

Behavioral Health Urgent Care (BHUC)

Frequently Asked Questions (FAQs)

What is BHUC?

BHUC (Behavioral Health Urgent Care) provides same-day, walk-in access to immediate behavioral health and substance use care. It is designed to stabilize individuals experiencing a less severe or acute mental health or substance use crisis—helping to avoid unnecessary emergency department visits and supporting recovery. Care is provided by a team of qualified, multi-disciplinary professionals.

How does BHUC work?

If you or someone you know is experiencing a behavioral or substance use crisis that is not life-threatening, you can walk into a BHUC location during open hours—no appointment is necessary. Immediate help is available for children, youth, and adults.

What services are available at BHUC?

BHUC offers:

- Rapid mental health and substance use assessments
- Crisis intervention and stabilization
- Brief individual or family therapy
- Connection to community-based services
- Support for depression, anxiety, and substance use concerns
- All services are trauma-informed and person-centered, with a focus on avoiding unnecessary hospital or emergency department visits.

Who can use BHUC services?

Anyone aged 6 and older can receive care at BHUC. Children under 18 must be accompanied by a parent or guardian.

Who can refer someone to BHUC?

Referrals can come from anyone—including hospitals, emergency departments, schools, law enforcement, community agencies, family members, or friends. You can also self-refer by simply walking in.

What does it cost?

We bill Medicaid, Medicare, or your insurance—you may have a co-pay.

No one will be denied care due to an inability to pay.

What insurance is accepted?

We accept:
Medicaid, Medicare, and most private insurance plans (check with your provider regarding any co-pays or coverage)

Where are BHUC services located and when is it open?

24424 West McNichols Location:
Fridays, 9:00 AM – 4:00 PM
313-531-2500

1700 Waterman Location:
Mondays, 1:00 PM – 4:00 PM and Wednesdays,
9:00 AM – 12:00 PM
313-841-8900

How can I learn more?

To find out more about BHUC, talk to your MiSide care team or call us at
313-531-2500 or 313-841-8900.