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

www.mass.gov/masshealth/cbhi

Gandara Center
Clinical and Support Options
Carson Center for Human Services
Brightside for Families and Children

1-800-252-0227

Brien Center for Mental Health and Substance Abuse Services
Behavioral Health Network (BHN)
Academic & Behavioral Clinic (ABaC)
In-Home Therapy

Springfield, Holyoke

1-413-846-0446

Pittsfield

1-413-539-2480

Northampton

1-413-587-0960

Greenfield, Northampton

1-413-772-6422

Three Rivers, Tolland, Ware, Westfield, West Springfield, and Wilbraham

Mobile Crisis Intervention

The Berkshires 24-hour access number
1-800-562-0112


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

Ashfield, Athol, Bernardston, Berksh, Charlemont, Cokan, Conness, Deerfield, Exing, Gill, Greenfield, Hawley, Hadley, Leavitt, Leyden, Millers Falls; Montague, New Salem, Northfield, Orange, Petersham, Phil также, Rose, Reformation, Shelburne, Shutesbury, Sunderland, Turners Falls, Warwick, Wendell, and Whately

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

Amherst, Chesterfield, Cummington, Easthampton, Florence, Goshen, Hadley, Hatfield, Middlefield, Northampton, Pelham, Plainfield, Westfield, Williamstown, and Worthington

Southern-Pioneer Valley 24-hour access number
1-800-437-5922

Agawam, Belchertown, Blandford, Bondsville, Chester, Chicopee, East Longmead, Grafton, Granville, Hampden, Holyoke, Huntington, Indian Orchard, Longmead, Ludler, Mass, Montgomery, Palmer, Russell, South Hadley, Southwick, Springfield, Thendike, Three Rivers, Tolland, Ware, Westfield, West Springfield, and Wilbraham

Learning Center for the Deaf, Walden School
Statewide
1-508-567-5029

VideoPhone
1-774-999-9948 and 1-774-406-7728

Children’s Behavioral Health Initiative

www.mass.gov/masshealth/cbhi

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WESTERN MASSACHUSETTS
**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 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; and
- find community resources.

**Intensive Care Coordination**

Intensive Care Coordination may be the right service for you if your child or teen has serious emotional or behavioral needs. A Care Coordinator will help you bring together the main adults in your child's life to start working together. A Care Coordinator will help you get other services your child needs and strengths, and they will help you bring together other 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 set 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.

**In-Home Behavioral Services**

Sometimes a child will do something over and over that bothers other people or harms the child. 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 in new ways.

**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 other services their children need.

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**Other Services**

If your child gets outpatient therapy, in-Home Therapy, or Intensive Care Coordination and needs more help, he or she may also get all the following services.

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**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**

1-866-444-5151 | TTY: 1-781-704-5609 or 1-866-727-9411

**Fallen Community Health Plan**

1-800-521-4550 or 1-850-421-8861 | TTY: 1-877-695-7077

**Health New England**

1-800-754-9999 | TTY: 1-800-459-2170

**Neighborhood Health Plan**

1-800-565-5348 | TTY: 1-800-655-1761

**Network Health**

1-888-257-1985 | TTY: 1-888-391-5535

**Fallon Community Health Plan**


Not sure which health plan your child has? Call MassHealth Customer Service to find out:

1-800-841-2900, TTY: 1-800-497-4648