

Frequently Asked Questions

What is Louisiana 988?

The 988 helpline provides immediate emotional and mental health support to Louisiana residents. The helpline is free, confidential, and available 24/7.

What are the different ways I can contact 988?

You can call or text 988 or chat online at Louisiana988.org.

Do I need insurance to contact 988?

No, you do not need insurance to contact 988. The service is free. If you need support connecting to other mental health, gambling, or substance use services in the community, contact 988 and we can help you find a provider who can work with you.

What happens when I reach out to 988?

When you contact 988, you will be immediately connected to a 988 specialist who will listen, provide support, and connect you with local resources. The helpline is free, confidential, and available 24/7. Most people receive the help they need, right in the moment.

What can I contact 988 about?

You can contact 988 for help with all types of problems. Whether you had a tough day, are overwhelmed, or are having thoughts of suicide, Louisiana 988 can help.

Some things people call about include stress, feeling overwhelmed, concerns about alcohol or drug use, feeling depressed, emotional response to mental and physical illness, help talking through money concerns, thoughts of suicide, and more.

You can reach out to 988 for yourself or for others you're concerned about.

Can you help me if I'm a service member, a veteran, or a part of a military family?

Yes. When you call 988, press 1 to access 988 specialists who focus on serving military members, veterans, and their loved ones. Military and veteran-specific chat (VeteransCrisisLine.net/Chat) and text (838255) are also available.

Can I contact 988 for or about someone else?

Yes, the 988 helpline specialists provide caring support and resources for family, friends, caregivers, and advocates who reach out about another person they are concerned about.

Will you share my information with anyone if I contact 988?

No. 988 is safe and confidential and will not share your information. The helpline will only contact 911 if someone's life is in immediate danger. This is rare. Fewer than 1% of calls involve 911 without a caller's permission.

Does contacting 988 really help?

Yes, the helpline works. Numerous studies have shown that most callers are significantly more likely to feel less depressed, less suicidal, less overwhelmed, and more hopeful after speaking to a 988 specialist. And most receive the help they need, right there on the call, and do not require any other services in that moment.

When should I contact 988 versus 911?

988 provides confidential and free emotional support, 24/7. Contact 911 if you need EMS, fire, or police dispatched to your location.

Will I be chatting with a bot?

No, you will never chat with a bot when you call, text, or chat online with 988. You will always connect with another human who's ready to help.

To review a full list of frequently asked questions or to learn more about 988, please visit Louisiana988.org.