

What is a Community Behavioral Health Center (CBHC)?

Boston Medical Center's Community Behavioral Health Center (BMC CBHC) launched in January 2023. BMC CBHC is part of the Statewide Network of CBHCs across Massachusetts that offer immediate and confidential care for mental health and substance use needs.

BMC CBHC is comprised of:

1. MCI (Mobile Crisis Intervention) BEST Team
2. MCI (Mobile Crisis Intervention) BEST 24/7 Call Center
3. CBHC Clinic (formerly known as the Bridge Clinic)
4. Community Crisis Stabilization (CCS) units for adults

What services do we offer?

We are a one-stop shop for crisis, urgent and routine mental health and substance use care. We offer 24/7 community-based crisis evaluations, urgent visits, routine and follow-up appointments. We are committed to providing timely, high-quality and evidence-based services that are accessible, comprehensive, culturally competent, and respectful to the dignity of the individuals we serve.

Who can access CBHC services?

We serve all youth, adults, and families in **Boston** (Allston, Brighton, Dorchester, Hyde Park, Jamaica Plain, Mattapan, North End, Roslindale, Roxbury, South Boston, South End, and West Roxbury) and **Brookline**.

What insurances does CBHC accept?

Our MCI BEST Team accepts all insurance, including uninsured/no insurance. Our CBHC Clinic accepts all Mass Health insurance, except Mass Health limited.

Is CBHC open 24/7?

Our MCI BEST Team and Call Center is open 24/7. When you call our 24/7 Crisis Line (1.800.981.4357) you will always speak to a live Master's Level Call Center Clinician. Our CBHC Clinic is open weekdays from 8am – 8pm and weekends 9am – 5pm. Closed during Major Holidays.

What is the age range for the Youth CBHC?

Anyone under the age of 21.

Who is part of our team?

Our Multidisciplinary Team Includes:

- Psychiatrists
- Therapists
- Master's Level Crisis Clinicians
- Registered Nurses
- Nurse Practitioners
- Medical Assistants
- Case Managers
- Family Partners
- Resource Specialists
- Certified Peer Specialists
- Mental Health Workers
- Recovery Coaches

Will there be staff to meet different language needs?

We have interpreters for the following languages:

- Spanish
- Haitian Creole
- Cape Verdean Creole
- Portuguese
- Vietnamese
- Cantonese
- Mandarin
- Arabic
- Amharic
- Tigrinya
- Somali
- French
- Albanian

We offer Telehealth and have ASL, Tactile and Certified Deaf Interpreters available via telehealth.

Will I get my medications on the same day I walk-in?

A medication evaluation will be scheduled as soon as possible based on availability; same-day medication appointments are possible but not guaranteed.

Are there other CBHCs near me?

Yes! There are 25 CBHCs across Massachusetts. BMC CBHC is one of the three designated CBHCs in Boston and the surrounding area.

To find a local CBHC near you, please visit:

<https://www.mass.gov/community-behavioral-health-centers/locations>

Where is BMC CBHC located?



YAWKEY CENTER

Adult CBHC Clinic
Yawkey Center, 1st Floor
617.414.5470

FULLER BUILDING

Youth CBHC Clinic
Fuller, Ground Floor
617.414.5470

BEST MCI Urgent Care Center

Fuller, 1st Floor
1.800.981.4357

Adult CCS Unit

Fuller, 6th Floor
1.800.981.4357