



Provider Bulletin No 209

AETNA BETTER HEALTH® OF MICHIGAN

TO: Providers
FROM: Provider Experience Team
DATE: August 3, 2022
SUBJECT: MI Call to Action 9-8-8

Dear Providers,

Use “988” for Mental Health Support

In support of providers delivering care that improves healthcare equity and fosters immediate access to critical behavioral health services, information on the nationwide 988 Suicide and Crisis Lifeline is being shared as a resource for immediate use.

On July 16th, 2022, dialing “988” replaced the National Suicide Prevention Lifeline (800-273-8255) to meet the demand nationwide for access to urgent and emergent mental health care. 988 elevates early intervention and suicide prevention to the same level which emergency medical services has in addressing life threatening illness or physical injury.

How 988 works

- Similar to the “National 911 Program” for emergency services.
- Calls are routed to a local crisis center based on the caller’s location.
- Special routing is available for both veterans and Spanish-speaking individuals.

What you need to know

- The 988 Suicide and Crisis Lifeline is available in three formats:
 - Dialing 988 on any phone; Text to [988](tel:988) ; Chat 988lifeline.org
- If you have referred in the past to National Suicide Prevention Lifeline, or have it listed in resource directories, make sure to update it to “988” on July 16, 2022 or as soon as possible thereafter.

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- The National Suicide Prevention Lifeline temporarily remains in effect after July 16 to ease the transition; all calls will be routed to 988.
- 988 aligns with CVS Health's **commitment to make mental well-being** services more accessible and less complicated.

988 is a major step toward a transformed crisis care system in America. Detailed information about the 988 Suicide and Crisis Lifeline can be found on the Substance Abuse and Mental Health Services Administration (SAMHSA) website: **[988 Suicide and Crisis Lifeline | SAMHSA](#)**.

Please check the website listed frequently for the most current information on local and national crisis services.