

Provider Notice

Magellan Health has opened a free 24-hour crisis line for anyone who needs help during these tumultuous times. The situation with COVID-19, in addition to the unrest in communities across the country, has sparked an unprecedented level of stress for many individuals.

Magellan is available to help as individuals who call the hotline will speak directly to a masters-level, certified licensed mental health clinician. The hotline is being operated by Magellan Healthcare, the behavioral and specialty healthcare segment of the company.

The toll-free number to access free, confidential counseling services is 1-800-327-7451 (TTY 711).

Magellan’s confidential mental health crisis line is offered free-of-charge to the community to assist individuals as they try to cope with feelings of fear, sadness, anger and hopelessness related to these difficult times. Crisis line callers may also seek information and guidance to other available resources, such as community-based support.

Tip sheets with resources specific to trauma and steps towards recovery can be found on Magellan Health’s website [here](#).

- [How to cope after a traumatic event](#)
- [Helping children cope after a traumatic event](#)

Please feel free to share this information with your patients.

The Department of Medical Assistance Services (DMAS) has also put together a resource guide, [“Addressing Traumatic Stress, Community Violence & Race-Based Trauma”](#), with guidance and links to resources on providing culturally sensitive, trauma-informed care to your patients during this difficult time.