



# **Medical Assistance Advisory Committee**

**Jennifer S. Smith, Deputy Secretary  
Office of Mental Health & Substance Abuse Services  
January 22, 2026**

## 988 Suicide & Crisis Lifeline

- In-state answer rate for calls: 89.8%
- Calls received December 2025 – 15,826 (57.8% increase from Dec. 2024)
- Chat/Texts received December 2025 – 4,958

## Regulatory Updates

- Psychiatric Residential Treatment Services
  - Continuing to update with information gathered from stakeholder meetings.
- Crisis Intervention Services
  - Licensing Package – continuing to process over 900 comments and will require a significant amount of time to present in final form.
  - Payment Package – in DHS internal review. We hope to have it out for public comment in the summer of 2026.