



Your crisis support guide



Resources and on-the-spot support for life's most challenging moments

United
Healthcare®



When it matters most, there's help

If you or a loved one are in crisis, it's important to know that you're not alone. From substance use to thoughts of suicide – there are people ready to provide immediate help.

This guide is meant to connect you to resources and real-time support based on your situation. Each is completely confidential and available at no additional charge.



More than **5%**

of U.S. adults have experienced serious thoughts of suicide¹



18%

of U.S. adults had a substance use disorder in the past year¹



1 in 5

youth had at least 1 major depressive episode in the past year¹

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If you're experiencing a life-threatening emergency, call **911**

Suicide prevention support

Suicide is a serious issue that affects people from all walks of life. But many people who are contemplating suicide feel too ashamed to reach out for help. And their loved ones don't know how to help or what to say.

If you or a loved one are experiencing suicidal thoughts or any kind of emotional distress, you have access to confidential support from a trained crisis counselor.

Common signs of concern may include:

- Thinking or talking about death or suicide
- Drastic changes in behavior
- Withdrawal from friends and family
- Talking about feeling unworthy, helpless or hopeless



988 Suicide & Crisis Lifeline

Available 24/7 with interpretation services for 150 languages.

Call or text: 988

Chat: Visit [988lifeline.org](https://www.988lifeline.org)

Substance use support

If you or a loved one are using alcohol, drugs or medications in an unsafe way, contact a specialized substance use recovery advocate. They provide anonymous, confidential support, guidance on treatment options, help finding a network provider and answers to your questions – including concerns about your personal health or care for a family member, coverage, cost of care and more.

Common signs of concern include:

- Changes in appearance, including a lack of hygiene
- Mood swings or unexplained personality changes
- Feelings of shame or regret
- Ignoring responsibilities
- Risk of financial loss
- Risk of physical danger
- Sudden changes in friends



Substance Use Helpline

Free, anonymous, confidential and available 24/7.

Call: 1-855-780-5955, TTY 711

Domestic violence support

Everyone deserves healthy relationships. And while leaving an abusive relationship is a highly personal decision, there is support on the path to finding safety.

If you are a victim of domestic abuse, caring advocates are available to discuss your situation and help create a personalized safety plan that's right for you. Or if you're calling on behalf of a loved one, an advocate can help you identify ways to help.

Common signs of an abusive partner:

- Criticizing, insulting, demeaning or shaming, especially in front of others
- Intimidating through threatening looks or actions
- Extreme jealousy and discouraging time spent with others
- Control over decisions, including work, school or finances
- Pressuring to use drugs or alcohol, or perform sexual acts
- Threatening to harm or take away children or pets



National Domestic Violence Hotline

Free, anonymous, confidential and available 24/7.

Call: 1-800-799-SAFE (7233)

Text: START to 88788

Chat: [thehotline.org](https://www.thehotline.org)

Youth and teen support

As a parent or caregiver, providing care for your child's mental health – as well as your own – may be one of the most important things you can do. Here are some helpful support resources.



Suicide prevention

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Available 24/7 with interpretation services available in 150 languages.

Call or text: 988

Chat: Visit 988lifeline.org

Trevor Project

24/7 suicide prevention and crisis intervention tailored to young people aged 13–24 who identify as LGBTQ+.

Call: 1-866-488-7386

Text: START to **678-678**

Chat: [Get connected](#)



Mental health support

National Alliance on Mental Illness (NAMI) Teen & Young Adult Helpline

Offers a direct connection with another young person who shares similar experiences and is prepared to offer information, resources and support. Available Monday–Friday, 10 a.m.–10 p.m. ET. [Learn more](#)

Call: 1-800-950-6264

Text: FRIEND to **62640**

Teen Line

Provides support, resources and hope to young people through a hotline of professionally trained teen counselors, and outreach programs that destigmatize and normalize mental health. [Learn more](#)

Call: 1-800-852-8336, 6 p.m.–10 p.m. PT

Text: TEEN to **839863**, 6 p.m.–9 p.m. PT

Jed Foundation

Resources to help teens and young adults manage emotional health and overcome challenges. [Learn more](#)

Military and veterans support

If you're a veteran in crisis, or if you're concerned about a veteran in your life, there are a number of resources available to you.



Veterans Crisis Line

24/7 confidential crisis support for veterans and their loved ones. Enrollment in the VA is not required to access these resources. [Learn more](#)

Call: 988 then press **1**

Text: 838255

U.S. Department of Veterans Affairs

Support for veterans in crisis, access to prevention, support and data for veterans. [Learn more](#)

Local Suicide Prevention Teams

Search [local resources](#) and support systems.



Tragedy Assistance Program for Survivors

Help can also be found by calling the national military survivor helpline. Available 24/7.

Call: 800-959-8277

Lethal Means Safety and Suicide Prevention

The [VA Keep It Secure program](#) promotes awareness about the simple steps you can take to reduce access to guns, medications and more.

Crisis preparedness form

In the case of a crisis, it's a good idea to have the information you need ready on hand. Take a few moments to fill out the appropriate sections for you or your loved ones, then save this on your phone, print it out or download it to your computer.

Name

Age

Date of birth

Health care providers

Name of primary care provider

Contact number

Name of therapist (if applicable)

Contact number

Medications

Name and dosage of medications

Mental health history

History or diagnosis

Triggers

Coping techniques

Emergency contact

Name

Contact number

Relationship

More support for you and your family

Here are some additional resources to help you confidently connect with the right support at the right time.



Crisis wallet card

Print this wallet-size card and keep on hand. It's got numbers for – and info on – the Substance Use Helpline, Suicide & Crisis Lifeline, and Emergency Services.



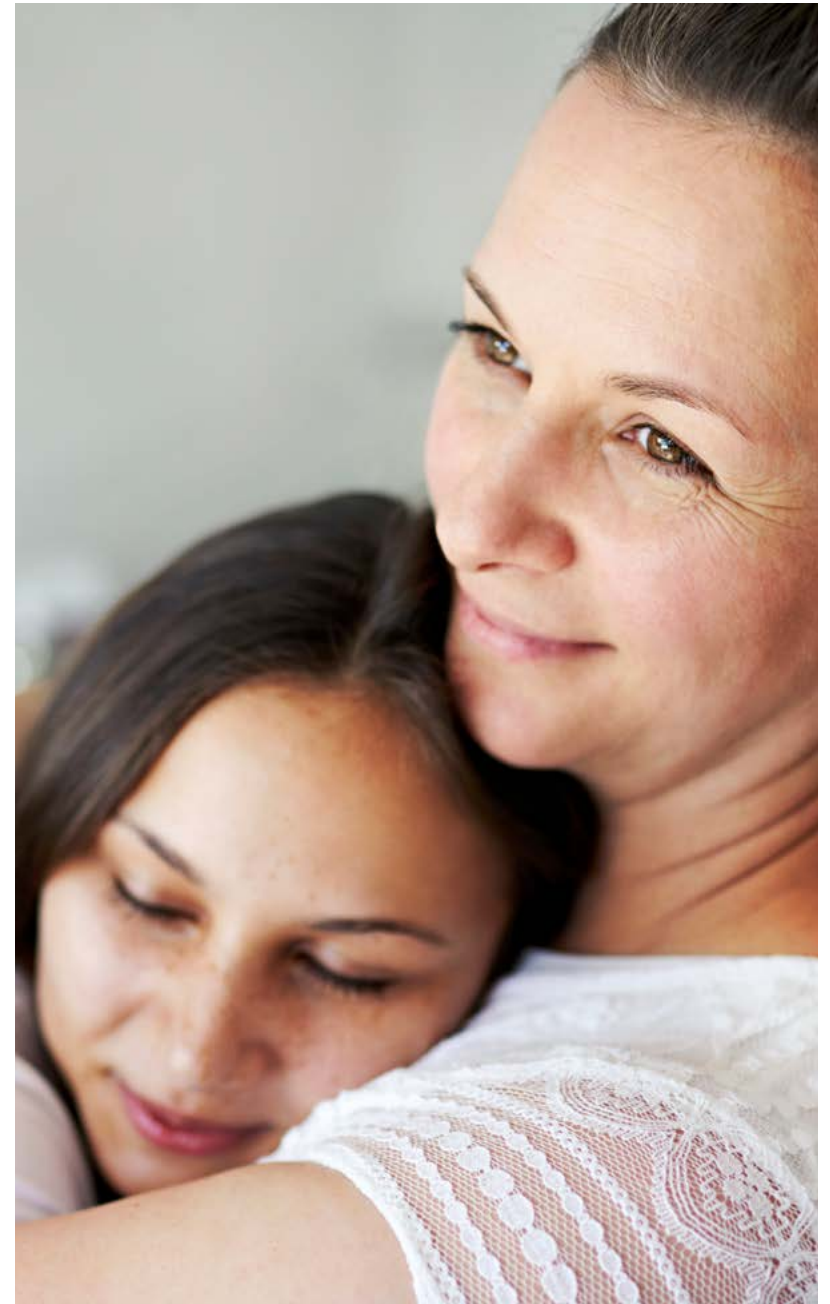
Mental Health Crisis Support Decision Guide

Find mental health support for a wide range of situations, from stress and anxiety to depression and chronic illness. Print or save this flier to use as a quick reference guide.



Personalized crisis plan

This website helps you create a safety plan for crisis situations. Identify personal warning signs, coping strategies and sources of support to help keep yourself safe.



¹The State of Mental Health in America. <https://mhanational.org/wp-content/uploads/2024/12/2024-State-of-Mental-Health-in-America-Report.pdf>.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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