

## Mobile Crisis Intervention Services

Mobile Crisis Intervention (MCI) is available for all children, adolescents and young adults who:

- Are under 21 years of age;
- Suffer from a Serious Emotional Disturbance (SED)
- Are experiencing a Behavioral Health Crisis
- Who are uninsured or covered by MassHealth only or MassHealth Managed Care (*please refer to the list of participating providers on reverse side*).

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### How Does it Work?

Any concerned person can make a call to the Mobile Crisis Team by dialing 1-877-750-3127.

A mental health professional will take your call and gather basic information to help determine what type of intervention is needed. An assigned MCI clinician will return your call within 15 minutes to discuss the nature of the crisis and location of the youth who needs intervention. Youth under the age of 18 will need a parent or guardian present.

Interventions can take place in any safe, appropriate location in the community including schools, the home, foster placement, group home or other living situation. Youth can also be seen at police stations and courts.

The MCI team will make every effort to de-escalate the situation. Stabilization will be provided to help keep the youth at home. All options for care will be discussed including transportation. A crisis plan will be provided and will include follow-up contact for up to seven days.

To Contact the Mobile Crisis Team:  
1-877-750-3127

The Mobile Crisis Teams for youth are available to respond to requests for services 24 hours a day, 365 days a year. Services are available to individuals in Brimfield, Brookfield, Charlton, Dudley, East Brookfield, Holland, North Brookfield, Oxford, Southbridge, Sturbridge, Wales, Warren, Webster and West Brookfield.

Participating Insurance Providers Include:

Fallon

Neighborhood Health Plan - NHP

Network Health

BMC Health Net

Medicare/Medicaid

MassHealth Managed by Massachusetts Behavioral Health Partnership - MBHP

Mass Health only

Health Safety Net

Uninsured Massachusetts residents

DMH only

Medicare only

Commercial insurance with Mass Health as a secondary insurance

If you are unsure of insurance or coverage, the MCI team can help find out if the youth/family is covered by a participating provider.

*Any person in need of immediate treatment to address a life-threatening emergency should call 911. Crisis evaluations can take place in the Emergency Care Center of any hospital after the medical emergency is addressed.*

**Harrington**  
HEALTHCARE SYSTEM  
*Total Local Care*

**Riverside Community Care®**  
THE HELP YOU NEED CLOSE TO HOME®