

## Where do I start?

### 1 Choose a service

If your child is under 21 and doesn't have health insurance, call MassHealth Customer Service at 1-800-841-2900.

#### Outpatient Therapy\*

If this is the first time your child or teen is getting help, then outpatient therapy may be the best place to begin. A counselor will meet with you and your child to

- find out your child's needs and strengths;
- make a plan to help your child; and
- help your child get other needed services.

#### In-Home Therapy\*

If your child's or teen's behavior is making daily life hard for the family, then In-Home Therapy may be the right service for your child and family. Counselors will work with your whole family, helping you as a parent to help your child or teen. In-Home Therapy can help your child and family to

- resolve conflicts;
- learn new ways to do things;
- make new routines;
- set limits; and
- find community resources.

#### Intensive Care Coordination

Intensive Care Coordination may be the right service for you if your child or teen has serious emotional or behavioral needs or if you need help getting all the adults in your child's life to start working together. A Care Coordinator will help you bring together the main adults in your child's life, so that everyone is working together to help your child. You choose who is on your team, including professionals (therapists, social workers, teachers) and your personal supports (friends or relatives). You may also ask for a "Family Partner," a parent trained to help you make sure that your voice is heard. Together, the team will help you and your child reach your goals for your family.

#### Mobile Crisis Intervention\*

Mobile Crisis Intervention is for when your child or teen is having a crisis and **needs help right away**. Call your local Mobile Crisis Intervention team. You can call 24 hours a day, 7 days a week. A trained team will come to a home, school, or other places in the community to help your child with the crisis. The team will help you get other services for your child and family. Phone numbers for Mobile Crisis Intervention services are listed in this brochure.

## Other New Services

If your child gets outpatient therapy, In-Home Therapy, or Intensive Care Coordination and needs more help, he or she may also be able to get the following services.

#### In-Home Behavioral Services

Sometimes a child will do something over and over that bothers other people or harms the child. If it is very hard to get this child to act differently, a therapist will work with you and others in your child's life to try new ways to help your child change these behaviors.

#### Therapeutic Mentors

Some children and teens want to get along with others, but need help and practice learning to talk or act in new ways. A Therapeutic Mentor will go with your child to the places where the child has the most trouble and teach him or her new skills, such as better ways to talk or act with other children and adults.

#### Family Support and Training (Family Partners)

Do you need support? Family Partners help parents and caregivers to help their children reach their treatment goals. They are parents or caregivers of children with special needs – 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 help them get the services their children need.

### 2 Call the service directly

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(Note: Lists of providers subject to change.)

#### Outpatient Therapy

Clinicians at your child's MassHealth health plan can help you find a therapist for your child.

##### 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

##### 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

Not sure which health plan your child has?

Call MassHealth Customer Service to find out:

1-800-841-2900, TTY: 1-800-497-4648

\* Youths under 21 on MassHealth Family Assistance, Basic, or Essential who are enrolled in managed care may be able to get this service if it is medically necessary. Youths on MassHealth Standard or CommonHealth can get ANY service that is medically necessary. Youths with a mental or physical disability can apply to get CommonHealth. Contact MassHealth Customer Service for more information.

## Still not sure where to start?

- Talk to your child's doctor, nurse, or counselor.
- Call your child's MassHealth health plan. Trained staff on the phone can help you find the right service for your child. (The phone numbers for the health plans are listed below.)

### In-Home Therapy

- Academic & Behavioral Clinic (ABaC)**. . . . . 1-617-822-0829  
Dorchester
- Advocates** . . . . . 1-508-935-0769  
Waltham
- Arbour Counseling Services** . . . . . 1-617-782-6460  
Allston
- Bay State Community Services** . . . . . 1-781-331-4015, Ext. 30  
Weymouth
- Brookline Community Mental Health Center\*\***. 1-617-277-8107  
Brookline
- Dimock Community Health Center\*\*** . . . . . 1-617-442-8800  
Roxbury
- The Family Center** . . . . . 1-617-628-8815  
Somerville
- Family and Community Solutions** . . . . . 1-617-787-1901  
Brighton, Dorchester, Jamaica Plain, Needham
- Family Service of Greater Boston** . . . . . 1-617-523-6400, Ext. 5861  
Jamaica Plain
- Germaine Lawrence\*\***. . . . . 1-617-648-6200  
Arlington
- The Guidance Center\*\*** . . . . . 1-781-958-8184  
Cambridge, Somerville
- Home for Little Wanderers**. . . . . 1-617-629-6791  
Brighton, Jamaica Plain, Norwood, Roslindale, Roxbury, Somerville, Walpole, Waltham

- Latin American Health Institute** . . . . . 1-617-778-1171  
Boston
- MSPCC** . . . . . 1-617-983-5800  
Jamaica Plain
- North Suffolk Mental Health Association** . . . . 1-617-912-7774  
Boston, Chelsea, Revere
- Osiris Family Institute\*\*** . . . . . 1-617-442-2002  
Roxbury
- Priority Professional Care\*\*** . . . . . 1-857-598-4774  
Mattapan
- Pyramid Builders Associates** . . . . . 1-617-516-0280  
Boston
- Riverside Community Care** . . . . . 1-781-433-0672, Ext. 400  
Dedham, Needham, Newton, Norwood, Wakefield
- Roxbury Multi-Service Center\*\*** . . . . . 1-617-560-8422  
Dorchester
- Somerville Mental Health** . . . . . 1-617-625-0710  
Somerville
- South Shore Mental Health** . . . . .  
Boston . . . . . 1-617-877-5952  
Quincy . . . . . 1-617-847-1937
- Wayside Youth & Family Support Network** . . . 1-781-891-0556, Ext. 17  
Arlington, Waltham

\*\*For MBHP Members only

### Intensive Care Coordination

- Bay State Community Services** . . . . . 1-617-471-8400, Ext. 163  
Quincy
- Children's Services of Roxbury** . . . . . 1-617-989-9499  
Boston

- The Guidance Center** . . . . . 1-617-354-1519, Ext. 114  
Cambridge, Somerville
- Home for Little Wanderers**  
Dorchester . . . . . 1-617-288-7450, Ext. 107  
Roslindale . . . . . 1-617-469-8688
- The Learning Center for the Deaf, Walden School** 1-508-879-5110  
Framingham
- MSPCC** . . . . . 1-617-983-5842  
Jamaica Plain
- North Suffolk Mental Health Association** . . . . 1-617-912-7708  
Revere
- Riverside Community Care** . . . . . 1-877-869-3016

### Mobile Crisis Intervention

- Boston 24-hour access number** . . . . . 1-800-981-4357  
(Allston, Brighton, Charlestown, Dorchester, East Boston, Hyde Park, Jamaica Plain, Lower Mills, Mattapan, Roslindale, Roxbury, South Boston, West Roxbury), Brookline, Chelsea, Revere, and Winthrop
- Cambridge/Somerville 24-hour access number** 1-800-981-4357
- Norwood 24-hour access number** . . . . . 1-800-529-5077  
Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, and Wrentham
- South Shore 24-hour access number** . . . . . 1-800-528-4890  
Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Scituate, and Weymouth



[www.mass.gov/masshealth/childbehavioralhealth](http://www.mass.gov/masshealth/childbehavioralhealth)

## Worried about the way your child is acting or feeling?



**MassHealth has NEW SERVICES for mental, emotional, or substance abuse issues that may help!**

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