





## Massachusetts Emergency Services Program

Immediate behavioral health crisis services available to your patients  
as an alternative to the emergency department

### What is the Emergency Services Program?

Emergency Services Programs (ESPs) across Massachusetts provide **24/7/365 crisis assessment, intervention, and stabilization** services to individuals of all ages with mental health, substance use disorder, and/or co-occurring conditions. ESPs provide:

-  On-site, face-to-face **therapeutic responses** including short-term, solution-focused counseling
-  **Psychiatric consultation and urgent psychopharmacology** intervention, as needed
-  **Referrals and linkages** to all medically necessary behavioral health services and supports
-  **Safety plans** developed in collaboration with patients' behavioral health providers

### Available ESP Services

- **Mobile Crisis Intervention (MCI) for youth:** For MassHealth-enrolled youth up to the age of 21 (and up to the age of 19 for some commercial insurance companies), this service mobilizes to the home, your office, or other site where a youth is located.
- **MCI for adults:** Provides services to adults, ages 21+ in their homes, residential programs, or wherever the patient is located – including a hospital emergency department.
  - From 7 a.m. to 8 p.m., adult mobile services are available at any location, including your office.
  - From 8 p.m. to 7 a.m., this service is available in residential programs and EDs.
  - Some ESPs may provide additional hours for adult mobile services to all locations.
- **Community-based locations:** These locations are operated by the ESP, outside an ED. Operating hours for each location can be found in the ESP Directory at [www.masspartnership.com/pdf/MBHPESPDirectory.pdf](http://www.masspartnership.com/pdf/MBHPESPDirectory.pdf).
- **Community Crisis Stabilization:** This service provides a staff-secure, less-restrictive, and voluntary alternative to a psychiatric hospital for ages 18+.

### How is it accessed?

The patient, a family member, or clinician can call the local ESP team using the contact information on the back of this flyer. If for some reason you or the patient don't have access to those numbers, call the statewide ESP number at **1-877-382-1609**. Enter the zip code of the location of the patient; the call will be automatically transferred to the closest crisis team.

### Who can receive ESP services?

Services are available at no cost to individuals with MassHealth (Medicaid), Medicare, or who do not have insurance. Many ESPs also contract with commercial insurance companies. Call your local ESP team to learn more.

### What's the benefit?

ESPs are an alternative to hospital emergency departments that provide **immediate, professional clinical support** for patients experiencing non-life-threatening behavioral health crises. Learn more at [www.masspartnership.com/provider/esp.aspx](http://www.masspartnership.com/provider/esp.aspx).

### How to find other behavioral health resources

Need help finding additional services for your patients? Visit [www.mabhaccess.com](http://www.mabhaccess.com) to find openings in behavioral health programs near you.

## Local Emergency Services Program (ESP) Numbers

BOSTON/METRO BOSTON REGION		
<b>Boston/ Cambridge/ Somerville</b>	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	<b>Boston Medical Center/Boston Emergency Services Team (B.E.S.T.)</b> 24-hour access number: 1-800-981-4357
<b>Norwood</b>	Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, and Wrentham	<b>Riverside Community Care</b> 24-hour access number: 1-800-529-5077
<b>South Shore</b>	Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Scituate, and Weymouth	<b>Aspire Health Alliance (formerly South Shore Mental Health (SSMH))</b> 24-hour access number: 1-800-528-4890
WESTERN REGION		
<b>The Berkshires</b>	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	<b>The Brien Center for Mental Health and Substance Abuse</b> 24-hour access number: 1-800-252-0227
<b>Greenfield</b>	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	<b>Clinical &amp; Support Options</b> 24-hour access number: 1-800-562-0112
<b>Northampton</b>	Amherst, Chesterfield, Cummington, Easthampton, Florence, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westhampton, Williamsburg, and Worthington	<b>Clinical &amp; Support Options</b> 24-hour access number: 1-844-788-6470
<b>Southern Pioneer Valley</b>	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	<b>Behavioral Health Network</b> 24-hour access number: 1-800-437-5922
CENTRAL REGION		
<b>MetroWest</b>	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	<b>Advocates</b> 24-hour access number: 1-800-640-5432
<b>North County</b>	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	<b>Community Healthlink, Inc.</b> 24-hour access number: 1-800-977-5555
<b>South County</b>	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	<b>Riverside Community Care</b> 24-hour access number: 1-800-294-4665
<b>Worcester</b>	Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Paxton, Shrewsbury, Spencer, West Boylston, and Worcester	<b>Community Healthlink, Inc.</b> 24-hour access number: 1-866-549-2142
NORTHEASTERN REGION		
<b>North Essex</b>	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	<b>Beth Isreal Lahey Health Behavioral Services</b> 24-hour access number: 1-866-523-1216
<b>Lawrence</b>	Andover, Lawrence, Methuen, and North Andover	<b>Beth Isreal Lahey Health Behavioral Services</b> 24-hour access number: 1-877-255-1261
<b>Lowell</b>	Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, and Westford	<b>Beth Isreal Lahey Health Behavioral Services</b> 24-hour access number: 1-800-830-5177
<b>Tri-City</b>	Everett, Lynn, Lynnfield, Malden, Medford, Melrose, Nahant, North Reading, Reading, Saugus, Stoneham, Swampscott, and Wakefield	<b>Eliot Community Services</b> 24-hour access number: 1-800-988-1111
SOUTHEASTERN		
<b>Southern Coast</b>	Acushnet, Carver, Dartmouth, Duxbury, Fairhaven, Halifax, Hanover, Hanson, Kingston, Marion, Marshfield, Mattapoisett, New Bedford, Pembroke, Plymouth, Plympton, Rochester, and Wareham	<b>Child and Family Services of New Bedford</b> 24-hour access number: 1-877-996-3154
<b>Brockton</b>	Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, and Whitman	<b>Community Counseling of Bristol County (CCBC)</b> 24-hour access number: 1-833-222-2103
<b>Cape Cod and The Islands</b>	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	<b>Bay Cove/Cape Cod and the Islands Emergency Services</b> 24-hour access number: 1-833-229-2683
<b>Fall River</b>	Fall River, Freetown, Somerset, Swansea, and Westport	<b>Boston Medical Center (BMC)/Fall River Emergency Services</b> 24-hour access number: 1-800-981-4357
<b>Taunton, Attleboro</b>	Attleboro, Berkley, Dighton, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, and Taunton	<b>Community Counseling of Bristol County (CCBC)</b> 24-hour access number: 1-800-660-4300