



We're here for you.

When you or a family member experience a crisis related to mental health or substance disorders, remember – **you are not alone.**

The statewide Emergency Services Program (ESP) provides **24/7/365 crisis help** – without you having to go to a hospital emergency room.

Am I eligible to receive these crisis services?

Services are provided at no cost to those with MassHealth (Medicaid), Medicare, or people without health insurance. Some people with commercial insurance can also get these services. Call your local crisis team to learn more. Local numbers are listed on the back of this flyer.

How does it work?

If you or a loved one are experiencing a **behavioral health crisis**, help is a phone call away. Call your local crisis team using the information on the back of this flyer.

You'll talk to a behavioral health professional who can help you. He or she will work with you to determine the **best plan** for your unique situation. A team member may come **meet you where you are** – at your home, a hospital, or another location in the community. Some teams also have **walk-in locations** you can visit. Learn more at www.masspartnership.com/pdf/MBHPESPDirectory.pdf.

Your local team of caring professionals will provide the **support you need** to get through the crisis and become more stable.

“There's help available - and there's hope. It will be worth it to call because someone will be there for you.”

- Crisis Team Peer Specialist

When should I call? Call us when:



You or a loved one needs behavioral health care right away



You don't know where else to go for help



You don't want to go to an emergency room and you are not in physical danger

Don't face a crisis alone. Call the Emergency Services Program at **1-877-382-1609** or turn this flyer over to get the support you need.

To learn more, visit www.masspartnership.com/member/esp.aspx.

Local Emergency Services Program (ESP) Crisis Team Numbers

BOSTON/METRO BOSTON REGION		
Boston/ Cambridge/ Somerville	Boston (Dorchester, South Boston, Roxbury, West Roxbury, Jamaica Plain, Mattapan, Roslindale, Hyde Park, Lower Mills), Brighton, Brookline, Cambridge, Charlestown, Chelsea, East Boston, Revere, Somerville, and Winthrop	Boston Medical Center/Boston Emergency Services Team (B.E.S.T.) 24-hour access number: 1-800-981-4357
Norwood	Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, and Wrentham	Riverside Community Care 24-hour access number: 1-800-529-5077
South Shore	Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Scituate, and Weymouth	Aspire Health Alliance (formerly South Shore Mental Health (SSMH)) 24-hour access number: 1-800-528-4890
WESTERN REGION		
The Berkshires	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, and Windsor	The Brien Center for Mental Health and Substance Abuse 24-hour access number: 1-800-252-0227
Greenfield	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 24-hour access number: 1-800-562-0112
Northampton	Amherst, Chesterfield, Cummington, Easthampton, Florence, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westhampton, Williamsburg, and Worthington	Clinical & Support Options 24-hour access number: 1-844-788-6470
Southern Pioneer Valley	Agawam, Belchertown, Blandford, Bondsville, Chester, Chicopee, East Longmeadow, Granby, Granville, Hampden, Holyoke, Huntington, Indian Orchard, Longmeadow, Ludlow, Monson, Montgomery, Palmer, Russell, South Hadley, Southampton, Southwick, Springfield, Thorndike, Three Rivers, Tolland, Ware, Westfield, West Springfield, and Wilbraham	Behavioral Health Network 24-hour access number: 1-800-437-5922
CENTRAL REGION		
MetroWest	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	Advocates 24-hour access number: 1-800-640-5432
North County	Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Hardwick, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Sterling, Templeton, Townsend, Westminster, and Winchendon	Community Healthlink, Inc. 24-hour access number: 1-800-977-5555
South County	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 24-hour access number: 1-800-294-4665
Worcester	Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Paxton, Shrewsbury, Spencer, West Boylston, and Worcester	Community Healthlink, Inc. 24-hour access number: 1-866-549-2142
NORTHEASTERN REGION		
North Essex	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	Beth Isreal Lahey Health Behavioral Services 24-hour access number: 1-866-523-1216
Lawrence	Andover, Lawrence, Methuen, North Andover	Beth Isreal Lahey Health Behavioral Services 24-hour access number: 1-877-255-1261
Lowell	Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, Westford	Beth Isreal Lahey Health Behavioral Services 24-hour access number: 1-800-830-5177
Tri-City	Everett, Lynn, Lynnfield, Malden, Medford, Melrose, Nahant, North Reading, Reading, Saugus, Stoneham, Swampscott, Wakefield	Eliot Community Services 24-hour access number: 1-800-988-1111
SOUTHEASTERN		
Southern Coast	Acushnet, Carver, Dartmouth, Duxbury, Fairhaven, Halifax, Hanover, Hanson, Kingston, Marion, Marshfield, Mattapoisett, New Bedford, Pembroke, Plymouth, Plympton, Rochester, and Wareham	Child and Family Services of New Bedford 24-hour access number: 1-877-996-3154
Brockton	Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, and Whitman	Community Counseling of Bristol County (CCBC) 24-hour access number: 1-833-222-2103
Cape Cod and The Islands	Aquinnah, Barnstable, Bourne, Brewster, Chatham, Chilmark, Cotuit, Dennis, Eastham, Edgartown, Falmouth, Gay Head, Gosnold, Harwich, Hyannis, Mashpee, Nantucket, Oak Bluffs, Orleans, Osterville, Provincetown, Sandwich, Tisbury, Truro, Wellfleet, West Tisbury, Woods Hole, and Yarmouth	Bay Cove/Cape Cod and the Islands Emergency Services 24-hour access number: 1-833-229-2683
Fall River	Fall River, Freetown, Somerset, Swansea, and Westport	Boston Medical Center (BMC)/Fall River Emergency Services 24-hour access number: 1-800-981-4357
Taunton, Attleboro	Attleboro, Berkley, Dighton, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, and Taunton	Community Counseling of Bristol County (CCBC) 24-hour access number: 1-800-660-4300