



Mental health emergency? Call 988.



Life can be challenging. If you or someone you care about is struggling, know that help is available 24 hours a day.

Call or text 988 if you have:¹

- Thoughts of suicide
- A mental health crisis
- A substance use crisis

The **988 Suicide & Crisis Lifeline** connects you to caring support from a trained crisis counselor.

There is hope. Call or text **988** today.



Prefer to chat?

Visit 988lifeline.org.

Every 11 minutes
someone in the U.S. dies by suicide.²

1 of 5
high school students in the U.S.
have seriously considered suicide.³

More than 50%
of people in the U.S. will be
diagnosed with mental illness
during their lifetime.⁴

1. Substance Abuse and Mental Health Services Administration. 988 key messages. samhsa.gov/find-help/988/key-messages. Last updated April 22, 2022. Accessed May 5, 2022.
2. Centers for Disease Control and Prevention (CDC). Facts about suicide. cdc.gov/suicide/facts/index.html. Last reviewed April 6, 2022. Accessed May 5, 2022.
3. Ivey-Stephenson AZ, Demissie Z, Crosby AE, et al. Suicidal ideation and behaviors among high school students – youth risk behavior survey, United States, 2019. *cdc.gov/mmwr/volumes/69/su/su6901a6.htm?s_cid=su6901a6_w*. *MMWR Suppl.* 2020;69(1):47-55. Last reviewed August 20, 2020. Accessed May 5, 2022.
4. CDC. About mental health. cdc.gov/mentalhealth/learn/index.htm. Last reviewed June 28, 2021. Accessed May 5, 2022.

Frequently asked questions about 988

What is 988?

Dialing **988** connects you to the 988 Suicide & Crisis Lifeline. It's available 24/7, and interpretation services are available in 150 languages. 1-800-273-TALK (8255) is still another way to reach the Lifeline.

When should I call 988? Do I have to be suicidal to call?

You can call **988** anytime you or a loved one is experiencing a mental health crisis. A crisis can look very different for everyone, so whatever feels like a mental health crisis to you is the right reason to call.

Common reasons to call include having thoughts of suicide, feeling depressed or anxious, feeling overwhelmed or agitated, feeling like you cannot cope with the stress in your life, or needing advice on how to help a family member. Some callers need help with substance use, self-harm or feelings of wanting to hurt others.

Is calling 988 the same as calling 911?

Not exactly. When you call 911, you speak to a 911 operator who then sends help to you and gets off the phone. When you call **988**, you are connected right away with the crisis worker who will help you during that call. Think of calling **988** as more like contacting someone to help you in the moment, not just as a person who will send someone else to help you. Nearly 90% of crisis calls to the Lifeline are resolved over the phone.

If you or someone else is in life-threatening danger or has already caused self-harm, please call 911 so help can be sent right away.

What happens when I call 988?

When you dial **988**, you will hear a message saying that you have contacted the 988 Suicide & Crisis Lifeline. You will be told to press 2 for Spanish and press 1 for veterans/service members. If you don't select either option, your call will be routed to the Lifeline center nearest to you, based on your phone's area code.

What if I don't want to talk to someone on the phone?

You can text **988** and you will be given a short survey so the crisis center can understand what you're going through, and then you'll be connected with a counselor.

If you're more comfortable using a chat feature, visit suicidepreventionlifeline.org/chat. Similar to texting, you'll be given a short survey so the crisis center can understand what you're going through. You'll then be connected with a counselor.

If you have thoughts of hurting yourself or others – or you know someone having those thoughts – seek help right away. If you or someone you know is in immediate danger, call 911 – or go to the closest emergency room.

To reach a trained crisis counselor, call the 988 Suicide & Crisis Lifeline (previously known as the National Suicide Prevention Lifeline) at 988 or 1-800-273-TALK (1-800-273-8255). You may also text 988 or chat at 988.lifeline.org. The lifeline provides 24/7 free and confidential support.*

*The Lifeline provides live crisis center phone services in English and Spanish and uses Language Line Solutions to provide translation services in over 250 additional languages for people who call 988.

Optum does not recommend or endorse any treatment or medications, specific or otherwise. The information provided is for educational purposes only and is not meant to provide medical advice or otherwise replace professional advice. Consult with your clinician, physician or mental health care provider for specific health care needs, treatment or medications. Certain treatments may not be included in your insurance benefits. Check your health plan regarding your coverage of services.

Optum® is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are trademarks or registered marks the property of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2022 Optum, Inc. All rights reserved. WF7297820 219453-052022