

Aetna Medicaid Resources: 988 Suicide and Crisis Lifeline

Did You Know

On July 16th, 2022, the 10-digit National Suicide Prevention Lifeline transitioned to 988 – an easy-to-remember three-digit number for 24/7 crisis care. [The 988 Suicide & Crisis Lifeline](#) is a network of more than 200 state and local call centers supported by the U.S. Department of Health and Human Services (HHS) through the Substance Abuse and Mental Health Services Administration (SAMHSA). The lifeline, which also links to the Veterans Crisis Line, is the culmination of a three-year joint effort by various federal agencies to put crisis care in reach for people in need.

SAMHSA's 988 Suicide & Crisis Lifeline website: [988 Suicide & Crisis Lifeline | SAMHSA](#)

The resources and information on this webpage are designed to help states, territories, tribes, mental health and substance use disorder professionals, and others looking for information on understanding the background, history, funding opportunities, and implementation resources for strengthening suicide prevention and mental health crisis services.

Multiple Ways to Access

The 988 Suicide and Crisis Lifeline is available in three convenient formats:

- Dialing 988 on any phone
- Text to [988](#)
- Chat [988lifeline.org](#)

Call to Action

- Many of the Aetna Medicaid health plans have links on their website landing page to local and national crisis resources. Please validate the current resources are accurate and working properly.
- As part of this validation, it is recommended healthplans take one of the following actions:
 - Place a link for the 988 Suicide & Crisis Lifeline in both member and provider resource webpages (with state regulatory approval if required).
 - Place the attached member and provider versions of the “Dial 988 for Mental Health Support” in the most applicable healthplan website locations (with state regulatory approval if required).
- Share the attached Aetna Medicaid Resource sheets in provider or member newsletters.
- Provide education to all healthplan staff, contracted providers, and vendors on the location in healthplan websites where crisis resources are located.
- Ask health plan clinicians, providers, and vendors to check the websites listed frequently for the most current information on local and national crisis services.