

Resources for Accessing Behavioral Health Treatment

Behavioral Health Helpline

The Behavioral Health Helpline connects individuals and families to the full range of treatment services for mental health and substance use offered in Massachusetts including routine, urgent, emergent care. The Helpline is free and available to all Massachusetts residents, even if you do not have insurance.

call or text 1-833-773-2445

chat online at www.masshelpline.com

The Helpline is available in more than 200 languages and is open 24 hours a day, 7 days a week, 365 days a year. When you reach out to the Helpline, you'll speak with a Resource & Referral Specialist. The Resource & Referral Specialist can provide:

- clinical triage and assessment
- information about behavioral health services
- resources for behavioral health and other needs
- connection to emergent, urgent, and routine mental health and substance use treatment
- warm handoff to your local Community Behavioral Health Center

After your initial contact with the Helpline, a Resource & Referral Specialist will follow up to ensure you were able to connect with services.

Community Behavioral Health Centers

Community Behavioral Health Centers (CBHCs) are regional centers that offer emergent, urgent, and routine treatment for mental health and substance use conditions. This includes:

- clinical and peer support
- individual, family, and group therapy
- medication prescribing services and management
- care coordination, treatment planning, and referrals to other services
- same day evaluation and access to treatment, with timely follow-up appointments
- behavioral health urgent care
- youth and adult mobile crisis intervention and community crisis stabilization

CBHCs are open Monday through Friday, 8 am to 8 pm and Saturday and Sunday 9 am to 5 pm for routine services and 24/7 365 days a year for crisis services. Services are available in-person and via telehealth. You can contact the Behavioral Health Helpline to be connected with your local CBHC, or reach out to a CBHC directly.

Northeast Community Behavioral Health Centers

Advocates

675 Main Street, Waltham
1-800-640-5432

www.advocates.org/services/cbhc

cities & towns served: Acton, Ashland, Arlington, Bedford, Belmont, Boxborough, Burlington, Carlisle, Concord, Framingham, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Littleton, Maynard, Marlborough, Natick, Northborough, Sherborn, Southborough, Stow, Sudbury, Waltham, Watertown, Wayland, Westborough, Wilmington, Winchester, and Woburn

Beth Israel Lahey Health

12 Methuen Street, Lawrence
1-877-255-1261

www.bilhbehavioral.org/services/community-behavioral-health-center/

cities & towns served: Andover, Lawrence, Methuen, and North Andover

Eliot Community Human Services

75 Sylvan Street, Building C, Danvers
1-888-769-5201

www.eliotchs.org/cbhc

cities & towns served: Amesbury, Beverly, Boxford, Danvers, Essex, Georgetown, Gloucester, Groveland, Hamilton, Haverhill, Ipswich, Manchester by the Sea, Marblehead, Merrimac, Middleton, Newbury, Newburyport, Peabody, Rockport, Rowley, Salem, Salisbury, Topsfield, Wenham, and West Newbury

Eliot Community Human Services

95 Pleasant Street, Lynn
1-800-988-1111

www.eliotchs.org/cbhc

cities & towns served: Lynn, Lynnfield, Melrose, Nahant, North Reading, Reading, Salem, Saugus, Stoneham, Swampscott, and Wakefield

Vinfen

40 Church Street, Lowell
1-866-388-2242

www.vinfen.org/services/cbhc

cities & towns served: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, and Westford

Metro Boston Community Behavioral Health Centers

Boston Medical Center

850 Harrison Avenue, Boston
1-800-981-4357

www.bmc.org/cbhc

cities & towns served: Boston and Brookline

Cambridge Health Alliance

1493 Cambridge Street, Cambridge

833-222-2030

www.challiance.org/services-programs/mental-health-and-substance-use/psychiatry-crisis-services

cities & towns served: Cambridge, Somerville, Everett, Malden, and Medford

North Suffolk Community Services

14 Porter Street, Boston

1-888-309-1989

www.northsuffolk.org/services/emergency-services

cities & towns served: Boston, Chelsea, Revere, and Winthrop

Southeast Community Behavioral Health Center**Aspire Health Alliance**

460 Quincy Avenue, Quincy

1-800-528-4890

www.aspirehealthalliance.org

cities & towns served: Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Scituate, and Weymouth

Bay Cove Human Services

116 Camp Street, Barnstable

1-833-229-2683

www.baycovecapecod.org

cities & towns served: Barnstable, Bourne, Brewster, Chatham, Chilmark, Cotuit, Dennis, Eastham, Falmouth, Harwich, Hyannis, Mashpee, Orleans, Osterville, Provincetown, Sandwich, Truro, Wellfleet, Woods Hole, and Yarmouth

Child and Family Services

543 North Street, New Bedford

1-877-966-3154

www.cfservices.org/services-cbhc.php

cities & towns served: Acushnet, Carver, Dartmouth, Duxbury, Fairhaven, Halifax, Hanover, Hanson, Kingston, Marion, Marshfield, Mattapoisett, New Bedford, Pembroke, Plymouth, Plympton, Rochester, and Wareham

Child and Family Services

68 Industrial Park Road, Plymouth

1-877-966-3154

www.cfservices.org/services-cbhc.php

cities & towns served: Acushnet, Carver, Dartmouth, Duxbury, Fairhaven, Halifax, Hanover, Hanson, Kingston, Marion, Marshfield, Mattapoisett, New Bedford, Pembroke, Plymouth, Plympton, Rochester, and Wareham

Child and Family Services

1052 Pleasant Street, Fall River

1-877-966-3154

www.cfservices.org/services-cbhc.php

cities & towns served: Fall River, Freetown, Somerset, Swansea, and Westport

Community Counseling of Bristol County

1 Washington Street, Taunton

1-800-660-4300

www.comcounseling.org

cities & towns served: Attleboro, Berkley, Dighton, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, and Taunton

Fairwinds Center

20 Vesper Lane, Nantucket

1-888-323-3447

www.fairwindscenter.org

cities & towns served: Nantucket

High Point

30 Meadowbrook Road, Brockton

1-888-725-9066

www.hptc.org

cities & towns served: Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, and Whitman

Martha's Vineyard Community Services

111 Edgartown Road, Oak Bluffs

508-693-0410

www.mvcommunityservices.org

cities & towns served: Martha's Vineyard

Central Mass Community Behavioral Health Center

Advocates

1094 Worcester Road, Framingham

1-800-640-5432

www.advocates.org/services/cbhc

cities & towns served: Acton, Ashland, Arlington, Bedford, Belmont, Boxborough, Burlington, Carlisle, Concord, Framingham, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Littleton, Maynard, Marlborough, Natick, Northborough, Sherborn, Southborough, Stow, Sudbury, Waltham, Watertown, Wayland, Westborough, Wilmington, Winchester, and Woburn

Clinical Support Options

205 School Street, Gardner

1-800-562-0112

www.csoinc.org

cities & towns served: Gardner, Templeton, Hubbardston, Westminster, Ashburnham, Winchendon

Community HealthLink

40 Spruce Street, Leominster

1-800-977-5555

www.chlhelps.org

cities & towns served: Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Groton, Hardwick, Harvard, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Sterling, Townsend

Community HealthLink

1-866-549-2142

72 Jaques Avenue, Worcester

www.chlhelps.org

cities & towns served: Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Paxton, Shrewsbury, Spencer, West Boylston, and Worcester

Riverside Community Care

1-800-294-4665

176 West Street, Milford

www.riversidecc.org/adult-services/community-behavioral-health-centers/

cities & towns served: Bellingham, Blackstone, Brimfield, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Holland, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, North Brookfield, Oxford, Southbridge, Sturbridge, Sutton, Upton, Uxbridge, Wales, Warren, Webster, and West Brookfield

Riverside Community Care

1-800-529-5077

190 Lenox Street, Norwood

www.riversidecc.org/adult-services/community-behavioral-health-centers/

cities & towns served: Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, and Wrentham.

Western Mass Community Behavioral Health Center**Behavioral Health Network**

417 Liberty Street, Springfield

1-800-437-5922

www.bhninc.org

cities & towns served: Agawam, Blandford, Chester, East Longmeadow, Granville, Hampden, Huntington, Indian Orchard, Longmeadow, Montgomery, Russell, Southwick, Springfield, Tolland, Westfield, West Springfield, and Wilbraham

Behavioral Health Network

77 Mill Street, Westfield

1-800-437-5922

www.bhninc.org

cities & towns served: Agawam, Blandford, Chester, East Longmeadow, Granville, Hampden, Huntington, Indian Orchard, Longmeadow, Montgomery, Russell, Southwick, Springfield, Tolland, Westfield, West Springfield, and Wilbraham

The Brien Center

334 Fenn Street, Pittsfield

1-800-252-0227

www.briencenter.org/what-we-do/acute-care/

cities & towns served: Adams, Alford, Becket, Cheshire, Clarksburg, Dalton, Egremont, Florida, Great Barrington, Hancock, Hinsdale, Lanesboro, Lee, Lenox, Monroe, Monterey, Mount Washington, New Ashford, New Marlboro, North Adams, Otis, Peru, Pittsfield, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tyringham, Washington, West Stockbridge, Williamstown, Windsor

Center for Human Development

1109 Granby Road, Chicopee

1-833-243-8255

www.chd.org/gateway/

cities & towns served: Belchertown, Bondsville, Chicopee, Granby, Holyoke, Ludlow, Monson, Palmer, South Hadley, Southampton, Thorndike, Three Rivers, Ware

Clinical Support Options

2033 Main Street, Athol

1-800-562-0112

www.csoinc.org

cities & towns served: Ashfield, Athol, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Millers Falls, Montague, New Salem, Northfield, Orange, Petersham, Phillipston, Rowe, Royalston, Shelburne, Shutesbury, Sunderland, Turners Falls, Warwick, Wendell, and Whately

Clinical Support Options

1 Arch Place, Greenfield

1-800-562-0112

www.csoinc.org

cities & towns served: Ashfield, Athol, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Millers Falls, Montague, New Salem, Northfield, Orange, Petersham, Phillipston, Rowe, Royalston, Shelburne, Shutesbury, Sunderland, Turners Falls, Warwick, Wendell, and Whately

Clinical Support Options

8 Atwood Drive, Northampton

1-800-562-0112

www.csoinc.org

cities & towns served: Amherst, Chesterfield, Cummington, Easthampton, Florence, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westhampton, Williamsburg, and Worthington

