BMC CBHC is part of a network of CBHCs across Massachusetts that offer immediate and confidential care for mental health and substance use needs.

Lead agency: Boston Medical Center
Partners: Bay Cove Human Services

We serve:
All youth, adults, and families in Boston (Allston, Brighton, Dorchester, Hyde Park, Jamaica Plain, Mattapan, North End, Roslindale, Roxbury, South Boston, South End, and West Roxbury) and Brookline.

Our team includes:
- Psychiatrists
- Therapists
- Master's level crisis clinicians
- Nurse practitioners
- Registered nurses
- Medical assistants
- Case managers
- Family partners
- Resource specialists
- Certified peer specialists
- Mental health workers
- Recovery coaches

- We have staff that speak multiple languages and access to interpreter services, including ASL.
- We offer evaluations and follow-up in-person and via telehealth.

BMC.org/CBHC

24/7 Crisis Hotline
1.800.981.4357

CBHC@BMC.org

“Your one-stop shop for crisis, mental health, and substance use disorder services and treatment.”
In need of urgent crisis evaluation for mental health or substance use? Skip the ER! Call BEST 1.800.981.4357!

- Call our toll-free Crisis Hotline at 1.800.981.4357 and speak to a live Master’s level clinician 24/7/365.
- When you call, we will ask you basic demographic information and details about the current crisis.
- We serve all ages.
- All insurances accepted, including uninsured/no insurance.

MOBILE CRISIS INTERVENTION (MCI)
1.800.981.4357

BEST MCI URGENT CARE CENTER
85 East Newton Street
Boston, MA 02118

Hours: 24/7/365
24/7 Hotline: 1.800.981.4357

MCI Services:
- 24/7 MCI hotline
- 24/7 MCI on-site/mobile evaluation
- Same-day crisis evaluation and intervention
- Brief follow-up
- Referral to behavioral health and substance use services
- Referral to behavioral health treatment settings, including Community Crisis Stabilization (CCS)
- Connection to Certified Peer Specialists and Family Partners

LOOKING FOR HELP WITH MENTAL HEALTH OR SUBSTANCE USE?
Call 617.414.5470!

- Walk-ins accepted.
- No appointment needed!
- MassHealth insurances are accepted*
*Excluding MassHealth Limited

CBHC Clinical Services:
- Same-day urgent behavioral health assessment/evaluation
- Same-day urgent access to treatment
- Timely follow-up appointments
- Outpatient treatment for mental health and addictions
- Medication assisted treatment (MAT)
- Psychopharmacology
- Individual/family/group therapy
- Care coordination and case management
- Recovery and peer support services

CBHC CLINICAL SERVICES
617.414.5470

ADULT CBHC
850 Harrison Avenue
Boston, MA 02118
Dowling Building, 7th floor

YOUTH CBHC
85 East Newton Street
Boston, MA 02118

Walk-In Hours:
Weekdays: 8 a.m. – 8 p.m.
Weekends: 9 a.m. – 5 p.m.
617.414.5470

COMMUNITY CRISIS STABILIZATION (CCS)

The CCS is a staff-secured and safe treatment program that provides short-term crisis intervention for individuals with mental health needs and co-occurring disorder over a 5-day stay.

ADULT CCS
85 East Newton St
Boston, MA 02118

Age: 18+ Hours: 24/7/365

24/7 Intake Line: 617.414.8316

Adult CCS Services:
- Referrals can be made 24/7/365
- Group therapy
- Medication management by Licensed Prescribers
- Crisis intervention
- Future crisis prevention planning
- Discharge planning
- Community care coordination

MCI Services:
- 24/7 MCI hotline
- 24/7 MCI on-site/mobile evaluation
- Same-day crisis evaluation and intervention
- Brief follow-up
- Referral to behavioral health and substance use services
- Referral to behavioral health treatment settings, including Community Crisis Stabilization (CCS)
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