



What is a Community Behavioral Health Center (CBHC)?

Community Behavioral Health Centers are part of a new initiative in Massachusetts to make it easier for people to get help for mental health and substance use needs. The program is a key milestone in the implementation of the Mass. Roadmap for Behavioral Health Reform and the commitment to improving access to behavioral health treatment.

People who need mental health and substance use services will be able to find timely, high-quality and evidence-based care at a CBHC site. This includes routine appointments, urgent visits, and 24/7 community-based crisis services.

Who can use CBHC services?

Everyone in Massachusetts can use CBHC services. Nobody will be turned away. The programs will serve people of all ages – children, teenagers and adults.

What should I do if someone is in crisis?

Call the CHA Access and Crisis Line at 833-222-2030. A trained staff member will help you and make sure you can access behavioral health care.

As part of the CBHC, CHA is providing 24/7 mobile crisis services in our communities. Our behavioral health clinicians will talk to people by phone, or meet people in their homes, schools or other community locations – including our Behavioral Health Urgent Care Center at Cambridge Hospital. This allows us to assess people in crisis, evaluate their needs and connect them to care. Typical response time for mobile crisis services is 1 hour.

In a medical emergency, please call 911.

What other CBHC services will be available in January 2023?

The **24/7 phone line (833-222-2030)** will address the needs of people in behavioral health crisis as well as provide information about behavioral health services in the area.

CHA also has a new walk-in **Behavioral Health Access/Urgent Care Service** at Cambridge Hospital, 1493 Cambridge Street, Cambridge. This service is open every day (M-F 8am-8pm, Sat/Sun 9am-5pm), except for major holidays.

Other services will follow, including additional peer support groups, enhanced care management, and recovery coaches.

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What if I already have a behavioral health provider?

You can still use CBHC services to get information, support and access to care. This includes calling the Access and Crisis Line at **833-222-2030** or using the Behavioral Health Access/Urgent Care Service at Cambridge Hospital. As part of your ongoing care, you may be referred back to your regular behavioral health provider.

Is there a cost?

Behavioral health crisis services are covered by all health insurances and are also available to individuals who do not have insurance coverage. For uninsured individuals, services will be covered by MassHealth.

Most outpatient behavioral health services provided by the CBHC are covered by health insurance. You can ask for more information by calling the Access and Crisis Line at **833-222-2030**.

Why is the CBHC important?

Over the past several years it has become much harder to find care for mental health and substance use needs. Many people have gone without care and their health has suffered. Others have used emergency departments for mental health care when they were in crisis. This has led to hospital overcrowding and less-than-optimal care for mental health needs.

The Community Behavioral Health Center model aims to improve mental health care by providing more access, especially for people in crisis.

Are there other CBHCs located near me?

Yes. Starting January 1, 2023, there will be 25 CBHCs across Massachusetts.

Cambridge Health Alliance is just one of the designated CBHC sites for the Metro Boston region. The CHA service area is Cambridge, Somerville, Everett, Malden, and Medford.

There are other CBHC sites serving other local communities:

North Suffolk CBHC

888-309-1989

14 Porter Street, East Boston

Serving Chelsea, Revere, East Boston, Winthrop, and Charlestown

Boston Medical Center CBHC

800-981-4357

850 Harrison Ave, Boston

Serving Boston, Brighton, Brookline