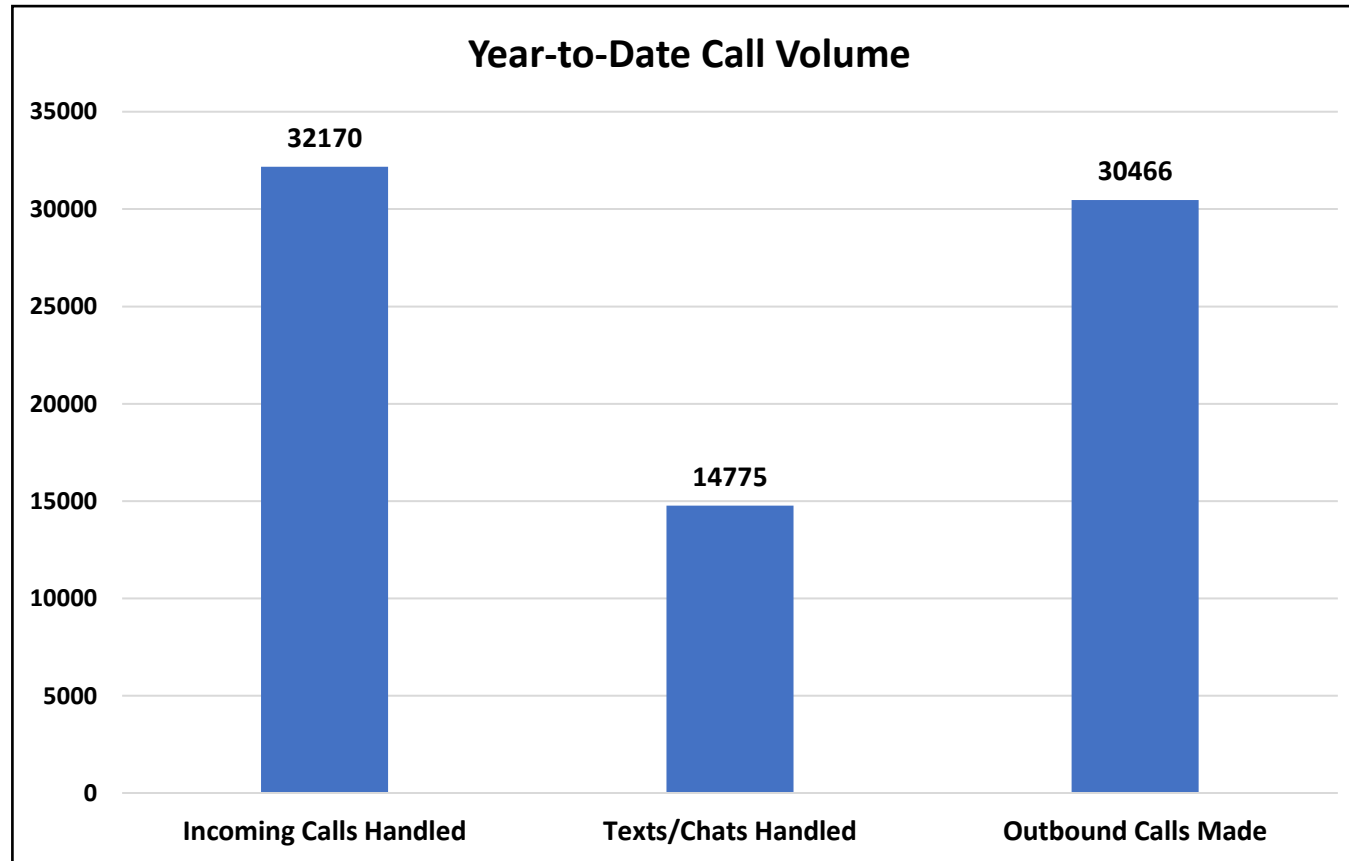




Massachusetts Behavioral Health Help Line Status Report

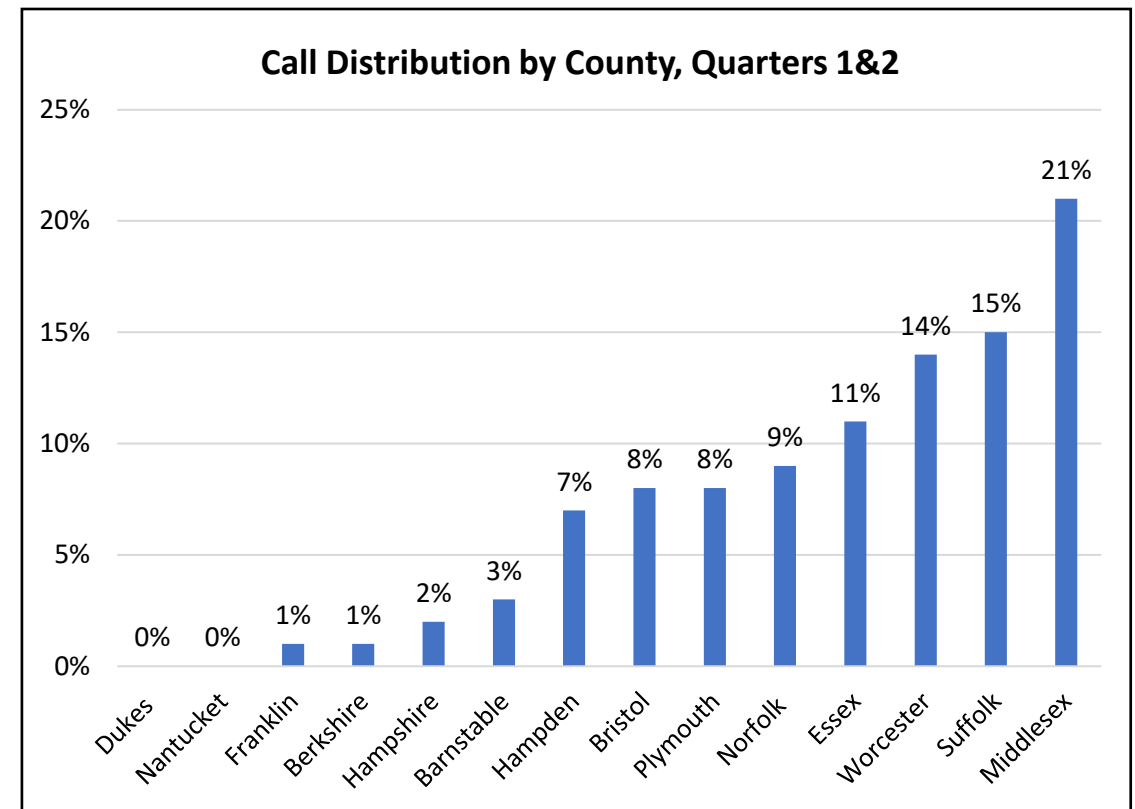
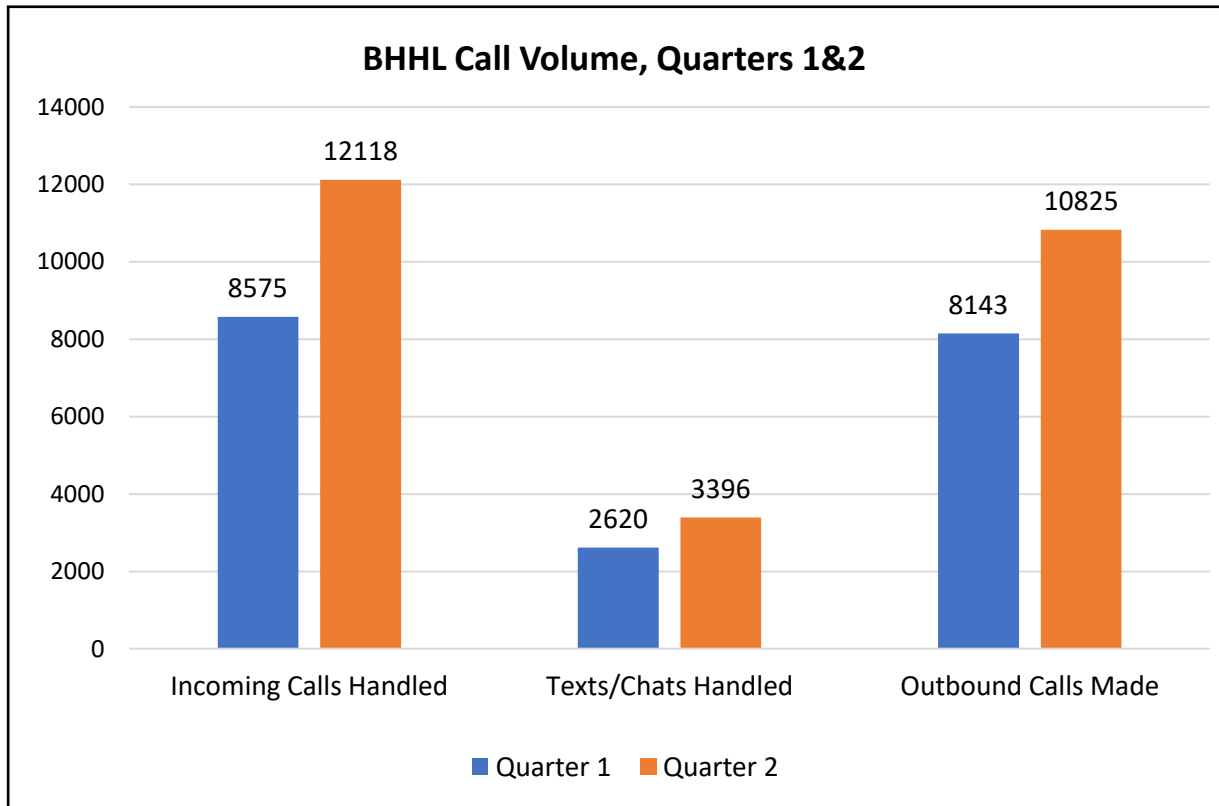
Department of Mental Health
Executive Office of Health and Human Services
October 5, 2023

Behavioral Health Help Line: Total Volume



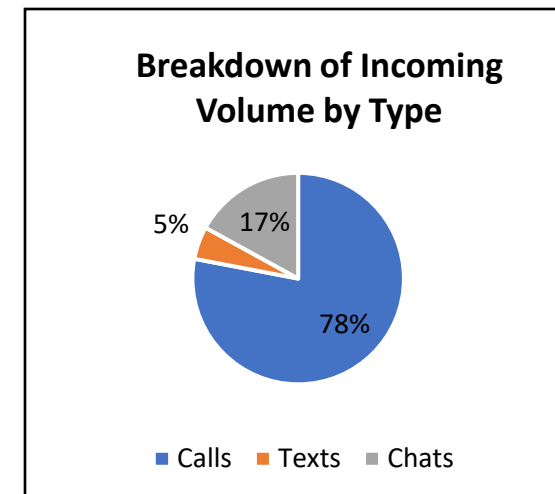
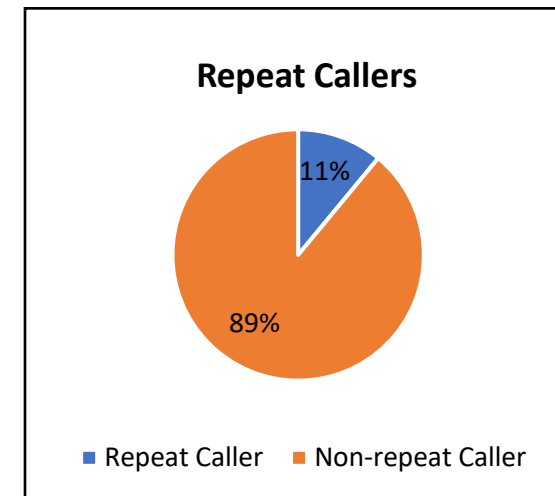
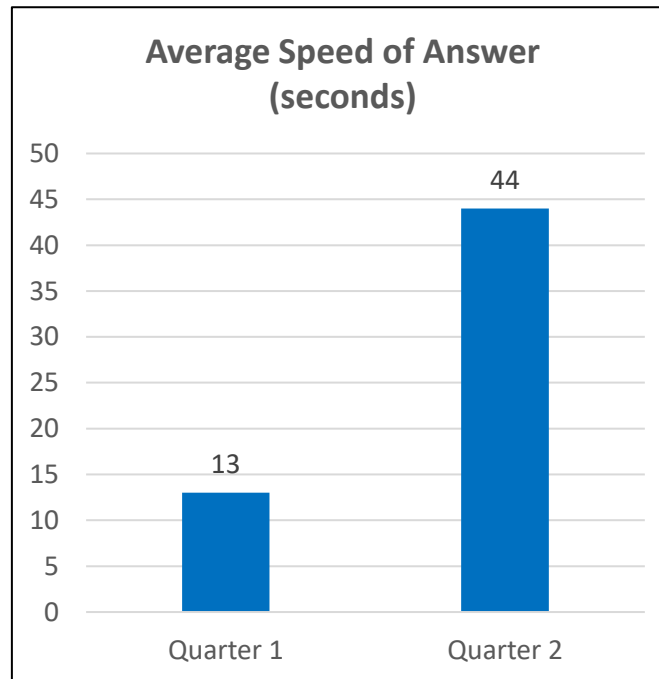
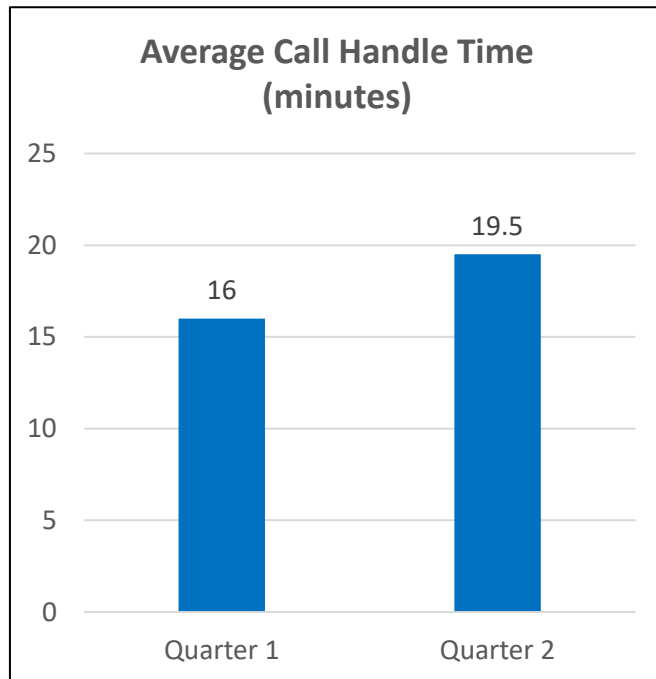
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Behavioral Health Help Line: Data from First Two Quarters



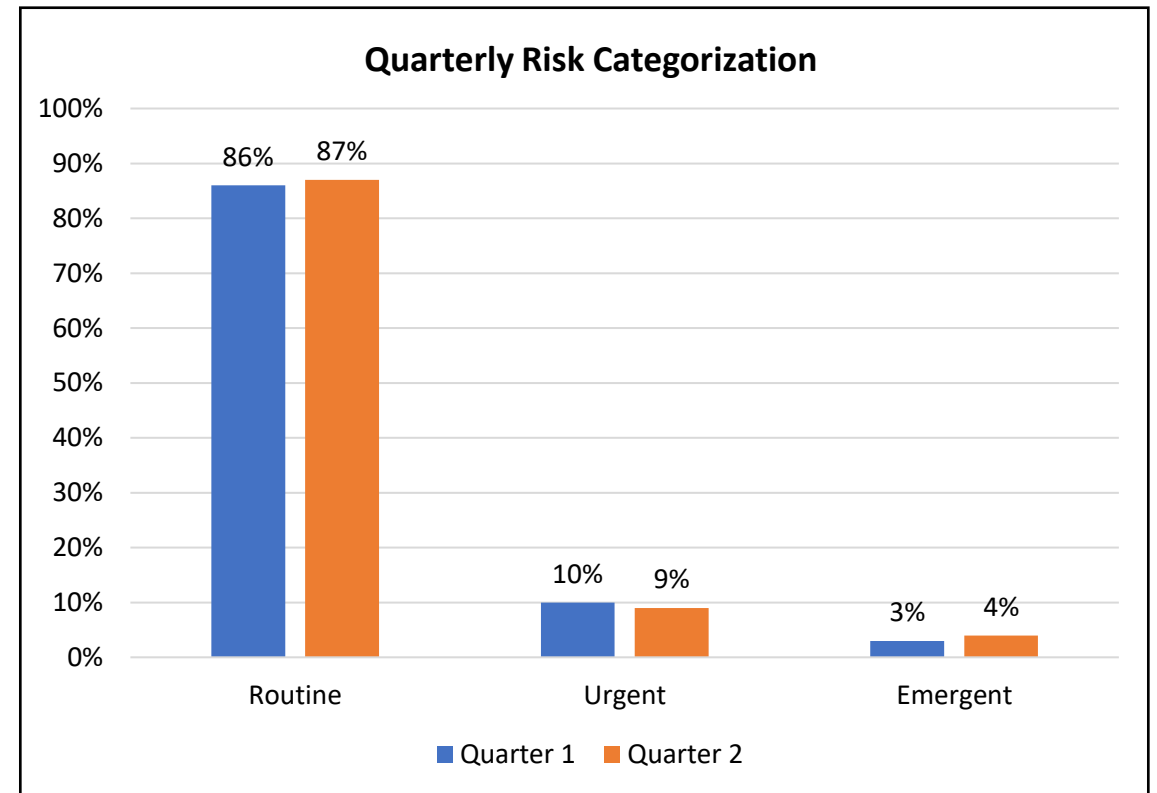
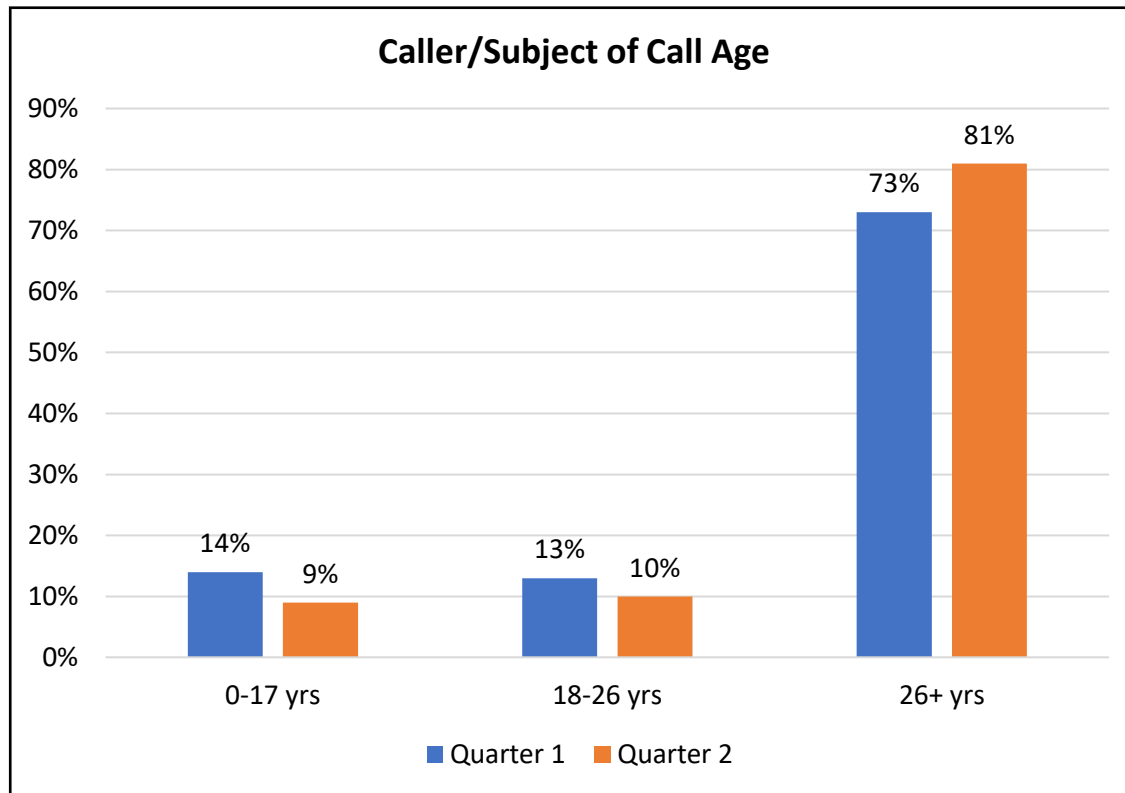
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Behavioral Health Help Line: Data from First Two Quarters



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Behavioral Health Help Line: Data from First Two Quarters



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Behavioral Health Help Line: Community Feedback Portal

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

Portal for CBHC's and External Entities to submit issues and incidents in relation to the BH Roadmap (Behavioral Health Help Line, Community Behavioral Health Center and Behavioral Health Urgent Care Center).

Please note: This is not a portal for adverse incidents or serious reportable events. Related to Mass. Behavioral Health Partnership (MBHP) ONLY, those should be reported via Ombuds@carelon.com or fax to (877) 335-5452.

If this requires immediate attention please call the Behavioral Health Help Line (BHHL) at 833-773-2445

This form is monitored Monday through Friday from 8:30am to 5pm only, not 24 hours, 7 days a week



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