



March 2025

DOH 340-438

988 and 564 Area Code Call Misrouting

The 988 Suicide & Crisis Lifeline

The [988 Lifeline](#) provides free, confidential support to anyone experiencing:

- Thoughts of suicide
- Substance use concerns
- Emotional distress
- Concerns for a loved one in crisis

You can call, text, or [chat with](#) the 988 Lifeline 24/7, 365 days a year, from anywhere in the United States.

When you call 988, your call will be [routed to a local 988 Lifeline crisis center](#) based on:

- **General geographic location:** If you get phone service from T-Mobile, Verizon, or AT&T, your call will be georouted. This means your call will be routed to a crisis center near your general location.
- **Area code:** If you get phone service from a different carrier or make a call using WiFi, Voice over Internet Protocol (VoIP), or roaming, your call will be routed by area code.

If a local crisis center can't take the call, you'll be automatically routed to another center in Washington or a national backup crisis center. Texts to 988 are still routed by area code, and chats are routed by ZIP code.

In Washington, you have 4 options for getting specialized support when contacting 988:

- Press 1 to reach the [Veterans Crisis Line](#) when calling. You can also text 828255 or chat online.
- Press 2 to reach the Spanish Subnetwork when calling. You can also text AYUDA to 988 or chat online.
- Press 3 to reach the LGBTQI+ Youth Subnetwork when calling. You can also text PRIDE to 988 or chat online.
- Press 4 to reach the Native & Strong Lifeline.

The [Native & Strong Lifeline](#) is a Washington-specific crisis line available to all Native and Indigenous people in Washington state. This line is fully staffed by Native crisis counselors who are fully trained in crisis intervention and support, with special emphasis on cultural and traditional practices related to healing.

You'll hear the option to press 4 for the Native & Strong Lifeline when:

- Calling 988 from anywhere in Washington with a phone that gets service from T-Mobile, Verizon, or AT&T
- Calling 988 from a phone with a Washington area code that gets service from another carrier

Issues with 564 area code routing

In 2017, Washington state introduced the 564 area code. This area code includes western Washington, except the Seattle metropolitan area. However, this area code was not updated in the routing table for the National Suicide Prevention Lifeline, the previous name for the 988 Lifeline. As a result, calls from the 564 area code were routed to national backup centers instead of Washington crisis centers.

This issue predates the 988 Lifeline, which launched in Washington on July 16, 2022. We first learned about this issue in April 2024, when Washington Tribal leaders notified the Department of Health (DOH) that people calling from the 564 area code didn't hear option 4 and couldn't reach the Native & Strong Lifeline.

What we did to resolve the issue

On April 29, 2024, DOH notified Vibrant, the 988 Lifeline national administrator, about the misrouting of calls from the 564 area code. We asked them to elevate this issue for prompt resolution so all callers in Washington could reach the Native & Strong Lifeline.

There are 30 exchanges associated with the 564 area code. Exchanges are the 6 digits that make up the data used to route calls. Of these 30 exchanges, 27 were routing 988 Lifeline calls correctly, while 3 were still misrouting calls.

As of February 25, 2025, all 30 exchanges associated with the 564 area code are routing correctly.

What you can do

Everyone in Washington should be able to reach a local 988 crisis center, no matter what kind of support you need.

If you call 988 from a 564 area code and can't reach the Native & Strong Lifeline, please notify DOH by sending an email to 988ProgramInfo@doh.wa.gov.

You can also try calling 988 from a different phone. If the phone gets service from Verizon, T-Mobile, or AT&T, you can call from anywhere in Washington to hear option 4. If the phone gets service from another carrier, it will need to have a Washington area code for you to hear option 4 and connect to the Native & Strong Lifeline.

We understand this issue has kept people from getting timely support during a mental health crisis. We appreciate Tribal leaders notifying us about this problem.



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To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email doh.information@doh.wa.gov.

Questions? Contact

988 Crisis Systems Section

Office of Healthy and Safe Communities

Washington State Department of Health

988ProgramInfo@doh.wa.gov

www.doh.wa.gov/988