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:

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

For more information, contact Kristy Moles (401) 919-1491, kmoles@communitycareri.org