



Don't face a crisis alone

Call the Emergency Services Program if you're facing a mental health or substance use crisis, or just don't know where to go for help.

1-877-382-1609

If you or a family member is facing a mental health or substance use crisis, or you just need some help, we are here.

Call 1-877-382-1609

Learn more at
masspartnership.com/ESP

For information on translation and other formats, as well as our non-discrimination notice, please visit
www.masspartnership.com/member/Translation.aspx.



Behavioral Health
Emergency
Services Program

I called.

They were there.



Behavioral Health
Emergency
Services Program

*24/7 Support for a Mental
Health or Substance Use Crisis*

1-877-382-1609

Support, Stabilize, Connect

Behavioral health Emergency Services Program/Mobile Crisis Intervention (ESP/MCI) teams are a resource right in your community for accessing mental health and/or substance use



24/7

disorder services. We are available **24 hours a day, 7 days a week, 365 days a year, including holidays.** We are here to help you get the services you need, when you need them.

ESP/MCI services are provided at no cost to those with MassHealth (Medicaid), Medicare, or people without health insurance. Some people with private insurance can also get these services.

One Call for the Help You Need

Call the statewide toll-free number at **1-877-382-1609** and enter your zip code. Your call will be automatically transferred to the ESP team closest to you.

Local teams are staffed with licensed clinicians and peers who are here to listen to what you're going through. When you call, a team member may **come meet you where you are** - at your home, provider's office, or another location in your community. You may also be able to have a visit by phone or video at home or wherever you are.

Connecting to your local ESP is fast, and we can help right away.

Special services for children, teens, and young adults

Mobile Crisis Intervention (MCI) is the behavioral health emergency program designed especially for children and young adults up to age 21.



An MCI team member may come to a school, residential program, home, or other location to provide services. MCI teams are staffed with family partners, who have firsthand experience in caring for youth with mental health and/or substance use disorders. We'll work with the youth and his or her family to create the best care plan, including **follow-up for seven days.**

We know that when a young person is having behavioral health difficulties, it can be really hard. Our caring team members will be there for you **every step of the way.**

Why should I call?

We'll help you get the care you need in a place where you feel comfortable. You can access supports without the stress and inconvenience of going to a hospital emergency department. We will work with existing providers, if you have them, and will also provide referrals to the exact kind of care that you need. ESPs provide a **personalized, non-judgmental, and coordinated approach to care.**

When you call, we'll be there.

1-877-382-1609

