

## 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

## NORTHEASTERN MASSACHUSETTS

(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

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

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

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

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

**MSPCC**  
Lawrence, Lowell . . . . . 1-978-681-9532

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

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

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

**Wayside Youth & Family Support Network** . . . . . 1-781-891-0556  
Malden

\*\*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.** . . . . . 1-781-395-0632  
Medford

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

**The Learning Center for the Deaf, Walden School**  
Framingham . . . . . 1-508-879-5110

**MSPCC** . . . . . 1-978-937-3087  
Lowell

### Mobile Crisis Intervention

**North Essex 24-hour access number** . . . . . 1-866-523-1216  
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, and West Newbury

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

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

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

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



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

**NORTHEASTERN MASSACHUSETTS**



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