



## **Behavioral Health Emergency Services Program (ESP) Video Transcript**

<https://vimeo.com/473975546/49a5bd33d9>

If you or a loved one are in need of immediate help for a mental health or substance use disorder crisis, you may not know where to turn.

You may feel all alone.

You might be so desperate that you go to a hospital emergency department for help.

But here's something that may surprise you – caring behavioral health clinicians are available right in your community. You don't have to go through the stress and inconvenience of going to the hospital emergency department to get the care you need.

As a MassHealth member, you have access to our mobile behavioral health emergency services program. We're available to you 24 hours a day, 7 days a week, 365 days a year – including holidays.

Just one phone call, from the comfort of your home or wherever you are, provides direct access to licensed behavioral health clinicians and peers who really listen to what you're going through.

We are experts in connecting you to the exact type of care you need - up to and including inpatient hospitalization if necessary.

When you call, a team member may come meet you right where you are - in your home, a provider's office, or another location in the community. We can even do a phone or video visit with you.

Most of the time, we can do this within an hour of your call - so you can access the supports you need, including help in a crisis, without going to the hospital emergency department.

We also provide direct referrals to psychiatry, counseling, detox, and rehab facilities.

We are your local behavioral health emergency services program, and we offer a personalized, non-judgmental, and coordinated approach to care – that you can access quickly.

Call us to get the help you or your loved one needs, right when you need it.

When you call, we'll be here.

**Behavioral Health Emergency Services Program**  
**Statewide Access Number**  
**1-877-382-1609**