Helping Families Access MassHealth Home- and Community-Based Behavioral Health Services for Children and Youths under Age 21

A Guide for Staff Who Work with Children and Families

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CBHI
Children's Behavioral Health Initiative

www.mass.gov/masshealth/childbehavioralhealth

Introduction

When working with children, teens, or young adults, you inevitably encounter a young person whose behavior, moods, or verbalizations suggest that a behavioral health need might exist. You may have decided to read this guide because you are concerned that a child needs help. Perhaps she isn't getting along with others or he's having a hard time controlling his behavior. Maybe worried parents* have turned to you for advice or support.

This guide was created for school, early education, social services, health care, and other staff who work with children, youth, and their families. It contains practical information on home- and community-based behavioral health services to assess and treat mental health and substance abuse issues that are available to MassHealth-enrolled children and youths under age 21. The guide also includes helpful information to share with families and age-appropriate youths on how to access these services.

To help you and the children, youths, and families you work with, MassHealth has developed a family brochure, "Worried About the Way Your Child Is Acting or Feeling?" The brochure provides family-friendly descriptions of MassHealth's home- and community-based behavioral health services and includes eligibility and regional service provider information. Copies of the brochure are available by calling MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss) or by visiting the CBHI Web page.

We hope you will find this guide a useful source of information when speaking with families seeking behavioral health services for their child.

Note: This publication uses the term parent to describe a person who nurtures and cares for a child. A parent may be a biological, foster, or adoptive parent, a grandparent, relative, caregiver, or guardian. In addition, although generally referring to how parents and families can help children to access services, this publication covers MassHealth members up to age 21, including members who do not need parental consent to obtain treatment services.

Who Is Eligible for MassHealth Behavioral Health Services?

MassHealth is the Massachusetts Medicaid program. It provides health care benefits to certain low- and moderate-income people living in Massachusetts. MassHealth offers a range of behavioral health services, including services specifically for children and youths under age of 21.

Eligibility

Children and youths under age 21 who are enrolled in either MassHealth Standard or MassHealth CommonHealth may access medically necessary MassHealth behavioral health services. Approximately 85% of MassHealth-enrolled children and youths have Standard or CommonHealth coverage. Children and youths enrolled in MassHealth Family Assistance, Basic, or Essential—three smaller programs developed to expand health care to more individuals—may be able to access certain behavioral health services, if the service is medically necessary.

Below is a summary of MassHealth behavioral health services[1] for children and youths under the age of 21. Next to the service are the MassHealth coverage types that cover these services.

Behavioral Health Service	MassHealth Coverage Types
Outpatient Therapy	Standard, CommonHealth, Family Assistance*, Basic*, Essential*
Mobile Crisis Intervention	Standard, CommonHealth, Family Assistance, Basic, Essential
Structured Outpatient Addiction Program	Standard, CommonHealth, Family Assistance*, Basic*, Essential*
In-Home Therapy	Standard, CommonHealth, Family Assistance*, Basic*, Essential*
Intensive Care Coordination	Standard, CommonHealth
Family Support and Training (Family Partners)	Standard, CommonHealth
In-Home Behavioral Services	Standard, CommonHealth
Therapeutic Mentors	Standard, CommonHealth

***Note:** Some members under 21 who are eligible for Family Assistance, Basic, or Essential receive premium assistance as their only MassHealth benefit. For these members, MassHealth pays the premium for commercial insurance, but does not reimburse providers directly for services. These members are not eligible for MassHealth behavioral health services. Additionally, some families with Family Assistance also have commercial health insurance coverage. As a result, their children are not eligible for enrollment in any of MassHealth's managed care programs and are not eligible for the new community-based MassHealth behavioral health services, with the exception of Mobile Crisis Intervention. Families can call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648) to learn more.

[1] Please keep in mind that services and benefits change from time to time. This covered services list is for general information only. Parents and youth should call their MassHealth health plan for the most up-to-date information. MassHealth regulations list the services and benefits available. To access MassHealth regulations

- go to MassHealth's Web site at www.mass.gov/masshealth; or
- call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss), Monday through Friday from 8:00 A.M. to 5:00 P.M.

Children and Youths with Serious Emotional Disturbances (SEDs) May Be Eligible for MassHealth CommonHealth

If a child or youth is enrolled in MassHealth Family Assistance, Basic, or Essential, and has a serious emotional disturbance, he or she may be eligible for MassHealth CommonHealth, a MassHealth coverage type for children and adults with disabilities. There is no income limit for CommonHealth. If the family's income is more than 133% of the federal poverty level before taxes and deductions, the family will have to pay a premium or meet a one-time deductible. To apply for CommonHealth, parents or caregivers should contact MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648) to request both a Medical Benefits Request (MBR) form and a Disability Supplement form.

Likely Eligible Children and Youths

Families and youths who may be eligible but are not receiving MassHealth benefits can call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648) to request a Medical Benefits Request (MBR) form. The MBR form is also available online at: www.mass.gov/masshealth. Important note: If the child or youth has a disability, including a psychiatric disability, the family or youth should also request and complete a Disability Supplement form. The Disability Supplement form is also available online.

Family Unaware of Child's Coverage Type

MassHealth providers with access to the MassHealth Eligibility Verification System (EVS) can find out the child's coverage type. The youth's family can also obtain this information by calling MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-790-4130).

MassHealth Coverage Types and Commercial Insurance

- Children and youths under the age of 21 who are enrolled in MassHealth Standard or CommonHealth and also have commercial insurance coverage are automatically enrolled in the Massachusetts Behavioral Health Partnership (MBHP). MBHP will coordinate the two insurance benefits. The youth's family can obtain more information by calling the MBHP Community Relations Line at 1-800-495-0086.
- Children and youths under the age of 21 who are enrolled in MassHealth Family Assistance, Basic, or Essential, have commercial insurance coverage, and are receiving services on a fee-for-service basis or have premium assistance payments as their only coverage are not eligible for MassHealth managed care enrollment. As a result, they are not eligible to access home- and community-based behavioral health services, with the exception of Outpatient Therapy and Mobile Crisis Intervention.

You Can Help

Understanding coverage and eligibility guidelines can be stressful and confusing for many families (and professionals). You can help by encouraging families to call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-790-4130). Knowledgeable staff can provide information helpful for the family's decision making.

1. When Is It Time to Seek Services?

Behavioral health needs, including mental health, emotional, and substance abuse concerns, can be hard to recognize.

Too often, families wait until a crisis occurs to seek help. But research shows that helping a child or youth with mental or behavioral health needs early is the best way to prevent more serious problems in young adulthood.

You can help by talking with the youth or family about their concerns or about your own observations. Here are some questions that a parent might consider when deciding if help is needed:

☐ Does the child appear to be depressed?

☐ Does the child have outbursts of angry or violent behavior?

☐ Does the child engage in risky behavior that could result in injury or death?

☐ Does the child appear to be using or abusing substances?

☐ Does the child have poor interpersonal relationships?

☐ Does the child have school difficulties that could potentially be related to a mental health, emotional, or substance abuse concern?

2. What If the Family Is Unsure of Their Child's Needs?

If a family (or youth) is unsure if behavioral health services are needed, it's best to get help to determine the youth's needs. The family does not have to figure this out alone.

You can help by encouraging the family or youth to take one or both of the following steps:

- Behavioral Health Screening: Ask the child's or youth's primary care provider for a behavioral health screening. MassHealth requires primary care providers to offer to check a child or youth's behavioral health, using an approved screening tool, at least once every year and more often if the child is under the age of two. Families can also request behavioral health screening for their child whenever there is a concern. If the screening indicates that the child or youth may have a behavioral health condition, the primary care provider will work with the family to decide if they should seek a comprehensive behavioral health assessment by a behavioral health clinician.
- Comprehensive Behavioral Health Assessment: Families can directly request a comprehensive behavioral health assessment for their child as part of outpatient therapy by making an appointment with a participating outpatient behavioral health provider. (Families can call their child's MassHealth health plan for help finding a behavioral health provider in their area. See Section 4 for more information.) A referral is not needed.

  During this assessment, the provider will talk with the parents and/or the youth. The provider may speak with others who are familiar with the child or youth, such as primary care providers and school teachers. The purpose of these conversations is to learn about the child or youth's strengths and needs in different areas of life. The provider will use the Child and Adolescent Needs and Strengths (CANS) tool to organize the information gathered through the comprehensive behavioral health assessment. He or she will then develop a treatment plan in partnership with the parents and/or youth.

You can help parents/caregivers prepare for the assessment by encouraging them to think about important information they want to share with the provider about their child's needs and strengths.

Comprehensive Behavioral Health Assessments are also conducted as a part of In-Home Therapy and Intensive Care Coordination (ICC). These two services, along with outpatient therapy, are considered "clinical hub" services. ICC, In-Home Therapy, and clinical hubs are described in more detail later in this guide.

3. Finding the Right Home- and Community-Based Behavioral Health Treatment Services

MassHealth offers a range of behavioral health services for children and youths under age 21. The services described in this section are available to most MassHealth-enrolled children and youths under age 21 who have a medical need for the service. (See the section, "Who is Eligible for MassHealth Behavioral Health Services?" for more information.)

What Are "Clinical Hub Services?"

To help families get the right level of service for their child, the services have been organized around three clinical hub services: outpatient therapy, In-Home Therapy, and Intensive Care Coordination (ICC). Clinical Hub providers are responsible for coordinating care and collaborating with other service providers (e.g., making regular phone calls to collaterals, holding meetings with the family and other treatment providers or convening care planning teams for ICC). Clinical Hub services in order of increasing intensity are: Outpatient Therapy, In-Home Therapy and Intensive Care Coordination (ICC). When more than one Clinical Hub service is involved with a family or youth, care coordination is provided by the most intensive service.

Clinical Hub Service #1: Outpatient Therapy

Who is likely to need outpatient therapy?

If the child or youth has benefited from outpatient therapy before, or has not previously received counseling or behavioral health services, outpatient therapy is the right place to start.

Outpatient therapy provides therapeutic support to children and youths in need of behavioral health intervention. Outpatient therapy may include individual, family, and group therapies. Outpatient therapy can be provided in an office, clinic, home, school, or other location. Outpatient therapy can be used to treat a variety of behavioral health and/or substance abuse issues that significantly interfere with functioning in at least one area of the child's life (e.g., family, social, school, job).

Who may benefit from a different behavioral health service?

- **A child or youth who already has an outpatient clinician or psychiatrist but who continues to struggle at home, school, or in the community.** The child's outpatient clinician or psychiatrist may recommend additional behavioral health services. The family or youth may also identify the need for additional behavioral health services as well.
- **A child or youth with significant behavioral health needs or substantial trauma who is not currently seeing an outpatient clinician or psychiatrist.** Review the three clinical hub services with the family or youth to help them decide where to start. If the family

or youth selects ICC or In-Home Therapy, tell them that they can call a nearby ICC or In-Home Therapy provider directly to schedule an appointment for a behavioral health assessment and determination of medical need for the service. (See Section 4—"Helping Families Access Services"—for more information on making appointments.)

3. **A family that is concerned that the child or youth is in an immediate behavioral health crisis.** The family should be directed to immediately call for Mobile Crisis Intervention through their local Emergency Services Provider (ESP). Mobile Crisis Intervention is a new MassHealth service that offers face-to-face, onsite crisis intervention wherever the child or youth is located. (See Section 4, "Helping Families Access Services," for more information on making appointments.)

Clinical Hub Service #2: In-Home Therapy

When home dynamics are affected by a child or youth's behavioral health needs, In-Home Therapy could be an appropriate service for the family.

In-Home Therapy provides intensive family therapy for a child in the home and in community settings and replaces Family Stabilization Team (FST) services previously available through MassHealth. This service helps the family support the child's well-being, as In-Home Therapy providers work with the family to understand family functioning and how relationships can be strengthened to benefit the child. In this service, a clinician and a trained paraprofessional work with the family to develop and implement a treatment plan, identify community resources, set limits, establish helpful routines, resolve difficult situations, or change problematic patterns that interfere with the child's development.

In-Home Therapy is a flexible service that allows providers to deliver services to the child or youth in the home, school, or other community settings.

Who is likely to need In-Home Therapy?

- families in need of more-urgent or intensive help with a child's emotional and behavioral challenges than could be addressed through outpatient therapy; and
- families who have identified their primary need as learning new ways to relate to one another, or new ways to set limits or regulate their child's behavior, or who have tried outpatient therapy but not found it effective.

In-Home Therapy offers greater flexibility than outpatient therapy, not only in intensity, but also in treatment setting. Therapeutic work in a natural environment can offer opportunities not available in a clinic setting for rehearsing new strategies.

See Section 5, "Helping Families Find Services," in their area for more information on making appointments.

Clinical Hub Service #3: Intensive Care Coordination (ICC)

When a child or youth enrolled in MassHealth Standard or MassHealth CommonHealth has serious emotional needs and challenges that require coordination among professionals and family supports, ICC—using a model called *Wraparound Care Planning*—may be the right service.

ICC is a care-coordination service for children and youths with serious emotional disturbances (for the definition of serious emotional disturbance, see ICC Medical Necessity Criteria, Appendix B). In Wraparound Care Planning, families and youth work together with professionals, talk about their strengths and needs, and actively guide their own care.

In ICC, a team leader, called a care coordinator, helps families bring together a team of people to create a child's treatment plan, also known as the individual care plan. This Care Planning Team often includes therapists, teachers, social workers, and representatives of all child-serving agencies involved with the youth. It also includes "natural supports," such as family members, friends, and people from the family's neighborhood or community that the family invites to be part of the team.

Together, the team comes up with ways to support the family's goals for the child (or youth's goals, in the case of an older child), creating the individual care plan. This plan, which also focuses on the family's strengths and respects their cultural preferences, lists all behavioral health, social, therapeutic, or other services needed by the child and family, including informal and community resources. It will guide the child's care and involve all providers and state agencies to integrate services.

The Care Planning Team may meet monthly and with greater frequency for children and youths with more complex needs. At these meetings, the family, youth, and other team members chart progress, solve problems, and make adjustments to the individual care plan.

The ICC Care Planning Team seeks to:

- help the family obtain and coordinate services that the child needs and/or receives from providers, state agencies, special education, or a combination thereof;
- assist with access to medically necessary services and ensure that these services are provided in a coordinated manner; and
- facilitate a collaborative relationship among team members: the youth, family members, natural supports, service providers, state agency, and school staff, to help the child reach the goals in the individual care plan.

Who is likely to need ICC?

Children and youths who need, or receive, services from multiple providers, schools, or state agencies may benefit from ICC. ICC can help prioritize goals and monitor progress, ensuring that interventions being used are effective and coordinated. ICC can also address needs other than behavioral health, such as connecting families and/or youth with a variety of sustainable supports. Examples of sustainable supports include recreational activities for the child or youth, support groups, faith communities, extended family, and community-based social events.

See Section 5, "Helping Families Find Services," in their area for more information on making appointments.

Enhanced Behavioral Health Service: Mobile Crisis Intervention

If a child or youth under age 21 is experiencing a behavioral health crisis, the family or the youth (if 18 or over) can call the Mobile Crisis Intervention team 24 hours a day, seven days a week.

Mobile Crisis Intervention provides a short-term therapeutic response service to a child or youth experiencing a behavioral health crisis. A Mobile Crisis Intervention team travels to the child's location (e.g., home, school, child care) to provide onsite, face-to-face help. The service identifies, assesses, treats, and stabilizes situations to reduce the immediate risk of danger to the child or others, consistent with the child's or youth's Risk Management/Safety Plan, if one has been developed in another clinical service. Mobile Crisis Intervention may include psychiatric consultation, urgent psychopharmacology intervention, as needed, and referrals and linkages to all medically necessary behavioral health services and supports.

The Mobile Crisis Intervention team can stay involved for up to 72 hours, including follow-up telephone support to the family. Short-term plans help the child or youth remain in the home and avoid out-of-home placement or hospitalization, when possible. Mobile Crisis Intervention services can also help the family access additional services and supports, if needed. In the event of a continuing crisis where the youth cannot safely remain in the home, Mobile Crisis Intervention will identify an alternative setting, such as a crisis-stabilization unit or hospital, where the youth's safety and behavioral health needs can be better met.

For children and youths receiving ICC or In-Home Therapy (IHT), Mobile Crisis Intervention staff will coordinate with the ICC Care Coordinator or IHT clinician throughout the delivery of the service. Mobile Crisis Intervention also links with the primary care physician, care management program, or additional behavioral health providers throughout the delivery of this service.

Other Home- and Community-Based Behavioral Health Services

MassHealth offers a range of behavioral health services for members under age 21, including the services described below. These new services are provided as part of a treatment plan developed through a clinical hub provider (outpatient therapy, IHT, or ICC). Tell families interested in the following services to contact a clinical hub provider about including these services in their child's treatment plan.

Family Support and Training (Family Partners)

Family Partners help parents and caregivers to help their children reach their treatment goals. They are parents or caregivers of children with special needs themselves—they've "been there," understand what families go through, and can share their experiences. Family Partners are not behavioral health professionals, but work closely with parents to make sure that children and youths receive services that are needed. Family Partners are provided by Community Service Agencies (CSAs) as an accompaniment to ICC.

In-Home Behavioral Services

In-Home Behavioral Services offer valuable support to a child or youth who has a challenging behavior that interferes with everyday life. Services are provided by a behavioral health provider, such as a therapist, who is skilled in understanding and treating difficult behaviors in children and youths. The provider works closely with the child and family to create a specific behavior plan to improve the child's functioning.

The provider may also work as a team with a skilled paraprofessional called a "behavior management monitor." The monitor works with the child and family to implement the child's behavior plan. In-Home Behavioral Services can be provided in places where the child is located, such as home, school, child care, and other community settings.

Therapeutic Mentoring Services

A therapeutic mentor works one-on-one with a youth to support and coach him or her to learn social skills, including better ways to communicate with other youths and adults, how to deal with different opinions, and how to get along with others. The therapeutic mentor works with the child to achieve goals in the plan written by an outpatient therapist, In-Home Therapy provider or an Intensive Care Coordination (ICC) team. Therapeutic Mentoring Services can be delivered in the home, school, or community, including social and recreational settings.

Structured Outpatient Addictions Program (SOAP) for Adolescents

SOAP is a short-term, clinically intensive, structured day and/or evening substance abuse service. It provides multidisciplinary treatment to address the subacute needs of teens with addiction and/or co-occurring addiction and mental health conditions, while allowing them to continue to work or attend school and be part of family life.

4. Helping Families Access Services

You can help a family find the most appropriate behavioral health service as quickly as possible by becoming familiar with the services and the three "clinical hubs" of the service system:

- outpatient therapy;
- In-Home Therapy (IHT); and
- Intensive Care Coordination (ICC).

To help you and the youths and families you see, MassHealth has developed *Worried About the Way Your Child Is Acting or Feeling?* a family-friendly brochure that contains descriptions of the new MassHealth behavioral health services. Copies of the brochure are available by calling MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-790-4130) or by visiting the CBHI Web page.

You can help families take the first step to help their child. No referral is needed. Families choose the service that they think may be best and call the behavioral health provider directly to learn more. The behavioral health provider will work with the family to see if the service is appropriate for the child's needs and the family's situation, and **if not, the behavioral health provider will help the family get a more-appropriate service**.

5. Helping Families Find Services in Their Area

You can help a family locate a behavioral health service in their area in one of the following ways.

1. Consult the provider lists in Appendix A of this guide. (Note: Provider lists are subject to change. For the most current information, contact the child's health plan.).
2. Call the customer service department of the youth's MassHealth health plan. Knowledgeable staff are available to help the family find the right service.
   - ☐ Boston Medical Center (BMC) HealthNet Plan: 1-888-566-0010 (English and other languages), 1-888-566-0012 (Spanish), TTY: 1-800-421-1220
   - ☐ Health New England: 1-413-788-0123 or 1-800-786-9999, TTY: 1-800-439-2370
   - ☐ Fallon Community Health Plan: 1-800-868-5200, TTY: 1-877-608-7677
   - ☐ Neighborhood Health Plan: 1-800-462-5449, TTY: 1-800-655-1761
   - ☐ Network Health: 1-888-257-1985, TTY: 1-888-391-5535
   - ☐ Massachusetts Behavioral Health Partnership (manages the mental health and substance abuse services for Primary Care Clinician plan members and MassHealth fee-for-service members): 1-800-495-0086, TTY: 617-790-4130

If a family does not know their child's health plan, the parent or guardian can call MassHealth Customer Service (1-800-841-2900, TTY: 1-800-497-4648) to find out.

Can I call on behalf of the family or a youth between the ages of 18 and 21?

- You can call with the family's or older youth's permission.

How do I assist a family to access outpatient therapy?

- Families can access an outpatient provider by contacting their child's MassHealth health plan. (Customer service phone numbers for the MassHealth health plans are listed at the end of this guide.) If the parents or caregivers are unsure of the youth's health plan, they can call MassHealth Customer Service at 800-841-2099 (TTY: 800-497-4648) for help.
- Families can also ask their primary care provider for help finding an outpatient provider. They can also directly contact a behavioral health outpatient provider and ask if they take MassHealth.

How do I help a family access In-Home Therapy?

- Appendix A lists the In-Home Therapy providers available to members enrolled in MassHealth's health plans. Members who are enrolled in the Massachusetts Behavioral Health Partnership (MBHP) have additional provider choices. This selection is also listed in Appendix A. Current In-Home Therapy provider network information for each MassHealth health plan is also available by contacting the family's health plan. The number can be found on the family's health plan card.

How do I help a family access ICC?

- Appendix A lists Intensive Care Coordination providers. The service is delivered by 32 organizations called Community Service Agencies (CSAs). There are CSAs for each geographic area of the state. Families with MassHealth-enrolled youth can go to any CSA of their choosing.

What if a young person (under 21) is living independently?

- A youth enrolled in MassHealth Standard or MassHealth CommonHealth and who lives without a parent or guardian, or otherwise does not require parental consent for treatment, can request these services, including ICC, and can work with the Care Coordinator to convene his or her own team.

How do I assist a family to access Mobile Crisis Intervention?

- Mobile Crisis Intervention is provided by regionally based emergency service providers (ESPs). Appendix A lists the regional Mobile Crisis Intervention providers.

7. For More Information

To learn more about the services mentioned in this guide, visit the following resources.

MassHealth: www.mass.gov/masshealth

Children's Behavioral Health Initiative (CBHI): www.mass.gov/masshealth/childbehavioralhealth On this website you can find: this Guide for staff; ordering information for the family brochure, "Worried About the Way Your Child is Acting of Feeling?"; detailed descriptions of the new home-and community-based services; the" Medical Necessity Criteria" for these new services: and many other resources.

National Wraparound Initiative: www.rtc.pdx.edu/nwi

8. Helpful Telephone Numbers

To speak to a customer-service representative, please call the appropriate phone number below.

If the child is not enrolled in a MassHealth managed care plan

MassHealth Customer Service: 1-800-841-2900
(TTY: 1-800-497-4648 for people with partial or total hearing loss)

If the child is enrolled in a MassHealth managed care plan

Boston Medical Center (BMC) HealthNet Plan: 1-888-566-0010 (English and other languages) or 1-888-566-0012 (Spanish)
(TTY: 1-800-421-1220 for people with partial or total hearing loss)

Health New England: 1-413-788-0123 or 1-800-786-9999
(TTY: 1-800-439-2370 for people with partial or total hearing loss)

Fallon Community Health Plan: 1-800-868-5200
(TTY: 1-877-608-7677 for people with partial or total hearing loss)

Neighborhood Health Plan: 1-800-462-5449
(TTY: 1-800-655-1761 for people with partial or total hearing loss)

Network Health: 1-888-257-1985
(TTY: 1-888-391-5535 for people with partial or total hearing loss)

Massachusetts Behavioral Health Partnership (manages the mental health and substance abuse services for Primary Care Clinician plan members): 1-800-495-0086 (TTY: 617-790-4130 for people with partial or total hearing loss)

Afterword

This guide was produced by the Children's Behavioral Health Initiative (CBHI), an interagency initiative of the Executive Office of Health and Human Services. Our mission is to strengthen, expand, and integrate Massachusetts services into a comprehensive, community-based system of care so that families and their children with significant behavioral, emotional, or mental health needs can obtain the services necessary for success in home, school, and community.

Metro Boston

(Note: Providers are subject to change.)

Outpatient Therapy

Boston Medical Center (BMC) HealthNet Plan
1-888-566-0010 (English and other languages)
1-888-566-0012 (Spanish) | TTY: 1-800-421-1220

Fallon Community Health Plan
1-800-868-5200 | TTY: 1-877-608-7677

Health New England
1-413-788-0123 or 1-800-786-9999
TTY: 1-800-439-2370

Neighborhood Health Plan
1-800-462-5449 | TTY: 1-800-655-1761

Network Health
1-888-257-1985 | TTY: 617-888-391-5535

Primary Care Clinician (PCC) Plan
1-800-841-2900 | TTY: 1-800-497-4648

Massachusetts Behavioral Health Partnership
1-800-495-0086 | TTY: 617-790-4130

If unsure of the child's health plan, call MassHealth Customer Service to find out: 1-800-841-2900, TTY: 1-800-497-4648.

In-Home Therapy

Academic & Behavioral Clinic (ABaC)
Dorchester 1-617-822-0829

Arbour Counseling Services
Allston 1-617-782-0505

Bay State Community Services
Weymouth . . . . . 1-781-331-4015, Ext. 30

Brookline Community Mental Health Center**
Brookline 1-617-277-8107

Children's Charter Key Program **
Waltham 781-894-4325 Ext.19

Children's Services of Roxbury**
Boston 617-989-9499

Dimock Community Health Center**
Roxbury 1-617-442-8800

The Family Center
Somerville 1-617-628-8815

Family and Community Solutions
Brighton, Dorchester, Jamaica Plain, Needham
1-617-787-1901

Family Service of Greater Boston
Jamaica Plain . . . . . 1-617-523-6400, Ext. 5861

Germaine Lawrence**
Arlington 1-617-648-6200

The Guidance Center**
Cambridge, Somerville 1-781-958-8184

Home for Little Wanderers
Brighton, Jamaica Plain, Norwood, Roslindale, Roxbury, Somerville, Walpole, Waltham 1-617-469-8652
Referral Pager 1-781-317-8081

Justice Resource Institute
Lexington . . . . . 1-781-247-6800, Ext. 207

Latin American Health Institute
Boston 1-617-778-1171

MSPCC
Jamaica Plain 1-617-983-5800

North American Family Institute **
Arlington 1-978-882-4831

North Suffolk Mental Health Association
Boston, Chelsea, Revere . . . 1-617-912-7774

In-Home Therapy (continued)

Osiris Family Institute
Roxbury 1-617-442-2002

Priority Professional Care**
Mattapan 1-857-598-4774

Pyramid Builders Associates
Boston 1-617-516-0280

Riverside Community Care
Dedham, Needham, Newton, Norwood, Wakefield
1-781-433-0672, Ext. 5622

Roxbury Multi-Service Center**
Dorchester . . . . . 1-617-560-8422, Ext. 421

Somerville Mental Health
Somerville 1-617-625-0710

South Bay Mental Health
Weymouth 1-617-847-1937

South Shore Mental Health
Boston 1-617-877-5952
Quincy 1-617-847-1937

Wayside Youth & Family Support Network
Arlington, Waltham . . . . . 1-781-891-0556, Ext. 17

****For MBHP Members only

Intensive Care Coordination

Bay State Community Services
Quincy . . . . . 1-617-471-8400, Ext. 163

Children's Services of Roxbury
Boston 1-617-989-9499

The Guidance Center
Cambridge, Somerville . . . . 1-617-354-1519, Ext. 114

Home for Little Wanderers
Dorchester . . . . . 1-617-288-7450, Ext. 107
Roslindale 1-617-469-8688

Intensive Care Coordination (continued)

The Learning Center for the Deaf, Walden School
Statewide. 1-508-879-5110
Videophone 1-866-641-1780

MSPCC
Jamaica Plain 1-617-983-5842

North Suffolk Mental Health Association
Revere. 1-617-912-7708

Riverside Community Care
Arlington 1-877-869-3016

Mobile Crisis Intervention

Boston 24-hour access number
Allston, Brighton, Charlestown, Dorchester, East Boston, Hyde Park, Jamaica Plain, Lower Mills, Mattapan, Roslindale, Roxbury, South Boston, West Roxbury, Brookline, Chelsea, Revere, Winthrop
. 1-800-981-4357

Cambridge/Somerville 24-hour access number
. 1-800-981-4357

Norwood 24-hour access number
Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, Wrentham
. 1-800-529-5077

South Shore 24-hour access number
Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Scituate, Weymouth
. 1-800-528-4890

Southeastern Massachusetts

(Note: Providers are subject to change.)

Outpatient Therapy

Boston Medical Center (BMC) HealthNet Plan
1-888-566-0010 (English and other languages)
1-888-566-0012 (Spanish) | TTY: 1-800-421-1220

Fallon Community Health Plan
1-800-868-5200 | TTY: 1-877-608-7677

Health New England
1-413-788-0123 or 1-800-786-9999
TTY: 1-800-439-2370

Neighborhood Health Plan
1-800-462-5449 | TTY: 1-800-655-1761

Network Health
1-888-257-1985 | TTY: 1-888-391-5535

Primary Care Clinician (PCC) Plan
1-800-841-2900 | TTY: 1-800-497-4648

Massachusetts Behavioral Health Partnership
1-800-495-0086 | TTY: 617-790-4130

If unsure of the child's health plan, call MassHealth Customer Service to find out: 1-800-841-2900, TTY: 1-800-497-4648.

In-Home Therapy

Arbour Fuller Hospital**
Attleboro . . . . . .1-508-761-8500, Ext. 2302

BAMSI**
Brockton, East Bridgewater . 1-508-584-0074, Ext. 101

Bay State Community Services
Plymouth . . . . . 1-508-830-3444, Ext. 306

Child & Family Services
Cape Cod 1-508-778-1839
Fall River 1-508-676-5708
New Bedford 1-508-990-0894

Community Care Services, Inc.
Attleboro, Berkley, Cape Cod, Fall River, Middleboro, New Bedford, Plymouth, Taunton
. 1-508-245-4009

In-Home Therapy (continued)

Community Counseling of Bristol County, Inc.
Attleboro , Taunton 1-508-977-8124

Family Continuity
Hyannis, Plymouth 1-508-862-0273

Family Services Association **
Fall River 1-508-730-1138

Justice Resource Institute
Brockton, Cape Cod, Taunton 1-508-828-1304

Latin American Health Institute
Brockton . . . . . 1-508-941-0005, Ext. 235

Martha's Vineyard Community Services
Martha's Vineyard 1-508-693-7900

MSPCC
Hyannis 1-508-775-0275

Pyramid Builders Associates
Brockton 1-617-516-0280

South Bay Mental Health**
Attleboro, Brockton, Fall River, Plymouth, S. Yarmouth
1-508-427-5362

South Shore Mental Health
Brockton, Plymouth. 1-617-847-1914

St. Vincent's Home
Fall River 1-508-235-3291

****For MBHP Members only

Intensive Care Coordination

BAMSI
Brockton . . . . . 1-508-587-2579, Ext. 30

Bay State Community Services
Plymouth . . . . . 1-508-830-3444, Ext. 321

Child and Family Services
New Bedford 1-508-990-0894

Community Counseling of Bristol County
Attleboro 1-508-828-9112

Intensive Care Coordination (continued)

Family Service Association
Fall River 1-508-730-1138

Justice Resource Institute 1-888-889-8902
Cape Cod 1-508-771-3156

The Learning Center for the Deaf, Walden School
Statewide. 1-508-879-5110
Videophone 1-866-641-1780

Mobile Crisis Intervention

Southern Coast 24-hour access number:
Acushnet, Carver, Dartmouth, Duxbury, Fairhaven, Halifax, Hanover, Hanson, Kingston, Marion, Marshfield, Mattapoisett, New Bedford, Pembroke, Plymouth, Plympton, Rochester, Wareham
. 1-877-996-3154

Mobile Crisis Intervention (continued)

Brockton 24-hour access number:
Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, Whitman
. 1-877-670-9957

Cape Cod and the Islands 24-hour access number:
Aquinnah, Barnstable, Bourne, Brewster, Chatham, Chilmark, Cotuit, Dennis, Eastham, Edgartown, Falmouth, Gosnold, Harwich, Hyannis, Mashpee, Nantucket, Oak Bluffs, Orleans, Osterville, Provincetown, Sandwich, Tisbury, Truro, Wellfleet, West Tisbury, Woods Hole, Yarmouth
. 1-800-322-1356

Fall River 24-hour access number:
Fall River, Freetown, Somerset, Swansea, Westport
. 1-877-425-0048

Taunton/Attleboro 24-hour access number:
Attleboro, Berkley, Dighton, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Taunton
. 1-800-660-4300

Northeastern Massachusetts

(Note: Providers are subject to change.)

Outpatient Therapy

Boston Medical Center (BMC) HealthNet Plan
1-888-566-0010 (English and other languages)
1-888-566-0012 (Spanish) | TTY: 1-800-421-1220

Fallon Community Health Plan
1-800-868-5200 | TTY: 1-877-608-7677

Health New England
1-413-788-0123 or 1-800-786-9999
TTY: 1-800-439-2370

Neighborhood Health Plan
1-800-462-5449 | TTY: 1-800-655-1761

Network Health
1-888-257-1985 | TTY: 1-888-391-5535

Primary Care Clinician (PCC) Plan
1-800-841-2900 | TTY: 1-800-497-4648

Massachusetts Behavioral Health Partnership
1-800-495-0086 | TTY: 617-790-4130

If unsure of the child's health plan, call MassHealth Customer Service to find out: 1-800-841-2900, TTY: 1-800-497-4648.

In-Home Therapy

Children's Friend and Family Services
Salem . . . . . 1-978-744-7905, Ext. 250

Eliot Community Human Services
Lynn 1-781-581-4493

Family Continuity
Lawrence 1-978-687-1617
Peabody 1-978-927-9410

Health & Education Services, Inc.
Beverly, Gloucester, Haverhill, Ipswich, Lawrence, Salem
1-978-620-1700

Key Program**
Methuen 1-978-685-0194

In-Home Therapy (continued)

Lowell Treatment Center
Lowell . . . . . 1-800-727-6324, Ext. 1

MSPCC
Lawrence, Lowell 1-978-681-9544

North American Family Institute (NFI)**
Peabody 1-978-882-4831

Pyramid Builders Associates
Lynn 1-781-780-3566

St. Ann's Home
Methuen 1-978-682-5276

South Bay Mental Health**
Lawrence, Lowell 1-800-244-4691

Wayside Youth & Family Support Network
Malden . . . . . 1-781-891-0556, Ext. 17

**For MBHP Members only

Intensive Care Coordination

Children's Friend and Family Services
Lawrence 1-978-682-7289
Lynn 1-781-593-7676

Eliot Community Human Services
Malden 1-781-395-0632

Health & Education Services, Inc.
Beverly 1-978-922-0025
Haverhill 1-978-374-0414

The Learning Center for the Deaf, Walden School
Statewide. 1-508-879-5110
Videophone 1-866-641-1780

MSPCC
Lowell 1-978-937-3087

Mobile Crisis Intervention

North Essex 24-hour access number
Amesbury, Beverly, Boxford, Danvers, Essex, Georgetown, Gloucester, Groveland, Hamilton, Haverhill, Ipswich, Manchester-by-the-Sea, Marblehead, Merrimac, Middleton, Newbury, Newburyport, Peabody, Rockport, Rowley, Salem, Salisbury, Topsfield, Wenham, West Newbury
. 1-866-523-1216

Lawrence 24-hour access number
Andover, Lawrence, Methuen, North Andover
. 1-877-255-1261

Lowell 24-hour access number
Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, Westford
. 1-800-830-5177

Tri-City 24-hour access number
Everett, Lynn, Lynnfield, Malden, Medford, Melrose, Nahant, North Reading, Reading, Saugus, Stoneham, Swampscott, Wakefield
. 1-800-988-1111

Central Massachusetts

(Note: Providers are subject to change.)

Outpatient Therapy

Boston Medical Center (BMC) HealthNet Plan
1-888-566-0010 (English and other languages)
1-888-566-0012 (Spanish) | TTY: 1-800-421-1220

Fallon Community Health Plan
1-800-868-5200 | TTY: 1-877-608-7677

Health New England
1-413-788-0123 or 1-800-786-9999
TTY: 1-800-439-2370

Neighborhood Health Plan
1-800-462-5449 | TTY: 1-800-655-1761

Network Health
1-888-257-1985 | TTY: 1-888-391-5535

Primary Care Clinician (PCC) Plan
1-800-841-2900 | TTY: 1-800-497-4648

Massachusetts Behavioral Health Partnership
1-800-495-0086 | TTY: 617-790-4130

If unsure of the child's health plan, call MassHealth Customer Service to find out: 1-800-841-2900, TTY: 1-800-497-4648.

In-Home Therapy

Advocates
Framingham, Marlborough. . 1-508-485-9300

Community Healthlink
Gardner, Leominster, Worcester
. 1-508-421-4527

Counseling and Assessment Clinic of Worcester, LLC
Fitchburg, Worcester 1-508-756-5400

Family Continuity Programs
Whitinsville, Worcester 1-508-234-4181

LUK Crisis Center
Fitchburg, Webster, Worcester
. 1-800-579-0000

In-Home Therapy (continued)

MSPCC
Worcester. 1-508-753-2967

Multicultural Wellness Center
Worcester 1-508-752-4665

Riverside Community Care
Upton 1-508-529-7000

SMOC Behavioral Health Services
Framingham 1-508-879-2250

South Bay Mental Health**
Leominster, Worcester 1-800-244-4691

Wayside Youth & Family Support Network
Framingham . . . . . 1-508-620-0010, Ext. 306
Milford . . . . . 1-508-620-0010, Ext. 324

Y.O.U., Inc.
Southbridge, Worcester . . . 1-508-770-0511, Ext. 122
Gardner, ... 1-978-632-2321, Ext. 16

Intensive Care Coordination

Community Healthlink
Leominster 1-877-240-2755
Worcester. 1-877-778-5030

The Learning Center for the Deaf, Walden School
Statewide. 1-508-879-5110
Videophone 1-866-641-1780

Wayside Youth & Family Services
Framingham 1-508-620-0010

Y.O.U., Inc. . . . . 1-508-765-9102, Ext. 18
Southbridge 1-800-435-9990

Mobile Crisis Intervention

MetroWest 24-hour access number
Acton, Ashland, Arlington, Bedford, Belmont, Boxborough, Burlington, Carlisle, Concord, Framingham, Holliston, Hopkinton, Hudson, Lexington, Lincoln, Littleton, Maynard, Marlborough, Natick, Northborough, Sherborn, Southborough, Stow, Sudbury, Waltham, Watertown, Wayland, Westborough, Wilmington, Winchester, Woburn
. 1-800-640-5432

North County 24-hour access number
Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Sterling, Templeton, Townsend, Westminster, Winchendon
. 1-800-977-5555

South County 24-hour access number
Bellingham, Blackstone, Brimfield, Brookfield, Charlton, Douglas, Dudley, East Brookfield, Franklin, Holland, Hopedale, Medway, Mendon, Milford, Millville, Northbridge, North Brookfield, Oxford, Southbridge, Sturbridge, Sutton, Upton, Uxbridge, Wales, Warren, Webster, West Brookfield
. 1-800-294-4665

Worcester 24-hour access number
Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Paxton, Shrewsbury, Spencer, West Boylston, Worcester
. 1-866-549-2142

Western Massachusetts

(Note: Providers are subject to change.)

Outpatient Therapy

Boston Medical Center (BMC) HealthNet Plan
1-888-566-0010 (English and other languages)
1-888-566-0012 (Spanish) | TTY: 1-800-421-1220

Fallon Community Health Plan
1-800-868-5200 | TTY: 1-877-608-7677

Health New England
1-413-788-0123 or 1-800-786-9999
TTY: 1-800-439-2370

Neighborhood Health Plan
1-800-462-5449 | TTY: 1-800-655-1761

Network Health
1-888-257-1985 | TTY: 1-888-391-5535

Primary Care Clinician (PCC) Plan
1-800-841-2900 | TTY: 1-800-497-4648

Massachusetts Behavioral Health Partnership
1-800-495-0086 | TTY: 617-790-4130

If unsure of the child's health plan, call MassHealth Customer Service to find out: 1-800-841-2900, TTY: 1-800-497-4648.

In-Home Therapy

Academic & Behavioral Clinic (ABaC)
Springfield 1-617-822-0829

Behavioral Health Network (BHN)
. . . . . 1-413-736-0127 or
Holyoke, Springfield 1-413-427-0808

Brien Center for Mental Health and Substance Abuse Services
Great Barrington 1-413-528-9156
North Adams 1-413-664-4541
Pittsfield, Berkshire County . 1-413-499-0412

Brightside for Families and Children
West Springfield 1-413-788-7366

Carson Center for Human Services
Ware 1-413-967-6241
Westfield 1-413-568-1421

Clinical and Support Options
Athol 1-978-249-9490
Greenfield 1-413-774-1000
Northampton 1-413-582-0471
Pittsfield 1-413-236-5656
Springfield 1-413-737-9544

In-Home Therapy (continued)

Community Services Institute**
Springfield 1-413-739-5572

Cutchins Programs for Children and Families**
Northampton 1-413-584-1310

Gandara Center. . . . . 413-846-0445 or
Holyoke, Springfield. 413-866-0446

The Key Program
Easthampton. 1-413-733-3113
Greenfield, Northampton . . 1-413-772-6422
Pittsfield, Berkshire County . 1-413-443-7218
Springfield 1-413-781-6485
. . . . . 1-413-733-3113, Ext. 1

MSPCC
Holyoke 1-413-532-9446
Springfield 1-413-734-4978

Northeast Center for Youth and Families
Easthampton. 1-413-529-7777

ServiceNet. 1-413-585-1328
Greenfield, Northampton . . 1-877-984-6855

**For MBHP Members only

Intensive Care Coordination

Behavioral Health Network (BHN)
Chicopee, Springfield, Ware . 1-413-737-0960

Brien Center for Mental Health and Substance Abuse Services
Pitsfield 1-413-499-0412

Carson Center for Human Services
. 1-888-877-6346
Westfield 1-413-572-4111

Clinical & Support Options
Athol, Orange 1-978-249-9490
Greenfield 1-413-774-1000
Northampton 1-413-582-0471

Gandara Center. . . . . 1-413-846-0445 or
Holyoke , Springfield 1-413-866-0446

Mobile Crisis Intervention

The Berkshires 24-hour access number
Adams, Alford, Becket, Cheshire, Clarksburg, Dalton, Egremont, Florida, Great Barrington, Hancock, Hinsdale, Lanesboro, Lee, Lenox, Monroe, Monterey, Mount Washington, New Ashford, New Marlboro, North Adams, Otis, Peru, Pittsfield, Richmond, Sandisfield, Savoy, Sheffield, Stockbridge, Tyringham, Washington, West Stockbridge, Williamstown, Windsor
. 1-800-252-0227

Greenfield 24-hour access number
Ashfield, Athol, Bernardston, Buckland, Charlemont, Colrain, Conway, Deerfield, Erving, Gill, Greenfield, Hawley, Heath, Leverett, Leyden, Millers Falls, Montague, New Salem, Northfield, Orange, Petersham, Phillipston, Rowe, Royalston, Shelburne, Shutesbury, Sunderland, Turners Falls, Warwick, Wendell, Whately
. 1-800-562-0112

Northampton 24-hour access number
Amherst, Chesterfield, Cummington, Easthampton, Florence, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westhampton, Williamsburg, Worthington
. 1-800-562-0112

Southern Pioneer Valley 24-hour access number
Agawam, Belchertown, Blandford, Bondsville, Chester, Chicopee, East Longmeadow, Granby, Granville, Hampden, Holyoke, Huntington, Indian Orchard, Longmeadow, Ludlow, Monson, Montgomery, Palmer, Russell, South Hadley, Southampton, Southwick, Springfield, Thorndike, Three Rivers, Tolland, Ware, Westfield, West Springfield, Wilbraham
. 1-800-437-5922