

Suggested Script for Incoming Calls from Members, Family Members, Providers:

[Open call with usual greeting and identity verification.] If caller asks about needing to find a new buprenorphine/MAT provider:

*'I am here to help you continue to get the care you need. Most importantly I want to make sure you are ok and feeling safe.'*

**IF MEMBER REPORTS NOT FEELING SAFE KEEP MEMBER ON THE LINE AND CONNECT WITH BH HELP LINE. IF UNSURE ABOUT MEMBER SAFETY, REFER TO NEAREST ED OR CALL 911.**

GET HELP NOW - 24/7 SUPPORT



Call or Text 833-773-2445  
Visit [www.masshelpline.com](http://www.masshelpline.com) to chat

*'I also want to make sure you have access to Narcan and let you know where you can get it. You can go to any pharmacy and get Narcan without a prescription.'*

Additional resource for Narcan:

[Naloxone distribution program locator | Mass.gov](#)

*'I have a list of other providers available in your area. I can also connect you with the BMC Helpline for bridge prescriptions if that's easier for you. Would you like help finding a provider that can see you?'*

Review referral list for prescribers, ask for Member's preference.

*'Would you like me to make an appointment with this provider for you? [If yes 'Do I have your permission to share your information with the provider to make the appointment?']'*

Secure appointment – call Member back.

Track Member name, plan, time of call, and outcome of call in the tracking spreadsheet.

Helpful Hints:

- Members may be scared, angry, anxious, and/or disorganized. Speak slowly, validate their feelings, reinforce that you are going to help them.
- **Always err on the side of caution when safety is uncertain and refer Member to ED, call 911, or connect with BH Help Line.**