

State Health Officials Announce Launch of 2-1-1 to Provide COVID-19 Information and Referrals 24/7

BOSTON — The Massachusetts Department of Public Health (DPH) announced on 3/13/20 that Massachusetts 2-1-1 will now provide real-time COVID-19 information, resources, and referrals in multiple languages. This expansion is the result of an increased investment in resources directed towards this 24-hour state-supported telephone hotline.

Through this partnership with Massachusetts 2-1-1, DPH subject matter experts are expanding access to information 24/7, and empowering call operators to provide the latest information about the status of COVID-19 response efforts in Massachusetts. At peak call times, DPH staff will augment the call team to ensure residents' questions are answered without delay. This new service is in addition to a dedicated site mass.gov/covid19, which is updated daily with information and resources.

“We are committed to providing the most updated and accurate information about COVID-19 response efforts in Massachusetts,” said Public Health Commissioner Monica Bharel, MD, MPH. “Mass 2-1-1 is an invaluable partner in helping us to ensure that every resident of the Commonwealth has access to the information they need to keep themselves and their families healthy and safe.”

Beginning today, residents can call 2-1-1 to learn more about:

- COVID-19 prevention, symptoms, and treatment
- Information about testing
- Guidance for people planning or returning from travel

Massachusetts 2-1-1 is open to callers 24 hours a day, 7 days a week. Operators fluent in Spanish are available, and more than 150 other languages are supported through an interpreter services line that is available 24/7.

Residents with questions should dial 2-1-1 from any landline or cellphone. Callers dialing 2-1-1 will hear an automated menu of options. Callers press 2-6 for coronavirus. Residents can also reach 2-1-1 through a live chat option on the Massachusetts 2-1-1 website. (<https://mass211.org/>)

About Massachusetts 2-1-1

Mass 2-1-1 is the 24/7 statewide information and referral line available in 140+ languages that connects callers with critical social service programs and organizations in their local community. It can be reached by dialing 2-1-1 from any landline or cell phone in the state. Mass2-1-1 is a free information and referral service provided through funding from three contracts with the of state of Massachusetts to be their official 24-hour call line, as well as funding from 19 local United Ways across the state.