

# Mental health matters: Quick reference guide for providers



Most crises can be prevented with early support from skilled health care providers. If a Molina member is having a crisis of any kind, providers should first make sure the member is safe and then immediately call for help.

## The following agencies are available to provide assistance in an emergency:

- National Suicide Prevention Hotline: **988**
- Milwaukee County 24-hour Crisis Line **(414) 257-7222**
- Crisis Text Line: Text HOPELINE to **741741**
- 24/7 Wisconsin Farmer Wellness Helpline **(888) 901-2558**
- Trevor Project (LGBTQIA+) **(866) 488-7386**
- Molina Nurse Advice Line (for behavioral and medical health questions):
  - English: **(888) 275-8750** (TTY: 711)
  - Spanish: **(866) 648-3537** (TTY: 711)
- Molina Healthcare of Wisconsin Member Services: **(888) 999-2404** (TTY: 711)

## Mental Health Emergency Center:

- Milwaukee county-wide psychiatric 24/7 emergency department at 1525 N. 12 St in Milwaukee. **(414) 966-3030**

## Suicide Prevention Resources:

- [dhs.wisconsin.gov/prevent-suicide](https://dhs.wisconsin.gov/prevent-suicide)
- [preventsuicidewi.org](https://preventsuicidewi.org)



We all can work together to avoid unnecessary emergency room visits by seeking care early, getting care with a primary care physician (PCP), and in a crisis, getting help as soon as possible.