

## 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.

### In-Home Therapy

**Advocates** . . . . . 1-508-485-9300  
Framingham, Marlborough

**Arbour Counseling Services** . . . . . 1-617-782-0505  
Worcester

**Community Healthlink**  
Gardner, Leominster . . . . . 1-978-401-3913  
Worcester . . . . . 1-774-312-2722

**Counseling and Assessment Clinic of Worcester, LLC**  
Worcester. . . . . 1-508-756-5400  
Fitchburg. . . . . 1-978-345-9400

**Family Continuity Programs** . . . . . 1-508-234-4181  
Whitinsville, Worcester

**Key Program** . . . . . 1-508-753-6263  
Worcester

**LUK Crisis Center** . . . . . 1-800-579-0000  
Fitchburg, Webster, Worcester

**Massachusetts Mentor** . . . . . 1-617-429-2045  
Worcester

**MSPCC** . . . . . 1-508-753-2967  
Worcester

**Multicultural Wellness Center**  
Worcester. . . . . 1-508-752-4665  
Fitchburg . . . . . 1-978-343-3336

**Riverside Community Care** . . . . . 1-508-529-7000, Ext. 6348  
Upton

**SMOC Behavioral Health Services.** . . . . . 1-508-879-2250  
Framingham

**South Bay Mental Health\*\*** . . . . . 1-800-244-4691  
Worcester, Leominster

**Wayside Youth & Family Support Network** . . . . 1-774-279-3964  
Framingham, Milford

**Y.O.U., Inc.**  
Centralized Intake Number . . . . . 1-855-4YOUINC (1-855-496-8462)  
Baldwinville, Southbridge, Worcester, Gardner

### Intensive Care Coordination

**Community Healthlink**  
North Central . . . . . 1-877-240-2755  
Worcester. . . . . 1-877-778-5030

**The Learning Center for the Deaf, Walden School**  
Statewide. . . . . 1-508-875-9529  
Videophone. . . . . 1-774-999-0949 and 1-774-406-3723

**Wayside Youth & Family Support Network** . . . . 1-508-309-0369  
Framingham

**Y.O.U., Inc**  
Centralized Intake Number . . . . . 1-855-4YOUINC  
(1-855-496-8462)

### 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, and Woburn

**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, and Winchendon

**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, and West Brookfield

**Worcester 24-hour access number** . . . . . 1-866-549-2142  
Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Paxton, Shrewsbury, Spencer, West Boylston, and Worcester



**WORRIED**  
**about the way**  
**your child is**  
**acting**  
**or feeling?**



**MassHealth offers services for mental, emotional, or substance abuse issues that may help!**

**CENTRAL MASSACHUSETTS**



## 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, 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 Services for more information.

Provider listings are subject to change. For the most current listings, visit: [www.mabhaccess.com](http://www.mabhaccess.com). You can search for available providers by zip code and service type and see their ability to accept new referrals, though this does not guarantee an appointment or placement.

#### 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 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

#### CENTRAL 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

1-866-444-5155 | TTY: 1-781-994-7660 or 1-866-727-9441

##### Fallon Community Health Plan

1-800-341-4848 or 1-888-421-8861 | TTY: 1-877-608-7677

##### Health New England

1-800-786-9999 | TTY: 1-800-439-2370

##### 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

##### Massachusetts Behavioral Health Partnership

1-800-495-0086 | TTY: 617-790-4130 or 1-877-509-6981

Not sure which health plan your child has? Call MassHealth Customer Service to find out: 1-800-841-2900, TTY: 1-800-497-4648.