



AmeriHealth Caritas[™]

New Hampshire

To: AmeriHealth Caritas New Hampshire Providers

Date: October 19, 2022

Subject: National 988 Suicide & Crisis Lifeline Debuts

Summary: A new national 988 Suicide & Crisis Lifeline routes callers to the National Suicide Prevention Lifeline (NSPL). However, for local response, New Hampshire's Rapid Response will remain in place at 1-833-710-6477.

The new national suicide crisis line, **988**, adds to but does not replace New Hampshire's robust crisis response landscape. New Hampshire Rapid Response continues to provide mental health crisis services via phone, text, and chat for children, youth, and adults who may be experiencing a mental health or co-occurring substance misuse crisis. Rapid Response is available 24/7, 365 days a year.

Mobile crisis teams staffed by New Hampshire's ten Community Mental Health Centers across the state also can meet people where they are if they have more intensive needs.

A new option, not a replacement

The **988** line is one more option for people experiencing a mental health crisis and does not replace New Hampshire's Rapid Response. Law enforcement is typically the first responder activated by a **911** call, which may not always be appropriate for mental health situations.

The nationwide **988** initially dispatches services based on the caller's area code. As a person's area code may not match their physical location, this can lead to a delay in response. **For a response from a New Hampshire provider, call or text NH Rapid Response at 1-833-710-6477.**

Questions:

If you have questions about this communication, please contact your Provider Network Management Account Executive or the Provider Services department at **1-888-599-1479**.

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