MassHealth Services for People in Need of Behavioral Health Support

- Executive Office of Health and Human Services

What Behavioral Health Services does MassHealth Cover

### Shape: Blue Box

#### *Text: Mental Health (&* *Substance Use Disorder)*

Outpatient Services

Outpatient behavioral health services

Community Behavioral Health Centers (CBHC)

Behavioral Health Urgent Care

Intensive outpatient treatment

Partial hospitalization and day treatment programs

Overnight Services

Inpatient psychiatric care

24-hr diversionary care settings

### Shape: Blue Box

#### *Text: Substance Use Disorder*

Outpatient Services

Outpatient care (including Medication Assisted Treatment (MAT))

Intensive outpatient programs

Day treatment programs

Recovery support navigators and recovery coaches

Overnight Services

Acute treatment services (detox programs)

Clinical stabilization services

### Shape: Blue Box

#### *Text: Finding BH Providers*

Behavioral Health Help Line (BHHL)

The Massachusetts Behavioral Health Access (MABHA) website helps both providers and individuals locate openings in mental health and substance use disorder services:

Link to MABHA website: [Massachusetts Behavioral Health Access (MABHA)](https://www.mabhaccess.com/)

Massachusetts Behavioral Health Partnership: Find a Behavioral Health Provider:

Link to find a provider: [providers.masspartnership.com/member/FindBHProvider.aspx](https://providers.masspartnership.com/member/FindBHProvider.aspx)

MassHealth Service Access Options Most Helpful to People Experiencing Homelessness

SmartArt: Arrow pointing right

*Box:* *Rectangle*

*Text: Though there are a variety of services that people experiencing homelessness are eligible for, some are more accessible and more tailored to the needs of this population*

SmartArt: A table with 6 columns outlining service access options

*Column 1 Text: Community Behavioral Health Centers*

*Mobile crisis intervention 24/7/365 for youth and adults*

*24 h crisis stabilization for youth and adults*

*Provide access to psychopharmacology for BH and SUD*

*Connected to resources for peer and family supports*

*Column 2 Text: Community Mental Health Centers*

*Diagnostic services*

*Psychological testing*

*Short- and long-term therapy, including individual, group, couple, and family therapy*

*Medication visits*

*Column 3 Text: Behavioral Health Urgent Care*

*Provide integrated behavioral health services more urgently and with extended hours than traditional clinics*

*Column 4 Text: Community Partners*

*Care Coordination (including across state agencies)*

*Social Determinants of Health Resources Navigation*

*Column 5 Text: Behavioral Health Helpline*

*Provides warm handoffs to immediate crisis intervention, urgent, & routine services*

*Resources for other needs such as transportation, childcare, and food*

*Column 6 Text: Community Support Program*

*Resource navigation*

*Referrals to transportation services, community-based resources, and more*

*Crisis planning*

Historical and Structural Challenges in Behavioral Health

SmartArt: Arrow pointing right

*Box:* *Rectangle*

*Text: The Commonwealth has implemented recent legislation, policy reforms, and substantial public investment, despite these efforts, further improvement is needed.*

In statewide listening session, nearly 700 individuals, families, and others identified challenges and gaps in the behavioral health system:

Too many people struggle to find the right type of behavioral health treatment and clinical provider that accepts their insurance

Too often hospital emergency rooms are the entry point into seeking behavioral health treatment

Individuals often can’t get mental health and addiction treatment at the same location, even though mental health conditions and substance use disorder (SUD) often co-occur

Culturally competent behavioral health care for racially, ethnically and linguistically diverse communities can be difficult to find

These longstanding challenges were exacerbated by the pandemic

The “Front Door” to Behavioral Health Care

SmartArt: Arrow pointing right

*Box:* *Rectangle*

*Text: The new Roadmap for Behavioral Health Reform improved access to care across the treatment system. Individuals now have a centralized “front door” to treatment through the Behavioral Health Help Line, with several other entry points that support evaluation, stabilization and triage.*

Icon 1. Single person

Text: System Entry Points



### SmartArt: Five boxes with the names of system entry points in each box

#### *Box 1: Rectangle*

#### *Text: Behavioral Health Help Line (BHHL)*

#### *Box 2: Rectangle*

#### *Text: Community Behavioral Health Center (CBHC)*

#### *Box 3: Rectangle*

#### *Text: Outpatient & Behavioral Health Urgent Care (BHUC)*

#### *Box 4: Rectangle*

#### *Text: Integrated Primary Care (PCP)*

#### *Box 5: Rectangle*

#### *Text: Emergency Department (ED)*

Inpatient/24-hr Acute care

24-hr diversionary levels of care

Other community-based care

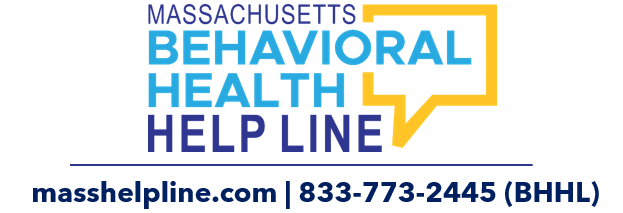
Behavioral Health Help Line (BHHL)

SmartArt: Arrow pointing right

*Box:* *Rectangle*

*Text: The Help Line connects people directly to clinical help, anytime 24/7 through chat or a phone line. Trained clinicians can help people find the treatment they need, including crisis support.*

*Image 1 Text: Massachusetts Behavioral Health Help Line, masshelpline.com, 833-773-2445 (BHHL)*



### SmartArt: 5 Boxes listing out Behavioral Health Line services

*Box 1 Text: Call, text, or chat to access treatment, 24/7/365*

*Box 2 Text: Free and available to anyone in the Commonwealth of Massachusetts*

*Box 3 Text: Live interpretation in 200+ languages, with resources for deaf & hard of hearing*

*Box 4 Text: Provides warm handoffs to immediate crisis intervention, urgent, & routine services*

*Box 5 Text: Resources for other needs such as transportation, childcare, and food*

Behavioral Health Help Line: Key Elements

### Graphic with a list of key elements

#### *Icon 1. Green person*

#### *Text: None*



#### *Icon 2. Yellow arrow pointing right*

#### *Text: None*



#### *Icon 3. Graphic of a phone ringing, a dialogue box, and a laptop*

#### *Text: Multi-channel access: Available 24/7/365, Multi-lingual live response, Phone, Text, Chat, Includes Informative website*



#### *Icon 4. Yellow arrow pointing right*

#### *Text: None*

Yellow arrow pointing right

#### *Icon 5. Medical personnel*

#### *Text: Knowledgeable clinical team: MA & BA clinicians, Peer Specialists; Expertise in appropriate crisis identification & action, de-escalation, & stabilization*



#### *Icon 6. Yellow arrow pointing right*

#### *Text: None*

Yellow arrow pointing right

#### *Icon 7. Checklist*

#### *Text: Clinical assessment and triage: Formalized assessment tool supports appropriate triage pathway; Rapid determination of immediate crisis & completion of appropriate handoff*



#### *Icon 8. Yellow arrow pointing left*

#### *Text: None*

Yellow arrow pointing left

#### *Icon 9. Map and hand open with a heart*

#### *Text: Referral match & warm handoff: Staff search for & identify providers with appropriate expertise; Warm handoff to referring provider whenever possible and appropriate*



#### *Icon 10. Yellow arrow pointing left*

#### *Text: None*

Yellow arrow pointing left

#### *Icon 11. Circle with three arrows*

#### *Text: Consistent Follow Up: Process to ensure individual is successful connecting with the right services; Within 48 hours for crisis handoffs; Within 14 days for outpatient referrals*



Community Behavioral Health Centers

A community location where a person’s needs for mental health and substance use can be assessed, crisis and urgent services provided, and ongoing care is available and/or referred elsewhere as needed. People can access crisis services 24/7 and get real-time urgent care.

Each CBHC must offer the following services:

Icon 1. An open hand with houses on top

Text: Community Behavioral Health Centers (CBHC)



### SmartArt: 4 Boxes listing out CBHC services

*Box 1 Text: Adult CBHC core services*

*Box 2 Text: Youth CBHC core services*

*Box 3 Text: Adult Mobile Crisis Intervention (AMCI)l Adult Community Crisis Stabilization (ACCS)*

*Box 4 Text: Youth Mobile Crisis Intervention services (YMCI); Youth Community Crisis Stabilization (YCCS)*

Icon 2: Arrow pointing right

Arrow pointing right

Note: YCCS is a regional model program. A CBHC either provides YCCS services directly or has pathways in place to refer a Member to another YCCS services within their region

Community Behavioral Health Centers: The Basics

### SmartArt: 6 Boxes

*Box 1 Text: Combine mobile crisis teams, crisis stabilization, and outpatient and urgent care for mental health and substance use*

*Box 2 Text: Mobile crisis intervention is available 24/7/365 to anyone and can be provided in the community, clinic, or via telehealth*

*Box 3 Text: 24-hr crisis stabilization service are available for both youth and adults*

*Box 4 Text: Provides same or next day access to evaluation and assessment, psychopharmacology, and MAT initiation services*

*Box 5 Text: Outpatient services includes therapy using evidence-based practices that are tailored to the client’s specific needs*

*Box 6 Text: Connects to resources for additional supports including peer and family supports*

Community Behavioral Health Centers and their catchment areas

Link to behavioral health centers: [Community Behavioral Health Centers | Mass.gov](https://www.mass.gov/community-behavioral-health-centers)

Image 1. A map of Massachusetts divided into segments where behavioral health centers are located

Text:

The Berkshires: The Brien Center

Northampton and Greenfield: Clinical Support Options

Southern Pioneer: Center for Human Development and Behavioral Health Network

North County: Community HealthLink

Worcester: Community HealthLink

South County: Riverside Community Care

Norwood: Riverside Community Care

Metro West: Advocates

Lowell: Vinfen

Lawrence: BILH Behavioral Services

North Essex: Eliot Community Human Services

TriCity: Eliot Community Human Services

Boston/Cambridge/Somerville: Cambridge Health Alliance, North Suffolk Mental Health Associates, Boston Medical Center

South Shore: Aspire Health Alliance

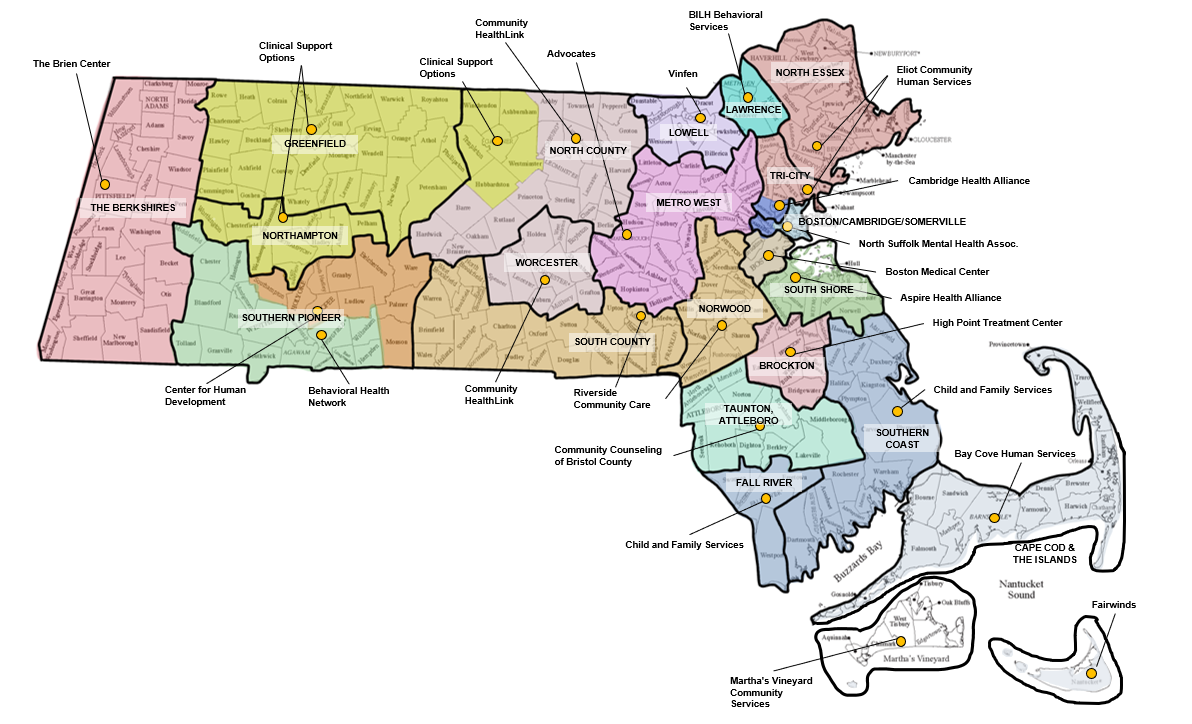
Brockton: High Point Treatment Center

Southern Coast: Child and Family Services

Cape Cod and Islands: Bay Cove Human Services, Fairwinds, Martha’s Vineyard Community Services

Fall River: Child and Family Services

Taunton. Attleboro: Community Counseling of Bristol County



Community Mental Health Centers (CMHC)

SmartArt: Arrow pointing right

*Box:* *Rectangle*

*Text: Community Mental Health Centers (CMHC) deliver comprehensive diagnostic and psychotherapeutic treatment services to people with behavioral health disorders and their families. A CMHC must have services available to treat a wide range of mental and emotional disorders and it must provide comprehensive diagnostic assessments for a wide range of problems*

### Shape: Blue Box

#### *Text: Services*

Diagnostic services

Psychological testing

Short- and long-term therapy, including individual, group, couple, and family therapy

Medication visits

Psychotherapy for crisis/emergency services

### Shape: Blue Box

*Text: Access and Eligibility*

Serve all Massachusetts residents, including those who are uninsured and/or have limited insurance

Behavioral Health Urgent Care (BHUC)

SmartArt: Arrow pointing right

*Box:* *Rectangle*

*Text: Behavioral Health Urgent Care (BHUC)s are Mental Health Centers that provide integrated mental health and addiction services more urgently and with extended hours than tradirional clinics. MassHealth members with urgent behavioral health needs can be seen at a BH Urgent Care site. An ‘urgent BH need” may include changes in behavior or thoughts that cause distress and require immediate support through psychiatric evaluation or therapy.*

### Shape: Blue Box

*Text: Services*

BH Urgent Care gives members non-emergency access to more treatment services when and where them need them

A same or next day evaluation

Psychopharmacology appointments and addiction medication evaluation within 72 hours of an initial evaluation

All other treatment appointments, including follow-up appointments, within 14 calendar days

Behavioral Health Urgent Care sites also offer extended hours on weekdays, as well as weekend hours.

Diagnostic services & Psychological testing

Short- and long-term therapy, including individual, group, couple, and family therapy

Medication visits

Psychotherapy for crisis/emergency services

### Shape: Blue Box

*Text: Access and Eligibility*

Serve all Massachusetts residents, including those who are uninsured and/or have limited insurance

There are ~70 BHUCs across the state

Recovery Coaches (RC) and Recovery Support Navigators (RSN)

SmartArt: Arrow pointing right

*Box:* *Rectangle*

*Text: Recovery coaches (RC) and recovery support navigators (RSN): As people who have experienced SUD recover, RCs are in a unique position to serve as recovery guides and role models. They provide nonjudgemental problem solving, navigation, and advocacy to help members meet their recovery goals.*

### Shape: Blue Box

*Text: Recovery Coach*

Individuals currently in recovery who have lived experience with addiction and/or co-occurring mental health disorders and have been trained to help their peers with a similar experience.

They provide emotional and social support by:

Developing a "wellness plan" with the member

Making at least five connections with the member over a 30-day period

Eligibility: Have a diagnosis of substance use disorder and/or co-occurring mental health disorders and must be "attempting to achieve and/or maintain recovery"

Sources: MassHealth Recovery Coach and Recovery Support Navigator Services

### Shape: Blue Box

*Text: Recovery Support Navigators*

Bachelor's level paraprofessional who provides care management and system navigation and support MassHealth members in accessing treatment services and community resources

Can help with:

Accessing treatment services

Finding a residential bed

Facilitating warm hand-offs upon referral to other services and supports

Navigating insurance issues

Eligibility: Have a diagnosis of substance use disorder and/or co-occurring mental health disorders and are in need of further facilitation

Community Support Program (CSP)

SmartArt: Arrow pointing right

*Box:* *Rectangle*

*Text: Community Support Program (CSP) is part of a larger organization that provides behavioral health services and is licensed within the state of Massachusetts. CSPs provide services to members with mental health or SUD diagnoses, delivered by community-based staff*

### Shape: Blue Box

*Text:* *Services*

Resource Navigation

Assist with obtaining benefits, housing, and healthcare and linking members with support and services

Transportation

Provide referrals for community-based transportation

resources to and from medical and behavioral health appointments

Crisis Planning

Collaborating with providers to develop crisis prevention or safety plans

### Shape: Blue Box

*Text: Eligibility and Access*

The CSPs have an open-referral program; initial intake and referral forms can be sent to CSP providers

Once a client is accepted into a program, an employee will initiate contact within 24 hours of the approved referral

Community Partners Program 2023-2027 – February 2025

What is the Community Partners Program?

The Community Partners (CP) Program is a program for community-based organizations contracted by MassHealth to provide enhanced Care Coordination to MassHealth Members with complex needs enrolled in Accountable Care Organizations (ACOs), Managed Care Organizations (MCOs), or with the Department of Mental Health (DMH).

There are two types of CPs:

Behavioral Health Community Partners (BH CPs)

Responsible for care management and coordination for members with significant BH needs, including Serious Mental Illness or Substance Use Disorders

Program may support up to 26,000 ACO/MCO Members

Supporting Members Ages 18-64

Long-Term Services and Supports Community Partners (LTSS CPs)

Responsible for care management and coordination for Members with complex LTSS needs

Program may support up to 9,000 ACO/MCO Members

Supporting Members Ages 3-64

### Shape: Green box

*Text:* *ACO and MCO members should contact their health plan for additional information about the CP program. For patients enrolled in the Department of Mental Health Adult Community Clinical Services (ACCS) program, you may contact the patient's ACCS site office to initiate referral into the CP Program. If the patient already receives services from a provider that is also a Community Partner, you can request their assistance with referrals into the CP Program.*

CP Supports

The CP Program utilizes a comprehensive care model (CP Supports). CPs are responsible for holistic care coordination and serve as the lead care coordination entities. Both types of CPs can provide both categories of services (for example, an LTSS CP connecting their enrollee to BH services). Placement in either a BH or and LTSS CP depends on which need(s) are more significant for the Member.

Icon 1. Single person

Text: Eligible Individual

Icon of a single person

Icon 2. Two people sitting at a table

Text: CP Staff



### SmartArt: 9 Boxes listing out CP support services

*Box 1 Text: Outreach and engagement*

*Box 2 Text:* *Comprehensive Assessment and HRSN screening*

*Box 3 Text: Ongoing Care Planning*

*Box 4 Text: Care coordination and care management*

*Box 5 Text: Support for Transitions of Care*

*Box 6 Text: Medication review*

*Box 7 Text: Connections to Options Counseling*

*Box 8 Text: Health and wellness coaching*

*Box 9 Text: Connection to social services and community resources*

Appendix

Public Materials

SmartArt: Arrow pointing right

*Box:* *Rectangle*

*Text: EOHHS created a Behavioral Health Toolkit which includes pre-made marketing materials and key information about Massachusetts’ newest behavioral health services*

Link to Behavioral Health Toolkit website: [Behavioral Health Roadmap Toolkit | Mass.gov](https://www.mass.gov/tool-kit/behavioral-health-roadmap-toolkit)

Icon 1. A letter

Text: Overview of the BH Roadmap for Reform

A letter

Link to BH Roadmap for Reform website: [Roadmap for Behavioral Health Reform | Mass.gov](https://www.mass.gov/roadmap-for-behavioral-health-reform)

Icon 2. A folder

Text: Printable informational and promotional materials

A folder

Link to materials: [Printable Materials: Behavioral Health Roadmap | Mass.gov](https://www.mass.gov/info-details/printable-materials-behavioral-health-roadmap)

Icon 3. A smartphone

Text: Social media materials

A smartphone

Link to materials: [Social Media Materials: Behavioral Health Roadmap | Mass.gov](https://www.mass.gov/info-details/social-media-materials-behavioral-health-roadmap)

Icon 4. A map

Text: List of CBHCs in Massachusetts, filterable by zip code

A map

Link to materials: [Not found | Mass.gov](https://www.mass.gov/community-behavioral-health-centers/locations)

Icon 5. A list

Text: Fact sheets and FAQs about the Behavioral Health Helpline and CBCHs

A list

Link to materials: [Fact Sheets: Behavioral Health Roadmap | Mass.gov](https://www.mass.gov/info-details/fact-sheets-behavioral-health-roadmap)

Icon 6. A map

Text: Information on 988

A map

Link to materials: [988 Suicide and Crisis Lifeline | Mass.gov](https://www.mass.gov/988-suicide-and-crisis-lifeline)

Icon 7. A piece of mail

Text: Questions can be sent to

A piece of mail

Anyone can order free printed materials here:

Link to materials: [Behavioral Health: Massachusetts Health Promotion Clearinghouse](https://massclearinghouse.ehs.state.ma.us/category/BehavioralHealth.html)

Crisis System Restructuring to Improve Access to Behavioral Health Services

SmartArt: Arrow pointing right

*Box:* *Rectangle*

*Text: The behavioral Health Roadmap seeks to determine to streamline access to crisis services, including providing more options for treatment in community settings*

Universal access to a Behavioral Health Help Line and mobile crisis intervention, allowing for increased access to treatment in community settings.

New requirement for acute hospitals with EDs to staff EDs sufficiently to conduct behavioral health crisis evaluations, freeing up mobile crisis intervention teams to conduct more crisis evaluations in community settings.

Community Behavioral Health Centers (CBHCs) with additional medical capabilities to appropriately screen individuals for medical risk so that more people can be safely treated for their behavioral health needs without going through an ED.

EOHHS is working collaboratively with inpatient psychiatric hospitals to facilitate direct admissions from CBHCs for individuals found to be at low medical risk.

Payments to acute hospitals to support provision of additional behavioral health supports to individuals experiencing an ongoing behavioral health crisis.

Multi-year inpatient psychiatric payment reform moving toward acuity-based payment methodology.

Easier, more convenient access to behavioral health services in MA

### Shape: Yellow box

*Text: Behavioral Health Help Line (BHHL) (833) 773 BHHL*

Multi-lingual live response.

Call, text, chat.

24/7/365.

No insurance necessary.

All ages.

Mental health and addictions.

Crisis identification and action when needed:

Dispatch Mobile Crisis Intervention.

911 connection when needed.

Follow-up within 48 hours.

Clinical assessment, triage and warm handoff to a provider with appropriate expertise.

Follow-up to ensure connection is made.

### Shape: Yellow box

*Text: Community Behavioral Health Centers (CBHHC)* [*www.mass.gov/CBHCs*](https://www.mass.gov/CBHCs)

*All ages*

*Mental health and addictions*

Mobile Crisis Intervention

24/7/365.

No insurance necessary for initial evaluation.

At your home or other community location.

At the CBHC.

Clinical assessment, de-escalation, safety planning and triage.

Urgent & ongoing clinic services  
Available to all MassHealth members and may be available through commercial insurance.

Same day evaluation, assessment, group therapy, peer support.

Same or next day appointments, including psychopharmacology and medication for addiction treatment.

Care coordination and referral to needed services.

Extended hours:

8 AM – 8 PM weekdays

9 AM -- 5 PM weekends

Adult & Youth Community Crisis Stabilization

24-hour diversionary level of care for individuals in crisis who don’t need inpatient level of care.

Available to all MassHealth members and available through some commercial insurance

### Shape: Yellow box

*Text: Behavioral Health Urgent Care (BHUC)*

Available to all MassHealth members and may be available through commercial insurance.

Same/next day appointments for diagnostic evaluation for new clients and urgent appointments for existing clients.

Urgent psychopharmacology, medication for addiction treatment evaluation.

Non-urgent appointments within 2 weeks.

Extended hours.

Link to BHroadmap: [Roadmap for Behavioral Health Reform | Mass.gov](https://www.mass.gov/roadmap-for-behavioral-health-reform)

CBCH Providers and Catchment Areas (1 of 2)

SmartArt: A table with 2 rows and 3 columns. Columns include the Region, Organization, and Catchment Area

*Row 1 Text: Central*

*Organization: Advocates*

*Catchment Area: 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*

*Row 1 Text: Central*

*Organization: Community HealthLink*

*Catchment Area: Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Groton, Hardwick, Harvard, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Sterling, and Townsend*

*Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Paxton, Shrewsbury, Spencer, West Boylston, and Worcester*

*Row 1 Text: Central*

*Organization: Riverside Community Care*

*Catchment Area: 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*

*Row 1 Text: Central*

*Organization: Clinical Support Options*

*Catchment Area: Ashburnham, Gardner, Hubbardston, Templeton, Westminster, and Winchendon*

*Row 2 Text: Southeast*

*Organization: High Point*

*Catchment Area: Abington, Avon, Bridgewater, Brockton, East Bridgewater, Easton, Holbrook, Rockland, Stoughton, West Bridgewater, and Whitman*

*Row 2 Text: Southeast*

*Organization: Child and Family Services*

*Catchment Area: Acushnet, Carver, Dartmouth, Duxbury, Fairhaven, Halifax, Hanover, Hanson, Kingston, Marion, Marshfield, Mattapoisett, New Bedford, Pembroke, Plymouth, Plympton, Rochester, and Wareham*

*Fall River, Freetown, Somerset, Swansea, and Westport*

*Row 2 Text: Southeast*

*Organization: Community Counseling of Bristol County*

*Catchment Area: Attleboro, Berkley, Dighton, Lakeville, Mansfield, Middleborough, North Attleboro, Norton, Raynham, Rehoboth, Seekonk, and Taunton*

*Row 2 Text: Southeast*

*Organization: Bay Cove Human Services*

*Catchment Area: Barnstable, Bourne, Brewster, Chatham, Chilmark, Cotuit, Dennis, Eastham, Falmouth, Harwich, Hyannis, Mashpee, Orleans, Osterville, Provincetown, Sandwich, Truro, Wellfleet, Woods Hole, and Yarmouth*

*Row 2 Text: Southeast*

*Organization: Fairwinds Center*

*Catchment Area: Nantucket*

CBCH Providers and Catchment Areas (2 of 2)

SmartArt: A table with 3 rows and 3 columns. Columns include the Region, Organization, and Catchment Area

*Row 1 Text: Metro Boston*

*Organization: Cambridge Health Alliance*

*Catchment Area: Cambridge, Somerville, Everett, Malden, and Medford*

*Row 1 Text: Metro Boston*

*Organization: North Suffolk Mental Health Association*

*Catchment Area: Chelsea, Revere, East Boston, Winthrop, and Charlestown*

*Row 1 Text: Metro Boston*

*Organization: Boston Medical Center*

*Catchment Area: Boston, Brighton, and Brookline*

*Row 1 Text: Metro Boston*

*Organization: Riverside Community Care*

*Catchment Area: Canton, Dedham, Dover, Foxboro, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, and Wrentham*

*Row 1 Text: Metro Boston*

*Organization: Aspire Health Alliance*

*Catchment Area: Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Scituate, and Weymouth*

*Row 2 Text: Western*

*Organization: Clinical Support Options*

*Catchment Area: Amherst, Chesterfield, Cummington, Easthampton, Florence, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westhampton, Williamsburg, and Worthington*

*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*

*Row 2 Text: Western*

*Organization: Behavioral Health Network*

*Catchment Area: Agawam, Blandford, Chester, East Longmeadow, Granville, Hampden, Huntington, Indian Orchard, Longmeadow, Montgomery, Russell, Southwick, Springfield, Tolland, Westfield, West Springfield, and Wilbraham*

*Row 2 Text: Western*

*Organization: Center for Human Development*

*Catchment Area: Belchertown, Bondsville, Chicopee, Granby, Holyoke, Ludlow, Monson, Palmer, South Hadley, Southampton, Thorndike, Three Rivers, and Ware*

*Row 2 Text: Western*

*Organization: The Brien Center*

*Catchment Area: Adams, Alford, Becket, Cheshire, Clarksburg, Dalton, Egrement, 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*

*Row 2 Text: Northeast*

*Organization: Beth Israel Lahey Health BH Services*

*Catchment Area: Andover, Lawrence, Methuen, and North Andover*

*Row 2 Text: Northeast*

*Organization: Vinfen*

*Catchment Area: Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, and Westford*

*Row 2 Text: Northeast*

*Organization: Eliot Community Human Services*

*Catchment Area: Lynn, Lynnfield, Melrose, Nahant, North Reading, Reading, Saugus, Stoneham, Swampscott, and Wakefield*

*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, and West Newbury*

Appendix – List of Community Partners, Affiliated Partners, and Service Areas

LTSS CPs

SmartArt: A table with 6 rows and 3 columns. Columns include the CP Name, Partners, and Service Areas

*Row 1 Text:*

*CP Name: Behavioral Health Network, Inc. (BHN LTSS)*

*Partners: WestMass ElderCare (WMEC) and Stavros*

*Service Areas: Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield, Athol*

*Row 2 Text:*

*CP Name: Community Care Partners, LLC (CCP LTSS)*

*Partners: BayCove, Vinfen, Boston Center for Independent Living, Justice Resource Institute, Mystic Valley Elder Services*

*Service Areas: Somerville, Quincy, Boston-Primary, Revere, Haverhill, Lawrence, Lynn, Malden, Salem, Lowell*

*Row 3 Text:*

*CP Name: Family Service Association of Greater Fall River Inc. (FSA)*

*Partners: Elder Services of Cape Cod and the Islands, Southeast Center for Independent Living*

*Service Areas: Barnstable, Falmouth, Nantucket, Oak Bluffs, Orleans, Taunton, Brockton, Plymouth, Wareham, Attleboro, Fall River, New Bedford*

*Row 4 Text:*

*CP Name: Greater Lynn Senior Services (GLSS)*

*Partners: Bridgewell, Disability Resource Center, Element Care Inc. Lynn Community Health Inc, Northeast Arc*

*Service Areas: Waltham, Beverly, Gloucester, Revere, Woburn, Haverhill, Lawrence, Lynn, Malden, Salem Lowell*

*Row 5 Text:*

*CP Name: OpenSky Community Services (Community Care Health Partnership, CCHP LTSS)*

*Partners: Center for Living and Working Inc, Elder Services of Worcester, Venture Community Services*

*Service Areas: Framingham, Gardner-Fitchburg, Southbridge, Worcester, Athol*

*Row 6 Text:*

*CP Name: Seven Hills Family Services (Massachusetts Care Coordination Network, MCCN)*

*Partners: Advocates, BAMSI, Boston Center for Independent Living, Nupath Inc, Springwell Inc.*

*Service Areas: Taunton, Barnstable, Falmouth, Framingham, Nantucket, Oak Bluffs, Orleans, Brockton, Gardner-Fitchburg, Plymouth, Quincy, Southbridge, Waltham, Wareham, Worcester, Athol, Attleboro, Beverly, Boston-Primary, Fall River, Gloucester, New Bedford, Woburn, Haverhill, Lawrence, Lynn, Malden, Salem, Lowell*

LTSS CPs

SmartArt: A table with 2 rows and 3 columns. Columns include the CP Name, Partners, and Service Areas

*Row 1 Text:*

*CP Name: Innovative Care Partners LLC (ICP)*

*Partners: ServiceNet Inc, Gandara Mental Health Center, Stavros, Highland Valley Elder Services*

*Service Areas: Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield*

*Row 2 Text:*

*CP Name: Boston Medical Center Corp. (BMC)*

*Partners: Boston Senior Home Care, Central Boston Elder Services, Ethos, Boston Center for Independent Living*

*Services Areas: Boston-Primary, Revere*

BH CPs

SmartArt: A table with 6 rows and 3 columns. Columns include the CP Name, Partners, and Service Areas

*Row 1 Text:*

*CP Name: Boston Health Care for the Homeless Program Inc. (BHCHP)*

*Partners: Boston Medical Center, Boston Public Health Commission, Casa Esperanza, Massachusetts Housing and Shelter Alliance, New England Center and Home for Veterans, Pine St. Inn, St. Francis House and Victory Programs*

*Service Areas: Boston-Primary*

*Row 2 Text:*

*CP Name: Behavioral Health Network*

*Partners: N/A*

*Service Areas: Holyoke, Springfield, Westfield*

*Row 3 Text:*

*CP Name: Clinical Support Options, Inc. (CSO)*

*Partners: N/A*

*Service Areas: Athol, Garder-Fitchburg, Greenfield, Northampton, Pittsfield, Springfield*

*Row 4 Text:*

*CP Name: Community Counseling of Bristol County (CCBC)*

*Partners: N/A*

*Service Areas: Attleboro, Brockton, Fall River, New Bedford, Plymouth, Quincy, Taunton, Wareham*

*Row 5 Text:*

*CP Name: The Brien Center (Brien)*

*Partners: N/A*

*Service Areas: Adams, Pittsfield*

*Row 6 Text:*

*CP Name: The Bridge of Central MA (Community Care Health Partnership, CCHP BH)*

*Partners: Venture Community Services; Elder Services of Worcester Area, Center for Living and Working*

*Service Areas: Athol, Framingham, Gardner-Fitchburg, Southbridge, Worcester*

BH CPs

SmartArt: A table with 6 rows and 3 columns. Columns include the CP Name, Partners, and Service Areas

*Row 1 Text:*

*CP Name: Behavioral Health Partners of MetroWest (BPHMW)*

*Partners: Advocates; Southern Middlesex Opportunity Council; Spectrum Health Systems; Wayside Youth and Family Support Network*

*Service Areas: Beverly, Framingham, Gardner-Fitchburg, Gloucester, Haverhill, Lawrence, Lynn, Lowell, Salem, Southbridge, Waltham, Woburn, Worcester*

*Row 2 Text:*

*CP Name: Stanley Street Treatment & Resources Inc (SSTAR)*

*Partners: Fairwinds-Nantucket’s Counseling Center; Elwyn Adult Behavioral Health Services; Martha’s Vineyard Community Services*

*Service Areas: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oak Bluffs, Orleans, Plymouth, Taunton, Wareham*

*Row 3 Text:*

*CP Name: Community Care Partners, LLC (CCP)*

*Partners: BayCove, Vinfen*

*Service Areas: Attleboro, Barnstable, Boston-Primary, Brockton, Fall River, Falmouth, Haverhill, Lawrence, Lowell, Malden, New Bedford, Orleans, Plymouth, Quincy, Revere, Salem, Somerville Taunton, Wareham*

*Row 4 Text:*

*CP Name: Riverside Community Care, Inc. (Riverside)*

*Partners: Bay State Community Services, Inc.; The Edinburg Center; North Suffolk Community Services; Uphams Community Care*

*Service Areas: Attleboro, Boston-Primary, Brockton, Framingham, Lynn, Malden, Quincy, Revere, Somerville, Southbridge, Waltham, Woburn*

*Row 5 Text:*

*CP Partners: Eliot Community Human Services, Inc. (Eliot)*

*Partners: N/A*

*Service Areas: Beverly, Boston-Primary, Gloucester, Haverhill, Lawrence, Lowell, Lynn, Malden, Quincy, Revere, Salem, Somerville, Waltham, Woburn*

*Row 6 Text:*

*CP Name: Innovative Care Partners (ICP)*

*Partners: ServiceNet Inc, Gandara Mental Health Center, Stavros, Highland Valley Elder Services, Center for Human Development*

*Service Areas: Athol, Adams, Greenfield, Holyoke, Northampton, Springfield, Westfield*

Community Partners Program

Behavioral Health (BH) CPs:

Behavioral Health Network Inc.

Behavioral Health Partners of MetroWest

Boston Health Care for the Homeless Program, Inc.

The Brien Center

Clinical and Support Options, Inc.

Community Care Partners, LLC

Community Counseling of Bristol County

Eliot Community Human Services, Inc.

Innovative Care Partners LLC

The Bridge of Central Massachusetts, Inc. (DBA OpenSky Community Services)

Riverside Community Care, Inc.

Stanley Street Treatment and Resources, Inc.

Long-Term Services and Supports (LTSS) CPs:

Behavioral Health Network, Inc.

Boston Medical Center Corp.

Community Care Partners, LLC

Family Service Association of Greater Fall River, Inc.

Greater Lynn Senior Services (DBA North Region LTSS Partnership)

Innovative Care Partners LLC

OpenSky Community Services

Seven Hills Family Services (DBA Massachusetts Care Coordination Network)

Appendix – List of Accountable Care Organizations and Managed Care Organizations

Accountable & Managed Care Organizations Participating in the CP Program

Community Care Cooperative (C3)

Fallon Health-Atrius Health Care Collaborative

Berkshire Fallon Health Collaborative

Fallon 365 Care

Mass General Brigham ACO

Revere Health Choice

Tufts Health Together with Cambridge Health Alliance (Tufts CHA)

Tufts Health Together with UMass Memorial Health (Tufts UMMH)

Tufts Health Together MCO

East Boston Neighborhood Health WellSense Alliance

WellSense Care Alliance

WellSense Community Alliance

WellSense Boston Children’s ACO (note: partnered with the LTSS CP Program ONLY)

WellSense BILH Performance Network ACO

WellSense Mercy Alliance

WellSense Signature Alliance

WellSense Southcoast Alliance

WellSense Essential MCO