

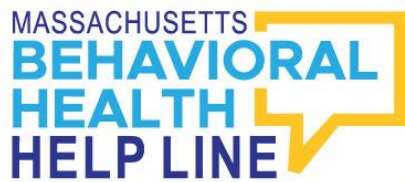
Suggested Script for Member Outreach:

[Open call with usual greeting and identity verification. Note that this script is for use for live calls only, not for voicemail or other messages]

'You have may heard that Recovery Connection Centers of America may no longer be seeing patients in your area, and 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 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 to ED, call 911, or connect with BH Help Line.**