



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

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

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# **A Guide for Staff Who Work with Children and Families**

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## Introduction

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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<sup>1</sup> 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.

<sup>1</sup> 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](http://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](http://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?

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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?

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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**

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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). The three clinical hub services are designed to serve children and youths with different kinds of needs, but all offer comprehensive behavioral health assessments, which are used to develop a comprehensive behavioral health treatment plan.

#### **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

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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

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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
  - 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.

## **6. Frequently Asked Questions**

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### **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

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

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

Children's Behavioral Health Initiative (CBHI): [www.mass.gov/masshealth/childbehavioralhealth](http://www.mass.gov/masshealth/childbehavioralhealth)

National Wraparound Initiative: [www.rtc.pdx.edu/nwi](http://www.rtc.pdx.edu/nwi)

## 8. Helpful Telephone Numbers

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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)

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)

## Attachment A: Service Providers by Area

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### Metro Boston

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(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

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##### **Fallon Community Health Plan**

1-800-868-5200 | TTY: 1-877-608-7677

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##### **Neighborhood Health Plan**

1-800-462-5449 | TTY: 1-800-655-1761

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##### **Network Health**

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

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##### **Primary Care Clinician (PCC) Plan**

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

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##### **Massachusetts Behavioral Health Partnership**

1-800-495-0086 | TTY: 617-790-4130

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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)**

617-822-0829 (Dorchester)

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##### **Advocates**

508-485-9300, Ext. 2304 (Waltham)

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##### **Arbour Counseling Services**

617-782-6460 (Allston)

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##### **Bay State Community Services**

781-331-4015, Ext. 30 (Weymouth)

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##### **Brookline Community Mental Health Center\*\***

617-277-8107 (Brookline)

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#### In-Home Therapy (cont.)

##### **Dimock Community Health Center\*\***

617-442-8800, Ext. 1608 (Roxbury)

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##### **The Family Center**

617-628-8815 (Somerville)

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##### **Family and Community Solutions**

617-506-9859

(Brighton, Dorchester, Jamaica Plain, Needham)

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##### **Family Service of Greater Boston**

617-523-6400, Dial 0 (Jamaica Plain)

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##### **Germaine Lawrence\*\***

781-648-6200, Ext. 813 (Arlington)

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##### **The Guidance Center\*\***

617-284-5131 (Cambridge, Somerville)

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##### **Home for Little Wanderers**

617-629-6791 (Brighton, Jamaica Plain, Norwood,  
Roslindale, Roxbury, Somerville, Walpole, Waltham)

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##### **Latin American Health Institute**

617-778-1171 (Boston)

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##### **MSPCC**

617-983-5800 (Jamaica Plain)

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##### **North Suffolk Mental Health Association**

617-912-7774 (Boston, Chelsea, Revere)

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##### **Osiris Family Institute\*\***

617-442-2002 (Roxbury)

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##### **Priority Professional Care\*\***

857-598-4774 (Mattapan)

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**In-Home Therapy (continued)**

**Pyramid Builders Associates**  
617-516-0280 (Boston)

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**Riverside Community Care**  
781-433-0672, Ext. 5608 (Dedham, Needham, Newton,  
Norwood, Wakefield)

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**Roxbury Multi-Service Center\*\***  
617-427-4470, Ext. 421 (Dorchester)

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**Somerville Mental Health**  
617-629-6628 (Somerville)

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

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

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\*\*For MBHP Members only

**Intensive Care Coordination**

**Bay State Community Services**  
617-471-8400, Ext. 163 (Quincy)

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

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**The Guidance Center**  
617-354-1519, Ext. 114 (Cambridge, Somerville)

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

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**The Learning Center for the Deaf, Walden School**  
508-875-9592 (Framingham)

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**MSPCC**  
617-983-5842 (Jamaica Plain)

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**North Suffolk Mental Health Association**  
617-488-5737 (Revere)

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**Riverside Community Care**  
877-869-3016

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**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,  
Winthrop)

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

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**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, Wrentham)

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

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## Southeastern Massachusetts

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(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

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#### **Fallon Community Health Plan**

1-800-868-5200 | TTY: 1-877-608-7677

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#### **Neighborhood Health Plan**

1-800-462-5449 | TTY: 1-800-655-1761

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#### **Network Health**

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

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#### **Primary Care Clinician (PCC) Plan**

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

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#### **Massachusetts Behavioral Health Partnership**

1-800-495-0086 | TTY: 617-790-4130

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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\*\***

508-761-8500, Ext. 2302 (Attleboro)

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#### **BAMSI\*\***

508-587-2579 (Brockton, East Bridgewater)

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#### **Bay State Community Services**

Brockton . . . . . 781-331-4015, Ext. 30  
Plymouth . . . . . 508-830-3444, Ext. 306

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#### **Child & Family Services**

Cape Cod . . . . . 508-778-1839  
Fall River . . . . . 508-730-1138  
New Bedford . . . . . 508-990-0894

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#### **Community Care Services, Inc.**

508-944-8191 (Attleboro, Berkley, Cape Cod, Fall River, Middleboro, New Bedford, Plymouth, Taunton)

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#### **Community Counseling of Bristol County, Inc.**

508-828-9112, Ext. 579 (Attleboro, Taunton)

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#### **Family Continuity**

508-862-0273 (Hyannis, Plymouth)

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#### **Justice Resource Institute\*\***

508-828-1304 (Brockton, Cape Cod, Taunton)

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#### **Latin American Health Institute**

508-941-0005, Ext. 235 (Brockton)

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#### **Martha's Vineyard Community Services**

508-693-7900 (Martha's Vineyard)

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#### **MSPCC**

508-775-0275 (Hyannis)

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#### **Pyramid Builders Associates\*\***

617-516-0280 (Brockton)

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#### **South Bay Mental Health\*\***

508-427-5362 (Attleboro, Brockton, Fall River, Plymouth, S. Yarmouth)

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#### **South Shore Mental Health**

617-847-1914 (Brockton, Plymouth)

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#### **St. Vincent's Home**

508-679-8511 (Fall River)

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\*\*For MBHP Members only

### Intensive Care Coordination

#### **BAMSI**

508-587-2579, Ext. 30 (Brockton)

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#### **Bay State Community Services**

508-830-3444, Ext. 321 (Plymouth)

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#### **Child and Family Services**

508-990-0894 (New Bedford)

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#### **Community Counseling of Bristol County**

508-977-8124 (Taunton)

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#### **Family Service Association**

508-730-1138 (Fall River)

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#### **Justice Resource Institute** 1-888-889-8902

Cape Cod . . . . . 508-771-3156

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#### **The Learning Center for the Deaf, Walden School**

508-875-9529 (Framingham)

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## 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, Wareham)

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### Brockton 24-hour access number:

1-877-670-9957 (Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, Whitman)

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### 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, Yarmouth)

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### Fall River 24-hour access number:

1-877-425-0048 (Fall River, Freetown, Somerset, Swansea, Westport)

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### Taunton/Attleboro 24-hour access number:

1-800-660-4300 (Attleboro, Berkley, Dighton, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, Taunton)

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## Northeastern Massachusetts

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(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

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#### Fallon Community Health Plan

1-800-868-5200 | TTY: 1-877-608-7677

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#### Neighborhood Health Plan

1-800-462-5449 | TTY: 1-800-655-1761

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#### 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

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#### Massachusetts Behavioral Health Partnership

1-800-495-0086 | TTY: 617-790-4130

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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

#### Eliot Community Human Services

Lynn..... 781-581-4493

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#### Family Continuity

Lawrence..... 978-687-1617  
Peabody ..... 978-927-9410

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#### Health & Education Services, Inc.

978-620-1700 (Beverly, Gloucester, Haverhill, Ipswich, Lawrence, Salem)

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#### Lowell Treatment Center

1-800-727-6324, Ext. 1 (Lowell)

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#### MSPCC

978-681-9532 (Lawrence, Lowell)

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#### North American Family Institute (NFI)\*\*

978-882-4831 (Peabody)

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#### St. Ann's Home

978-682-5276 (Methuen)

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#### South Bay Mental Health\*\*

1-800-244-4691 (Lawrence, Lowell)

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#### Wayside Youth & Family Support Network

781-891-0556 (Malden)

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\*\*For MBHP Members only



## Intensive Care Coordination

### Children's Friend and Family Services

Lawrence ..... 978-682-7289

Lynn ..... 781-593-7676

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### Eliot Community Human Services

781-395-0632

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### Health & Education Services, Inc.

Beverly ..... 978-922-0025

Haverhill ..... 978-374-0414

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### The Learning Center for the Deaf, Walden School

508-857-9529 (Framingham)

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### MSPCC

978-937-3087 (Lowell)

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## Central Massachusetts

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(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

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#### Fallon Community Health Plan

1-800-868-5200 | TTY: 1-877-608-7677

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#### 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

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#### Massachusetts Behavioral Health Partnership

1-800-495-0086 | TTY: 617-790-4130

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

## 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, West Newbury)

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### Lawrence 24-hour access number

1-877-255-1261 (Andover, Lawrence, Methuen, North Andover)

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### Lowell 24-hour access number

1-800-830-5177 (Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, Westford)

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### Tri-City 24-hour access number

1-800-988-1111 (Everett, Lynn, Lynnfield, Malden, Medford, Melrose, Nahant, North Reading, Reading, Saugus, Stoneham, Swampscott, Wakefield)

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### In-Home Therapy

#### Advocates

508-485-9300 (Ayer, Framingham, Marlborough)

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#### Community Healthlink

508-421-4527 (Gardner, Leominster, Worcester)

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#### Counseling and Assessment Clinic of Worcester, LLC

508-756-5400 (Fitchburg, Worcester)

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#### Family Continuity Programs

508-234-4181 (Whitinsville, Worcester)

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#### LUK Crisis Center

1-800-579-0000 (Fitchburg, Webster, Worcester)

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#### MSPCC

508-753-2967 (Worcester)

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#### Multicultural Wellness Center

508-752-4665 (Worcester)

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#### Riverside Community Care

508-529-7000 (Bellingham, Upton)

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#### SMOC Behavioral Health Services

508-879-2250 (Framingham, Marlborough)

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## In-Home Therapy (continued)

### Wayside Youth & Family Support Network

Framingham . . . . . 508-620-0010, Ext. 306

Milford . . . . . 508-620-0010, Ext. 324

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### Y.O.U., Inc.

508-890-6519, Ext. 360 (Gardner, Southbridge, Worcester)

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## Intensive Care Coordination

### Community Healthlink

Leominster . . . . . 1-877-240-2755

Worcester. . . . . 1-877-778-5030

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### The Learning Center for the Deaf, Walden School

Voice: 508-875-9529, Videophone: 1-866-641-1780 (Framingham)

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### Wayside Youth & Family Services

508-620-0010 (Framingham)

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### Y.O.U., Inc

1-508-765-9102, Ext. 18

Southbridge . . . . . 1-800-435-9990

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## Western Massachusetts

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(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

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### Fallon Community Health Plan

1-800-868-5200 | TTY: 1-877-608-7677

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### Neighborhood Health Plan

1-800-462-5449 | TTY: 1-800-655-1761

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### Network Health

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

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### Primary Care Clinician (PCC) Plan

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

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### Massachusetts Behavioral Health Partnership

1-800-495-0086 | TTY: 617-790-4130

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## Mobile Crisis Intervention

### MetroWest 24-hour access number

1-800-640-5432 (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)

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### North County 24-hour access number

1-800-977-5555 (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)

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### South County 24-hour access number

1-800-294-4665 (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)

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### Worcester 24-hour access number

1-866-549-2142 (Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Paxton, Shrewsbury, Spencer, West Boylston, Worcester)

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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)

413-747-0829 (Springfield)

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### Behavioral Health Network (BHN)

413-304-2922 (Holyoke, Springfield)

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### Brien Center for Mental Health and Substance Abuse Services

Great Barrington . . . . . 413-528-9156

North Adams . . . . . 413-664-4541

Pittsfield, Berkshire County . 413-499-0412

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**In-Home Therapy (continued)**

**Brightside for Families and Children**  
413-788-7366 (West Springfield)

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**Carson Center for Human Services**  
Ware . . . . . 413-967-6241  
Westfield . . . . . 1-888-877-6347

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

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**Community Services Institute\*\***  
413-739-5572 (Springfield)

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**Cutchins Programs for Children and Families\*\***  
Gandara Center . . . . . 413-846-0445  
Northampton . . . . . 413-584-1310  
Holyoke, Springfield. . . . . 413-846-0446

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

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**MSPCC**  
413-734-4978, Ext. 343 (Holyoke, Springfield)

---

**Northeast Center for Youth and Families**  
413-529-7777 (Easthampton)

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

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\*\*For MBHP Members only

**Intensive Care Coordination**

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

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**Brien Center for Mental Health and Substance Abuse Services**  
413-448-6150 (North Adams)

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

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**Clinical & Support Options**  
Athol, Orange . . . . . 978-249-9490  
Greenfield . . . . . 413-774-1000  
Northampton . . . . . 413-582-0471  
Gandara Center . . . . . 413-846-0445 or  
Springfield . . . . . 413-846-0446

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**Mobile Crisis Intervention**

**The Berkshires 24-hour access number**  
1-800-252-0227 (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)

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**Greenfield 24-hour access number**  
1-800-562-0112 (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)

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

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**Southern Pioneer Valley 24-hour access number**  
1-800-437-5922 (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)

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## **Attachment B: Targeted Case Management Services**

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### **Intensive Care Coordination**

Intensive Care Coordination (ICC) is a service that facilitates care planning and coordination of services for MassHealth youths with Serious Emotional Disturbance (SED), under the age of 21, and enrolled in MassHealth Standard or CommonHealth. Care planning is driven by the needs of the youth and developed through a wraparound planning process consistent with systems-of-care philosophy.

Intensive Care Coordination (ICC) provides a single point of accountability for ensuring that medically necessary services are accessed, coordinated, and delivered in a strength-based, individualized, family/youth-driven, and ethnically, culturally, and linguistically relevant manner. Services and supports, which are guided by the needs of the youth, are developed through a wraparound planning process consistent with systems-of-care philosophy that results in an individualized and flexible plan of care for the youth and family. ICC is designed to facilitate a collaborative relationship among a youth with SED, his/her family and involved child-serving systems to support the parent/caregiver in meeting their youth's needs. The ICC care planning process ensures that a care coordinator organizes and matches care across providers and child-serving systems to enable the youth to be served in his or her home community.

The care coordinator facilitates the development of a Care Planning Team (CPT) composed of both formal and natural support persons who assist the family in identifying goals and developing an individual care plan (ICP) and risk management/safety plan; convenes CPT meetings; coordinates and communicates with the members of the CPT to ensure the implementation of the ICP; works directly with the youth and family to implement elements of the ICP; coordinates the delivery of available services; monitors and reviews progress toward ICP goals; and updates the ICP in concert with the CPT. The provision of ICC services reflects the individualized needs of youth and their families. Changes in the intensity of a youth's needs over time should not result in a change in care coordinator.

Delivery of ICC may require care coordinators to team with family partners. In ICC, the care coordinator and family partner work together with youth with SED and their families while maintaining their discrete functions. The family partner works one-on-one and maintains regular frequent contact with the parent(s)/caregiver(s) in order to provide education and support throughout the care-planning process, attends CPT meetings, and may assist the parent(s)/caregiver(s) in articulating the youth's strengths, needs, and goals for ICC to the care coordinator and CPT. The family partner educates parents/caregivers about how to effectively navigate the child-serving systems for themselves and about the existence of informal/community resources available to them; and facilitates the caregiver's access to these resources.

## **ICC is defined as follows:**

**1. Assessment:** The care coordinator facilitates the development of the Care Planning Team (CPT), who utilizes multiple tools, including a strength-based assessment inclusive of the Child and Adolescent Needs and Strengths (CANS-MA version), in conjunction with a comprehensive assessment and other clinical information to organize and guide the development of an individual care plan (ICP) and a risk management/safety plan. The CPT is a source for information needed to form a complete assessment of the youth and family. The CPT includes, as appropriate, both formal supports, such as the care coordinator, providers, case managers from child-serving state agencies, and natural supports, such as family members, neighbors, friends, and clergy. Assessment activities include without limitation the care coordinator

- assisting the family to identify appropriate members of the CPT;
- facilitating the CPT to identify strengths and needs of the youth and family in meeting their needs; and
- collecting background information and plans from other agencies.

The assessment process determines the needs of the youth for any medical, educational, social, therapeutic, or other services. Further assessments will be provided as medically necessary.

**2. Development of an individual care plan:** Using the information collected through an assessment, the care coordinator convenes and facilitates the CPT meetings and the CPT develops a child- and family-centered individual care plan (ICP) that specifies the goals and actions to address the medical, educational, social, therapeutic, or other services needed by the youth and family. The care coordinator works directly with the youth, the family (or the authorized healthcare decision maker), and others to identify strengths and needs of the youth and family, and to develop a plan for meeting those needs and goals with concrete interventions and strategies, and identified responsible persons.

**3. Referral and related activities:** Using the ICP, the care coordinator

- convenes the CPT that develops the ICP;
- works directly with the youth and family to implement elements of the ICP;
- prepares, monitors, and modifies the ICP in concert with the CPT;
- will identify, actively assist the youth and family to obtain, and monitor the delivery of available services including medical, educational, social, therapeutic, or other services;
- develops with the CPT a transition plan when the youth has achieved goals of the ICP; and
- collaborates with the other service providers and state agencies (if involved) on behalf of the youth and family.

**4. Monitoring and follow-up activities:** The care coordinator will facilitate reviews of the ICP, convening the CPT as needed to update the plan of care to reflect the changing needs of the youth and family. The care coordinator working with the CPT perform such reviews and include

- whether services are being provided in accordance with the ICP;
- whether services in the ICP are adequate; and
- whether these are changes in the needs or status of the youth and if so, adjusting the plan of care as necessary.

## Criteria

### Admission Criteria

All of the following are necessary for admission to this level of care:

1. The youth meets the criteria for serious emotional disturbance (SED) as defined by either Part I or II of the criteria below.

#### Part I

The youth currently has, or at any time during the past year has had, a diagnosable mental, behavioral, or emotional disorder of sufficient duration to meet the diagnostic criteria specified within ICD-10 or DSM-IV-TR (and subsequent revisions) of the American Psychiatric Association with the exception of other V codes, substance use, and developmental disorders, unless these disorders co-occur with another diagnosable disturbance. All of these disorders have episodic, recurrent, or persistent features; however, they vary in terms of severity and disabling effects.

The diagnosable disorder identified above has resulted in functional impairment that substantially interferes with or limits the youth's role or functioning in family, school, or community activities. Functional impairment is defined as difficulties that substantially interfere with or limit the youth in achieving or maintaining developmentally appropriate social, behavioral, cognitive, communicative, or adaptive skills. Functional impairments of episodic, recurrent, and continuous duration are included unless they are temporary and expected responses to stressful events in the environment.

Youth who would have met functional impairment criteria during the referenced year without the benefit of treatment or other support services are included in this definition.

OR

#### Part II

The youth exhibits one or more of the following characteristics over a long period of time and to a marked degree that adversely affects educational performance: an inability to learn that cannot be explained by intellectual, sensory, or health factors; an inability to build or maintain satisfactory interpersonal relationships with peers and teachers; inappropriate types of behavior or feelings under normal circumstances; a general pervasive mood of unhappiness or depression; or a tendency to develop physical symptoms or fears associated with personal or school problems

The emotional impairment is not solely the result of autism, developmental delay, intellectual impairment, hearing impairment, vision impairment, deaf-blind impairment, specific learning disability, traumatic brain injury, speech or language impairment, health impairment, or a combination thereof.

2. The youth:
  - needs or receives multiple services other than ICC from the same or multiple provider(s) OR needs or receives services from state agencies, special education, or a combination thereof; AND
  - needs a care-planning team to coordinate services that the youth needs from multiple providers or state agencies, special education, or a combination thereof.

3. The person(s) with authority to consent to medical treatment for the youth voluntarily agrees to participate in ICC. The assent of a youth who is not authorized under applicable law to consent to medical treatment is desirable but not required.
4. For youth in a hospital, skilled nursing facility, psychiatric residential treatment facility or other residential treatment setting who meet the above criteria, the admission to ICC may occur no more than 180 days before discharge from the above settings.

### **Psychosocial, Occupational, Cultural, and Linguistic Factors**

These factors may change the risk assessment and should be considered when making level-of-care decisions.

#### **Exclusion Criteria**

Either of the following criteria is sufficient for exclusion from this level of care:

1. The person(s) with authority to consent to medical treatment for the youth does not voluntarily consent to participate in ICC.
2. The youth is in a hospital, skilled nursing facility, psychiatric residential treatment facility, or other residential treatment setting at the time of referral and is unable to return to a family home environment or community setting with community-based supports.

#### **Continued Stay Criteria**

All of the following criteria must be met for continued treatment at this level of care:

1. the youth's clinical condition(s) continues to warrant ICC services in order to coordinate the youth's involvement with state agencies and special education or multiple service providers;
2. progress toward Individualized Care Plan (ICP) identified goals is evident and has been documented based upon the objectives defined for each goal, but the goals have not yet been substantially achieved despite sound clinical practice consistent with wraparound and systems-of-care principles; AND
3. progress has not been made, and the Care Plan Team (CPT) has identified and implemented changes and revisions to the ICP to support the goals of the youth and family.

#### **Discharge Criteria**

Any of the following criteria are sufficient for discharge from this level of care:

1. The youth no longer meets the criteria for SED.
2. The CPT determines that the youth's documented ICP goals and objectives have been substantially met and continued services are not necessary to prevent worsening of the youth's behavioral health condition.
3. Consent for treatment is withdrawn.
4. The youth and parent/caregiver are not engaged in treatment. Despite multiple, documented attempts to address engagement, the lack of engagement is of such a degree that it implies withdrawn consent, or that treatment at this level of care becomes ineffective or unsafe.
5. The youth is placed in a hospital, skilled nursing facility, psychiatric residential treatment facility, or other residential treatment setting and is unable to return to a family home environment or a community setting with community-based supports or ICC.
6. The youth turns 21.

## **Afterword**

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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.