



**MassHealth**  
**All Provider Bulletin 245**  
**May 2014**

**TO:** All Providers Participating in MassHealth

**FROM:** Kristin L. Thorn, Medicaid Director

**RE:** **Behavioral Health Services for Members with Temporary MassHealth Coverage**

**Behavioral Health Services and Temporary MassHealth Coverage**

Individuals under the age of 21 who applied for health care through MAHealthConnector.org or sent a paper application for new health insurance coverage on or after January 1, 2014, and are enrolled in temporary MassHealth coverage (appearing in EVS as MassHealth Standard) are eligible for medically necessary behavioral health services. Those services include, but are not limited to, Children's Behavioral Health Initiative (CBHI) services: Intensive Care Coordination for members with serious emotional disturbances; and In-Home Therapy, Therapeutic Mentoring, In-Home Behavioral, and Family Support and Training for members with behavioral health diagnoses.

If you have a patient who is under the age of 21 and has presented a letter of temporary coverage, or displays in EVS as having MassHealth Standard fee-for-service coverage, and who you think may need these services, please tell the member or the member's caregiver how to get them.

**Obtaining Behavioral Health Services**

To obtain these services a member must be under age 21 and enrolled in MassHealth's PCC Plan or a MassHealth-contracted MCO. If the child has access to private insurance, the child must be enrolled in the MassHealth Behavioral Health Partnership (MBHP). The member or the member's caregiver may enroll by calling the MassHealth Customer Services Center at 1-800-841-2900 (TTY: 1-800-497-4648).

For more information about CBHI, go to [www.mass.gov/masshealth/cbhi](http://www.mass.gov/masshealth/cbhi). This site helps providers

- understand the behavioral health screening requirement;
- gain familiarity with the approved standardized behavioral-health screening tools;
- implement the use of behavioral-health screening tools in their practices; and
- know what to do when a potential behavioral-health need is identified.

*(continued on next page)*

## Frequently Asked Questions

**Q:** How does a member under the age of 21 enroll to get these services?

**A:** Members or their caregiver need to call the MassHealth Customer Services Center at 1-800-841-2900 (TTY: 1-800-497-4648) to enroll the member in a managed care plan.

**Q:** What is the benefit of enrolling?

**A:** The plans the child may enroll in have a more extensive network of behavioral health providers and cover certain behavioral health services, including Children's Behavioral Health Initiative (CBHI) services: Intensive Care Coordination, In-Home Therapy, Therapeutic Mentoring, In-Home Behavioral, and Family Partner and Training.

**Q:** If the member wants to enroll in the PCC Plan, what if the youth does not have a pediatrician or other qualified primary care provider who participates in the PCC Plan?

**A:** The customer service representative will assist the parent/caregiver to identify a pediatrician or other qualified primary care provider in the youth's community.

**Q:** How do the youth and family locate behavioral health services **once enrolled** in the PCC Plan or an MCO?

**A:** There are several ways to locate behavioral health services:

1. If the child or youth is in the PCC Plan call the Massachusetts Behavioral Health Partnership at 1-877-509-6981 (TTY: 617-790-4130)
2. If the child or youth is in a MassHealth MCO, call the plan in which he or she is enrolled:
  - a. Boston Medical Center (BMC) HealthNet Plan  
1-866-444-5155 | TTY: 1-781-994-7660 or 1-866-727-9441
  - b. Fallon Community Health Plan  
1-800-868-5200 | TTY: 1-877-608-7677
  - c. Health New England  
1-413-788-0123 or 1-800-786-9999 | TTY: 1-800-439-2370
  - d. Neighborhood Health Plan  
1-800-462-5449 | TTY: 1-800-655-1761
  - e. Network Health  
1-888-257-1985 | TTY: 1-888-391-5535
3. The child or youth's MassHealth pediatrician or participating primary care provider can also help to locate an appropriate MassHealth behavioral health provider in the child's community.

## Questions

If you have any questions about the information in this bulletin, please contact the MassHealth Customer Services Center at 1-800-841-2900, e-mail your inquiry to [providersupport@mahealth.net](mailto:providersupport@mahealth.net), or fax your inquiry to 617-988-8974.