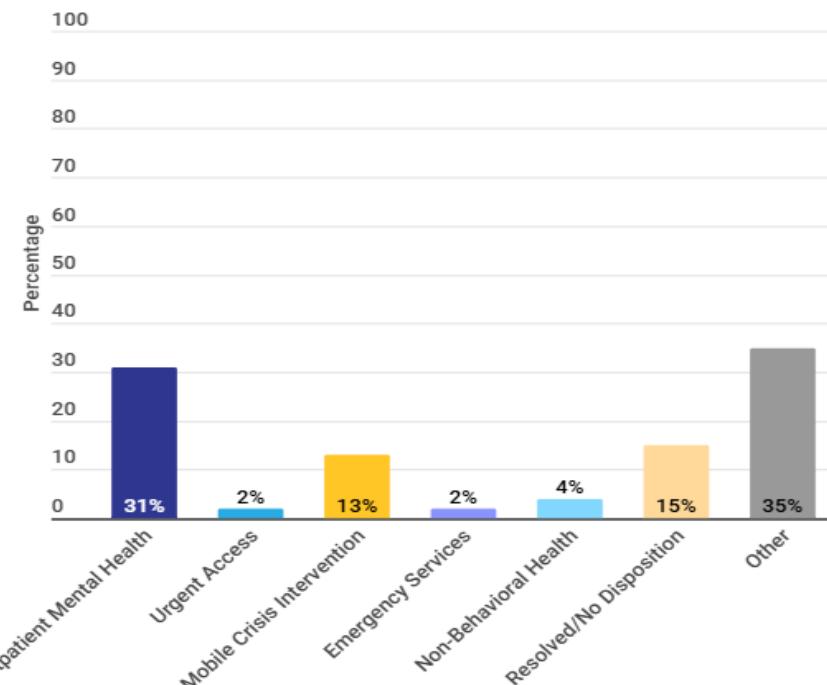


Percentage breakdowns are calculated based on calls for which/callers for whom the data point was collected.

## 2025 Massachusetts Behavioral Health Help Line

Data reporting period January - September 2025

Primary Disposition



# 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.**

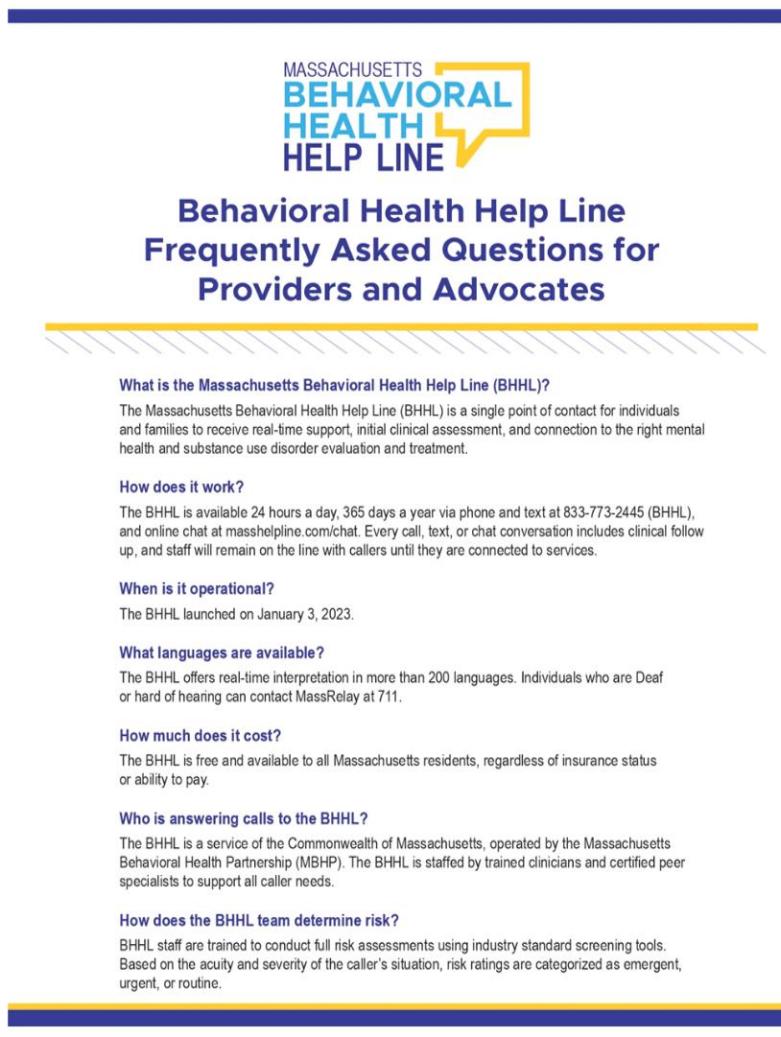
**Here's how it works:**

- 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.

**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). DE0529 - English



**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](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.

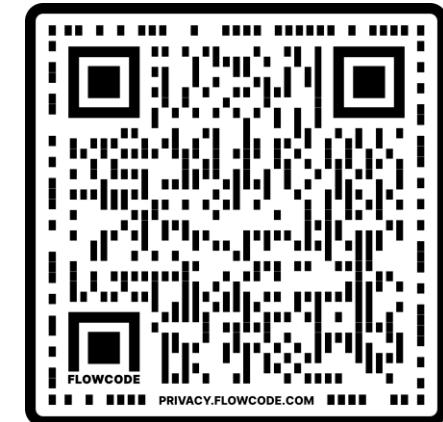
**Who is answering calls to the BHHL?**  
The BHHL is a service of the Commonwealth of Massachusetts, operated by the Massachusetts Behavioral Health Partnership (MBHP). The BHHL is staffed by trained clinicians and certified peer specialists to support all caller needs.

**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?

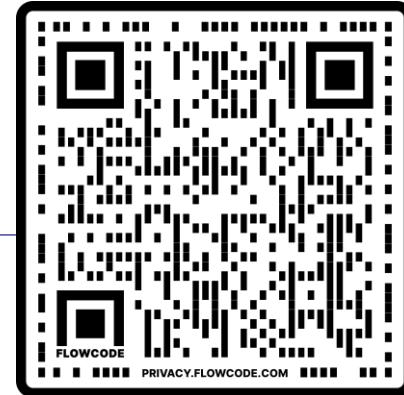
*Wallet Cards, Posters, Brochures, FAQs, One-Pagers*

Download or order printed materials in 13 languages, for free!



# 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.

# Connect with Your Community Relations Rep!



Kara Macomber, Community Relations Representative Manager  
[Kara.Macomber@carelon.com](mailto:Kara.Macomber@carelon.com)



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MASSACHUSETTS

**BEHAVIORAL**

**HEALTH**

**HELP LINE**



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



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