



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

### WHAT IS BH LINK?

- A comprehensive program intended to serve those individuals 18+ 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, (414-LINK; 414-5465): 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 help for people and connect them to appropriate care, 24 hours a day, 7 days a week with access to the following services:

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

### WHY BH LINK MAKES SENSE:

**Current Challenge:** People are using emergency departments for behavioral health crises, which 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 at a fraction of the cost.

**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:** 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 helps people navigate the behavioral healthcare system, making it easier to get people the help they need.

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