



Provider Alert

Roadmap for Behavioral Health Reform Incident and Issue Reporting Portal

Introduced in 2021 and implemented in 2023 by the Commonwealth, the [Massachusetts Roadmap for Behavioral Health Reform](#) (the RoadMap) increases access to mental health and substance use disorder treatment for people across Massachusetts and offers insurance-blind behavioral health crisis services to anyone in the state. New services supporting these reforms include:

- Behavioral Health Help Line (BHHL),
- Community Behavioral Health Centers (CBHCs),
- Behavioral Health Urgent Care (BHUC) sites.

In an effort to collect feedback and concerns associated with the new services, the [Incident and Issue Reporting Portal](#) was developed by the Massachusetts Behavioral Health Partnership (MBHP), Massachusetts Department of Mental Health (DMH), and MassHealth's Office of Behavioral Health (OBH). This tool can be accessed and filled out by anyone at [masspartnership.com](#), [masshelpline.com](#), and [mass.gov](#). It is intended to log feedback associated with any service component of the Roadmap, and items entered in the form will receive direct follow-up based on the level of concern. An overview of the form and the questions on the live portal can be found [here](#).

Important: This form is not a portal for adverse incidents or serious reportable health care events. Those should be reported by visiting the Massachusetts page on Provider Express [Welcome Massachusetts \(providerexpress.com\)](#) and selecting "Adverse Incident Reporting Forms"