



## Behavioral Health Link (BH Link)

*A partnership between BHDDH, Horizon Healthcare Partners, and Community Care Alliance*

### What is BH Link?

- A comprehensive program intended to serve those individuals who are experiencing behavioral health crises (mental health and/or substance use) by establishing a community-based, 24/7 hotline and triage center

### Why BH Link?

- Provides immediate access to behavioral healthcare in a community-based, 24/7 facility
- Ensures stability, provides seamless transfer to ongoing care, and reduces unnecessary use of hospital-based services
- Delivers better, more cost-effective behavioral healthcare in Rhode Island

### Primary components:

- **BH Link Hotline**, (462-LINK; 462-5465): a one-stop, statewide **24/7 call-in center** that connects people to appropriate care and resources, when they or someone they care about is experiencing a behavioral healthcare crisis
- **BH Link Triage Center**: a **24/7 community-based walk-in/drop-off facility** where clinicians connect people to immediate, stabilizing emergency behavioral health services, and long-term care and recovery supports

The **BH Link Hotline and Triage Center** will provide immediate treatment and recovery help for people and connect them to long-term treatment options, 24 hours a day, 7 days a week with access to the following services:

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<b>Crisis Management and Stabilization</b>	<b>Psychiatric Consultation Services</b>	<b>Connections to Treatment and Recovery Supports</b>
<b>Clinical Assessment</b>	<b>Peer Support</b>	<b>Connections to Recovery Housing</b>
<b>System Navigation</b>	<b>Mobile Crisis Response</b>	<b>Care Management</b>
<b>Emergency Medication Prescribing</b>	<b>Continued Engagement and Connection to Follow-Up Services</b>	<b>Skilled Nursing</b>

### Why BH Link makes sense:

Current Challenge: Emergency departments are costly and often do not provide the appropriate level of care

BH Link Solution: By treating people at the Triage Center, we can deliver the right care in the right setting to people in crisis, while saving the state and insurers money

Current Challenge: Law enforcement and other first responders want to be helpful to people experiencing a mental health and/or substance use crisis, but they don't have easy access to the appropriate resources

BH Link Solution: Establishing a Triage Center and Hotline provides first responders targeted access and strengthens the state's response to mental health and/or substance use crises

Current Challenge: Access to treatment can be challenging, and people looking for help often do not know where to begin

BH Link Solution: BH Link fills the gap in the current behavioral healthcare system, making it easier to get people the help they need

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