

We are committed to providing crisis intervention that is accessible, comprehensive, culturally competent, and respectful to the dignity of the individuals we serve.

ELIGIBILITY

Individuals of all ages who have the following insurance plans*:

- AllWays Health Partners
- Beacon Health managed plans (BMC Health Net Plans, Fallon, Unicare, MBHP)
- Commonwealth Care Alliance (One Care)
- DMH only
- Harvard Pilgrim HHA/HMO
- Medicare
- MassHealth (Medicaid) plans
- Program of All-Inclusive Care for the Elderly (PACE)
- Senior Care Options
- Senior Whole Health
- Tufts Health Together
- Tufts Health Unify (One Care)
- United Health Care
- Uninsured/No Insurance

Call 1-800-981-HELP (4357) for all insurance eligibility questions

FUNDING SOURCE

The Boston Emergency Services Team and The Cambridge Somerville Emergency Services Program are one of the statewide Emergency Services Programs supported by the Massachusetts Behavioral Health Partnership and Beacon.

COMMUNITIES WE SERVE

Boston, Brookline, Cambridge, Chelsea, Revere, Somerville, and Winthrop

HOURS OF OPERATION

- 24/7/365 Mobile Clinician Response
- 24/7/365 Crisis Stabilization Beds
- Urgent Care Center Hours:

Monday-Friday:	7am-11pm
Weekends:	11am-7pm

Call prior to visiting Urgent Care

URGENT CARE CENTERS

BEST Bay Cove

Urgent Care Center

Solomon Carter Fuller Mental Health Center
85 East Newton Street, 1st floor
Boston, MA 02118

BEST North Suffolk

Urgent Care Center

Erich Lindemann Mental Health Center
25 Staniford Street, 2nd floor
Boston, MA 02114

BEST North Suffolk

Urgent Care Center

140 B South Street
Jamaica Plain, MA 02130
(Short walk from Forest Hills station)

WEBSITE

<https://www.bumc.bu.edu/psychiatry/clinical-services/emergency-services-program/>

BEST
CESP

The Boston Emergency Services Team (BEST) & The Cambridge Somerville Emergency Services Program (CESP) send mobile crisis clinicians to homes, schools, outpatient clinics and many other community locations.

- **Lead Agency:** Boston Medical Center
- **Partners:** Bay Cove Human Services, North Suffolk Mental Health Association, Mass General Hospital Acute Psychiatry Services, and Cambridge Hospital Psychiatric Emergency Services

24-Hour Hotline
1-800-981-HELP
(4 3 5 7)

BOSTON
MEDICAL
CENTER

Your door to crisis, mental health, and substance abuse services...

The Boston Emergency Services Team and The Cambridge Somerville Emergency Services Program provide 24-hour response to adults and youth in need of crisis intervention for mental health and substance use concerns.

Experienced psychiatrists, advanced nurse practitioners, registered nurses, master's level clinicians, mental health workers, family partners, and certified peer specialists make up our team.

We deliver services in the community (*e.g., homes, schools*), at the urgent care centers, and, if necessary, at local emergency departments, to address medical or safety concerns.

24-HOUR CALL CENTER

1-800-981-HELP (4357)

Dial our toll-free 24-hour number to initiate services. Call Center clinicians will provide information, referrals, and arrange in-person evaluations.

When you call, you will be asked demographic information as well as detailed questions about the current crisis. Try to remain calm and answer questions fully. This important step can save time and help us offer a successful intervention.



MOBILE CRISIS INTERVENTION

Mobile Crisis Intervention, known as MCI, is the youth-serving component of our Program.

MCI services are available to all youth regardless of insurance up to age 18 and to MassHealth-insured youth up to age 20.

MCI provides short-term crisis intervention and stabilization to youth and family caregivers experiencing behavioral health crisis. This intervention can continue up to 7 days.

URGENT CARE CENTER

The Urgent Care Center (UCC) offers an option when an office-based evaluation is desired. The UCC also provides urgent psychopharmacology by appointment.

Save time waiting in the Emergency Room by visiting one of our Urgent Care Centers. Always contact the Call Center at **1-800-981-4357** prior to visiting our sites.

COMMUNITY CRISIS STABILIZATION

The Community Crisis Stabilization (CCS) program serves adults age 18 and older. The CCS is a staff-secured and safe treatment program that provides short-term crisis intervention over a 3-5 day/overnight stay. The CCS is a successful alternative to inpatient hospitalization.

SUMMARY OF BEST & CESP SERVICES

The Boston Emergency Services Team and The Cambridge Somerville Emergency Services Program provide a comprehensive and highly integrated system of crisis evaluation and treatment services to residents of Boston, Brookline, Cambridge, Chelsea, Revere, Somerville, and Winthrop. We serve all ages and multi-cultural populations.

We Provide:

- Immediate Information 24/7/365
- Peer to Peer Support
- Crisis Intervention
- Psychiatric Evaluation & Treatment
- Referral to Ongoing Treatment
- Referral to Psychopharmacology
- Short-term (3-5 day/overnight stay) at the Community Crisis Stabilization Program