



# Aetna Better Health<sup>®</sup> of Kansas

News you can use



## 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 16, 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**
- Online chat [988lifeline.org](https://988lifeline.org)

If the National Suicide Prevention Lifeline is programmed into a telephone or other electronic communication device, update it to “**988**” on July 16, 2022, or as soon as possible thereafter. The National Suicide Prevention Lifeline will remain in effect after July 16 to ease the transition to 988; calls made to that number will automatically route to **988**.

**988** aligns with Aetna Better Health of Kansas' commitment to make mental well-being services more accessible and less complicated.

**AetnaBetterHealth.com/Kansas**

KS-22-07-02