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.

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.

2. Call the service directly

WESTERN MASSACHUSETTS
(Note: Lists of providers subject to change.)

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.

In-Home Therapy

If your child 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 routine visits;
• set limits; and
• find community resources.

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 your 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.

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 to help the child learn 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 other adults who help your child to 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.

Where else can I get help?

Seek help at other mental health clinics and community centers. You can get help for your child or teen at any time of day, 7 days a week. A trained team will come to your 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.

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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.)

**For MHIP Members only**

### Intensive Care Coordination

**Behavioral Health Network (BHN)**

- Springfield: 1-413-737-0960

**Brightside for Families and Children**

- Springfield: 1-413-788-7006

**Cutchins Programs for Children and Families**

- Chicopee, Ware: 1-413-443-7218

**Gandara Center**

- Springfield: 1-413-529-7777

**The Key Program**

- Easthampton: 1-413-733-3113

**Massachusetts Behavioral Health Partnership**

- Springfield: 1-413-585-1328

**Behavioral Health Network 1-BHN**

- Springfield: 1-413-737-0960

**Clinical & Support Options**

- Chicopee, Ware: 1-413-734-4978, Ext. 343

**For MHIP Members only**

**Northeast Center for Youth and Families**

- Springfield: 1-413-529-7777

**ServiceNet**

- Greenfield, Northampton: 1-877-994-0655

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

www.mass.gov/masshealth/childbehavioralhealth

### Outpatient Therapy

Clinicians at your child’s MassHealth health plan can help you find a therapist for your child. (The phone numbers for the health plans are listed below.)

**In-Home Therapy**

| Academic & Behavioral Clinic (ABAC) | 1-617-822-9829 |
| Behavioral Health Network (BHN) | 1-413-717-0600 |
| Holyoke, Springfield | 1-860-577-8860 |
| Brightside for Families and Children | Springfield | 1-413-788-7006 |
| Community Services Institute** | Springfield | 1-413-717-0600 |
| Bardol** | Springfield | 1-413-788-7006 |
| Richman Center for Human Services | Springfield | 1-413-585-1328 |
| Behavioral Health Network 1-BHN | Springfield | 1-413-737-0960 |
| ServiceNet | Greenfield, Northampton | 1-877-994-0655 |

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