

## Connecting to hope

A peer is someone with lived experience of a mental health and/or addiction. A peer has a **unique understanding** of what you're going through. Peers offer support without judgment and help you work within the healthcare system. They provide hope that **recovery is possible**. As an MBHP Member, you have access to:

- **Dual Recovery Anonymous (DRA)** is a 12-step program supporting people in recovery from both mental health and addictions. DRA meetings involve sharing experiences and focusing on **strengths and hope**.
- The **Consumer and Family Advisory Councils** give MBHP Members, family members, state agency representatives, and advocates a chance to have their voices heard. They give MBHP feedback on projects, materials, services, and community issues.

MBHP also holds **annual Forums** to share best practices and issues in health equity and recovery, as well as behavioral and physical health integration. The forums are led by nationally recognized individuals. Forum topics are based on active stakeholder feedback. MBHP is committed to taking intentional and measurable steps to confront conditions that stand in the way of health and wellbeing of our Members.

To learn more, visit [masspartnership.com](http://masspartnership.com) and click "Helpful Resources" in the Members and Families section.

## Get started today

Start your wellness journey today! Complete a Health Needs Assessment with one of our caring staff. You will be matched with the services that are the best fit for you and your family.

To learn more:

- Visit [masspartnership.com](http://masspartnership.com) and click "Getting Started" in the Members and Families section, or
- Call us at 1-800-495-0086

## Important Contacts

### Member Engagement Center:

**800-495-0086 (TTY: 877-509-6981)**

### Behavioral Health Help Line (BHHL):

**833-773-2445/masshelpline.com**

### Community Behavioral Health Centers

**(CBHCs): 877-382-1609**

### Integrated Care Management Program

**(ICMP): 800-495-0086, Ext. 706870**

 [masspartnership.com](http://masspartnership.com)

MBHP complies with applicable federal civil rights laws and does not discriminate, exclude, or treat people differently because of race, color, national origin, ancestry, age, disability, religious creed, sex, sexual orientation, gender identity, gender stereotyping, genetic information, or veteran status. MBHP's notice of non-discrimination can be found at <http://www.masspartnership.com/member/NonDiscriminationNotice.aspx>.

You can get this information in other languages and other formats, such as large print or Braille.

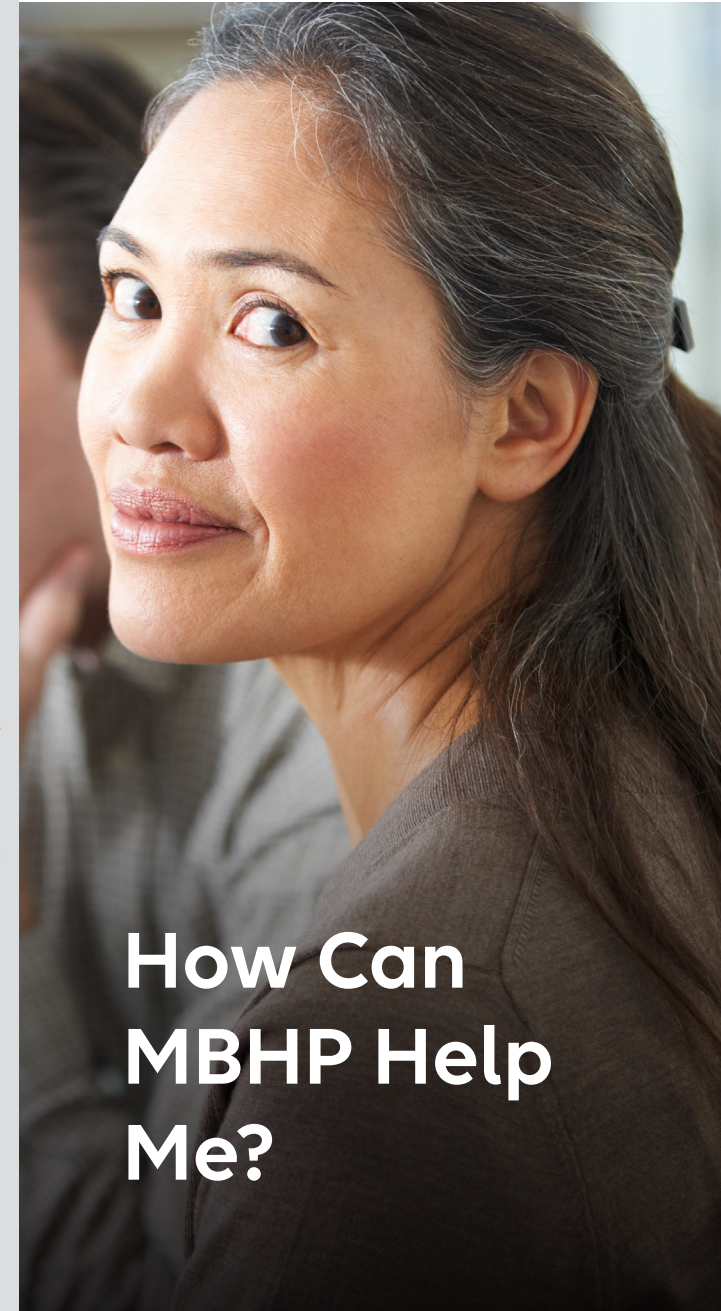
Call us at 1-800-495-0086 from Monday to Thursday, 8 a.m. to 5 p.m. and Friday 9:30 a.m. to 5 p.m. The call is free! Call TTY 1-877-509-6981 if you are deaf, hard of hearing, or speech impaired.

Tenemos información en español. Servicio de intérpretes gratis!

# MBHP

## Massachusetts Behavioral Health Partnership

A Carelon Behavioral Health Company



## How Can MBHP Help Me?

# MBHP is here for you

The Massachusetts Behavioral Health Partnership (MBHP) offers **high-quality behavioral health care**. MBHP is proud to be the state's leader in helping people achieve healthier lives. Our care includes outpatient mental health and substance use disorder services, inpatient services, and emergency services.

You can receive MBHP services if you are a Member of the MassHealth Primary Care Clinician (PCC) Plan or one of the following accountable care organizations (ACOs):

- BeHealthy Partnership
- Community Care Cooperative (C3)
- Steward Health Choice

MBHP offers access to experts who help you:

- **Find the right services for you:** Over 1,400 providers in our network serve people from many **ethnic and cultural backgrounds**.
- **Access care at no cost to you: You will never be billed** for the covered mental health and substance use disorder services we provide.
- **Connect with others on your journey:** Work with **peers** who have lived experience of mental health and substance use disorders.
  - ⇒ **Peer Recovery Coaches (Peer RCs) share their personal experiences** to help guide you in achieving and maintaining recovery.
  - ⇒ **Recovery Support Navigators (RSNs)** help you **explore** and access treatment options, **set** goals, and **find** community supports.



## Feel better with help from your care team

Members of the PCC Plan can join the MBHP Integrated Care Management Program (ICMP). ICMP staff will work with you or your caregiver one-to-one to help you:

- **Learn more** about your health and health conditions
- **Get answers** to questions between visits to your provider
- **Understand** and follow the treatment plan set by you and your provider

To learn more about the ICMP:

- Visit [masspartnership.com](https://masspartnership.com) and click “Integrated Care Management Program” in the Members and Families section, or
- Call us at 800-495-0086, Ext. 706870

Members of BeHealthy Partnership, Community Care Cooperative (C3), Mass General Brigham, or Steward Health Choice may be eligible for care management services through the **Community Partners** program. You can reach out to your ACO to learn more.

## Do you know a youth who needs extra support?

Children's Behavioral Health Initiative (CBHI) services help **youth under the age of 21** who have behavioral, emotional, and mental health needs. Six CBHI services provide crisis support, care coordination, counseling in the home, and more.

To learn more:

- Visit [masspartnership.com](https://masspartnership.com) and click “Available Services” in the Members and Families section, or
- Call us at 800-495-0086

## If you have an emergency

Call the **Massachusetts Behavioral Health Help Line (BHHL): 833-773-2445** or go to **[masshelpline.com](https://masshelpline.com)**.

The Help Line connects individuals and families to the full range of mental health and addiction treatment services in the Commonwealth. Service include outpatient, urgent, and immediate crisis intervention. The Help Line provides real-time, live clinical connection. It is available 24/7 in over 200 languages. No insurance is required.

*The Behavioral Health Help Line is a service of the Commonwealth of Massachusetts, operated by MBHP.*

**Community Behavioral Health Centers (CBHCs)** can also help, day or night, 365 days a year, seven days a week. CBHCs can help with a mental health or substance use disorder crisis that is not life-threatening. Staff can come to your home, a crisis center, or another community location. **Certified Peer Specialists (CPSs)** learn skills in a certification program to **help support Members with their needs**.

To reach a CBHC, **call toll-free 877-382-1609**.

**If someone is in immediate danger of getting hurt or you are concerned about your immediate safety, please call 911 or your local police department.**