

Provider Notice

Subject: LDH celebrates 1st anniversary of 988 Lifeline with growth and expanded capacity

In July 2022, the Louisiana Department of Health's Office of Behavioral Health (OBH) completed a long-planned transition to the 988 Lifeline, which included adding 988 in-state call centers that expanded call capacity statewide. With the increased in-state call capacity and shortening the previous seven-digit number to the easy-to-remember 988, OBH set a goal of reaching vulnerable populations and expanding the reach of this important mental health resource. OBH also led an effort to increase the in-state answer rate, recognizing that Louisiana-staffed call centers were best positioned to understand local culture, direct callers to additional mental health resources, and have familiarity with local stressors such as natural disasters.

Since launch, call volume for 988 has increased by 11%, and the in-state answer rate rose from 64% in June 2022 to a rate ranging from 85% to 91% over the last year. The Lifeline offers specialized support to veterans and their families, Spanish speakers, LGBTQ+ youth, and deaf and hard-of-hearing people.

- Veterans, service members and their families (press 1)
- Spanish speakers (press 2)
- LGBTQ+ youth and people under the age of 25 (press 3)
- Deaf and hard of hearing people (use your preferred relay service or dial 711 then 988)

988 is also offering text and [chat](#) for those who prefer not to call. Louisiana has responded to an average of 224 texts and 157 chats per month since December 2022.

If you or someone you know needs support now, call or text 988 or chat at 988lifeline.org, and know that you are not alone. There is hope. The Lifeline works.

This communication is posted on the Magellan of Louisiana website.
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Please reach out to your [Network Management Specialist](#) (NMS) with any questions or concerns. Your NMS is available for support.

Thank you for all you do in supporting the members of CSoC.

Magellan of Louisiana