

## **Behavioral Health Urgent Care Services in the Commonwealth: What You Need to Know**

### **What is Behavioral Health Urgent Care?**

Most people are familiar with urgent care centers for physical health conditions. They are places people can go for non-life-threatening injuries and illnesses that need prompt attention -- like colds, cuts, and broken bones – that typically have extended evening and weekend hours. Did you know that only a few urgent care centers for behavioral health – mental health and substance use needs – existed in Massachusetts until only a few months ago? Starting in 2022, certified behavioral health urgent care centers began opening across the Commonwealth.

### **When would I go to a Behavioral Health Urgent Care center?**

Visit a behavioral health urgent care center for non-life-threatening needs, including:

- Changes in behavior or thinking
- Inability to keep up with the demands of daily tasks (e.g., going to work, school, personal care tasks, etc.)
- Emerging intent of self-injury or threats to others

### **When would I call the 988 Suicide and Crisis Lifeline?**

If there is an immediate risk of harm to self or others, please call the 9-8-8 Suicide and Crisis Lifeline.

### **What can I expect at my Behavioral Health Urgent Care visit?**

- You should be able to get an appointment on the same day or next business day of operation
- The urgent care center will offer some evening and weekend hours
- You will be able to get a psychopharmacology (medication) appointment or Medication for Addiction Treatment (MAT) evaluation within 72 hours of an initial evaluation
- You will be able to get follow-up behavioral health treatment appointments within 14 calendar days
- Mental health centers that offer urgent care services must be licensed by the Department of Public Health (DPH) and certified by MassHealth for the provision of mental health services

### **How can I find a Behavioral Health Urgent Care center near me?**

Network of Care Massachusetts is a free, online tool where people can search for information on mental health, substance use, and related social services resources in their communities. You can [search a directory](#) of services by keyword and zip code, or find a map and list of all behavioral health urgent care centers [here](#).

### **Is Behavioral Health Urgent Care covered by my insurance?**

Many behavioral health urgent care centers accept public (MassHealth and Medicare) and private insurance plans. Please call your health insurance company to verify if a provider and behavioral health urgent care services are covered under your plan and in your network. For more information about navigating the health insurance system, please visit Network of Care Massachusetts' [Insurance Navigation pages](#).

### **What else do I need to know?**

The list of behavioral health urgent care centers in the Commonwealth is growing! Please visit the [list of behavioral health urgent care centers](#) on Network of Care Massachusetts to find the site closest to you.