



SUPPORTING OUR PROVIDER PARTNERS THROUGH COMMUNICATION AND COLLABORATION

Behavioral Health Services Now Offer Crisis Line

From: Passport Health Plan
Sent: October 24, 2016
To: Passport Providers

Background:

Passport Health Plan Behavioral Health Services has always offered a hotline for members and providers to obtain general information from a licensed behavioral health professional 24 hours a day, 1-855-834-5651.

In order to speed contact in a crisis, Passport has added a new direct line without having to push an initial prompt. The new Behavioral Health Crisis Line is now available to members needing immediate assistance at 1-844-231-7946. We will continue to operate the Behavioral Health Access Line to assist members and providers at 1-855-834-5651 (should a member in a crisis call this number, a prompt will remain to immediately connect them to a licensed behavioral health professional to assist them.)

Provider Action Needed:

Please make sure your patients are aware there is a 24-hour crisis line available and answered by a live licensed behavioral health professional to assist them in getting connected to services for their behavioral health crisis. This crisis line is available now: **1-844-231-7946**.

Questions:

For questions, please call the Behavioral Health Access Line 1-855-834-5651 or contact your [provider relations specialist](#).