

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.

* Youths under 21 on MassHealth Family Assistance, Basic, or Essential may use this service. Youths on MassHealth Standard or CommonHealth may use ANY service. Youths with a mental or physical disability can apply to get CommonHealth.

Intensive Care Coordination

Intensive Care Coordination may be the right therapy 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

WESTERN MASSACHUSETTS

(Note: Lists of providers subject to change.)

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, and Windsor

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, and Whately

Northampton 24-hour access number 1-800-562-0112

Amherst, Chesterfield, Cumminton, Easthampton, Florence, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westhampton, Williamsburg, and Worthington

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, and Wilbraham

Still not sure where to start?

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

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.

In-Home Therapy

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

Behavioral Health Network (BHN). 1-413-737-0960
Holyoke, Springfield 1-866-577-8860

Brien Center for Mental Health and Substance Abuse Services
Great Barrington. 1-413-528-9156

North Adams 1-413-664-4541

Pittsfield, Berkshire County 1-413-499-0412

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

Carson Center for Human Services
Ware 1-413-967-6241

Westfield 1-413-568-1421

Clinical and Support Options
Athol 1-978-249-9490

Greenfield 1-413-774-1000

Northampton. 1-413-582-0471

Pittsfield 1-413-236-5656

Springfield 1-413-737-9544

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

Cutchins Programs for Children and Families**
Gandara Center 1-413-846-0445

Northampton. 1-413-584-1310

Holyoke, Springfield. 1-413-846-0446

The Key Program
Easthampton. 1-413-733-3113

Greenfield, Northampton 1-413-772-6422

Pittsfield, Berkshire County 1-413-443-7218

Springfield 1-413-781-6485

1-413-733-3113, Ext. 1

MSPCC 1-413-734-4978, Ext. 343
Holyoke, Springfield

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

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

**For MBHP Members only

Intensive Care Coordination

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

Behavioral Health Network 1-BHN) 1-413-737-0960
Springfield

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

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

Clinical & Support Options
Athol, Orange 1-978-249-9490

Greenfield 1-413-774-1000

Northampton. 1-413-582-0471

Gandara Center 1-413-846-0445 or
Springfield 1-413-846-0446



Worried about the way your child is acting or feeling?



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