

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

SOUTHEASTERN 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

Arbour Fuller Hospital** 1-508-761-8500
Attleboro

BAMSI**
Brockton, East Bridgewater 1-508-587-2579

Bay State Community Services
Brockton 1-781-331-4015, Ext. 30
Plymouth 1-508-830-3444, Ext. 306

Child & Family Services
Cape Cod 1-508-778-1839
Fall River 1-508-730 1138
New Bedford 1-508-990-0894

Community Care Services, Inc. 1-508-944-8191
Attleboro, Berkley, Cape Cod, Fall River, Middleboro, New Bedford,
Plymouth, Taunton

Community Counseling of Bristol County, Inc. . . 1-508-828-9112, Ext. 579
Attleboro, Taunton

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

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

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

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

MSPCC 1-508-775-0275
Hyannis

Pyramid Builders Associates** 1-617-516-0280
Brockton

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

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

St. Vincent's Home. 1-508-679-8511
Fall River

**For MBHP Members only

Intensive Care Coordination

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

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

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

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

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

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

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

Mobile Crisis Intervention

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

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

Cape Cod and the Islands 24-hour access number: 1-800-322-1356
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, and
Yarmouth

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

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



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!**

SOUTHEASTERN MASSACHUSETTS