

**Aetna Better Health® of Kansas**  
9401 Indian Creek Parkway, Suite 1300  
Overland Park, KS 66210



## **Aetna Better Health® of Kansas**

### **Dial “988” for the Suicide & Crisis Lifeline**

On July 16, 2022, in Kansas and nationally, a new 988 number became available 24 hours a day, 7 days a week for people dealing with a mental health crisis. 988 is the three-digit number for call (multiple languages), text or chat (English only) that connects people to the existing 988 Suicide & Crisis Lifeline, where accessible care and support are available for anyone experiencing mental health–related distress. The chat feature will be available through the Lifeline’s website.

People can call 988 if they are having thoughts of suicide, mental health or substance use crises, any other kind of emotional distress, or are worried about a loved one who may need crisis support.

If you need suicide or mental health-related crisis support, or are worried about someone else, please call or text 1-800-273-8255 or visit the 988 Suicide & Crisis Lifeline’s [chat](#) to connect with a trained crisis counselor. The Lifeline provides 24/7 free and confidential support. The longer Lifeline phone number (1-800-273-8255) will always remain available.

If you currently refer patients or members to the National Suicide Prevention Lifeline, or have it listed on directories, please make sure to update it to “988 Suicide & Crisis Lifeline”.

#### **Questions?**

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: [providerexperience\\_ks@aetna.com](mailto:providerexperience_ks@aetna.com)