



Regional Provider Guide

Central Region

Massachusetts Behavioral Health Partnership

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Updated: 3/31/2019

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* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Introduction

Our regional team is pleased to provide you with the Provider Reference Guide. It contains an overview of the wide range of mental health and substance use disorder treatment programs that make up MBHP's provider network in our region. It also includes a listing of specific providers for each service type and phone numbers of our network providers. We hope you find this regional guide helpful and easy to use.

Please feel free to call our regional office with any questions or concerns that you might have. We can answer questions about different types of care that are available. Our goal is to provide high levels of customer service, both to the Members and to the providers we serve.

This site also allows you to access the guides for other regions across the state if you need them. The web site features a provider search function that can further assist you in locating providers, including those with particular specialties. The regional guides are updated minimally every six months; therefore, they may not reflect all recent changes in the provider network. For the most immediate questions and updates, please contact your regional representative (see list below).

MBHP Regional Office

TITLE	NAME	PHONE NUMBER
Provider Quality Regional Director	Jennifer LaRoche, LICSW	(508) 890-6406
Provider Quality Manager	Laurence Jordan, LMHC	(508) 890-6437
Provider Quality Manager	Rebecca Steil-Lambert, LICSW, MPH	(508) 890-6420
Provider Quality Manager	Kara Macomber, LICSW	(508) 890-6436
Youth Regional Network Manager	Jean Thraen, LMHC	(508) 890-6418
Regional Care Management Program Supervisor	Kate Flanagan-Helmes, RN, BSN, MA	(617) 790-4019
Primary Care Clinician Support Manager	Sarah Drenzek, LMHC	(413) 858-8612
Administrative Assistant	Barbara Smith	(508) 890-6400

List of Cities/Towns in Central Region

Ashburnham, Ashby, Ashland, Auburn, Ayer, Baldwinville, Barre, Bellingham, Berlin, Blackstone, Bolton, Boylston, Brimfield, Brookfield, Charlton, Clinton, Douglas, Dover, Dudley, East Brookfield, Fitchburg, Framingham, Franklin, Gardner, Grafton, Groton, Hardwick, Harvard, Holden, Holland, Holliston, Hopedale, Hopkinton, Hubbardston, Hudson, Lancaster, Leicester, Leominster, Lunenburg, Marlborough, Medway, Mendon, Milford, Millbury, Millville, Natick, New Braintree, North Brookfield, Northbridge, Northborough, Oakham, Oxford, Paxton, Pepperell, Princeton, Rutland, Sherborn, Shirley, Shrewsbury, Southborough, Southbridge, Spencer, Sterling, Sturbridge, Sudbury, Sutton, Templeton, Townsend, Upton, Uxbridge, Wales, Warren, Wayland, Webster, West Boylston, West Brookfield, Westborough, Westminster, Whitinsville, Winchendon, and Worcester

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Emergency Services Program (ESP)

The Massachusetts Behavioral Health Partnership (MBHP) coordinates with Emergency Services Programs (ESPs) across the Commonwealth. These programs are located within the four DMH Areas across the state.

The Emergency Services Program (ESP) provides crisis assessment, intervention, and stabilization services 24-hours per day, seven days per week, and 365 days per year (24/7/365) to individuals of all ages who are experiencing a behavioral health crisis. The purpose of the ESP is to respond rapidly, assess effectively, and deliver a course of treatment intended to promote recovery, ensure safety, and stabilize the crisis in a manner that allows an individual to receive medically necessary services in the community, or if medically necessary, in an inpatient or 24-hour diversionary level of care. In all encounters with an individual in crisis, the ESP will provide a core service including crisis assessment, intervention, and stabilization. In doing so, the ESP will conduct a crisis behavioral health assessment and offer short-term crisis counseling that includes active listening and support. The ESP provides solution-focused and strengths-oriented crisis intervention aimed at working with the individual and his/her family and/or other natural supports to understand the current crisis, identify solutions, and access resources and services for comfort, support, assistance, and treatment. The ESP arranges the behavioral health services that the individual selects to further treat his/her behavioral health condition based on the assessment completed and the individual's demonstrated medical need. The ESP coordinates with other involved service providers and/or newly referred providers to share information (with appropriate consent) and make recommendations for the treatment plan. The ESP also provides the individual and his/her family with resources and referrals for additional services and supports, such as recovery-oriented and consumer-operated resources in their community. While it is expected that all ESP encounters minimally include the three basic components of crisis assessment, intervention, and stabilization, crisis services require flexibility in the focus and duration of the initial intervention, the individual's participation in the treatment, and the number and type of follow-up services.

Access to Service: Any individual or agency (i.e., MBHP Member, provider, state agency, etc.) may contact or may refer someone to an ESP (Emergency Services Program) for evaluation.

Mobile Crisis Intervention (MCI)

Mobile Crisis Intervention is the youth-serving (under the age of 21) component of an Emergency Services Program (ESP) provider. Mobile Crisis Intervention will provide a short-term service that is a mobile, onsite, face-to-face therapeutic response to a youth experiencing a behavioral health crisis for the purpose of identifying, assessing, treating, and stabilizing the situation and reducing immediate risk of danger to the youth or others consistent with the youth's risk management/safety plan, if any. This service is provided 24-hours a day, 7 days a week.

The service includes: a crisis assessment; development of a risk management/safety plan, if the youth/family does not already have one; up to 72 hours of crisis intervention and stabilization services including: onsite, face-to-face, therapeutic response, psychiatric consultation, and urgent psychopharmacology intervention, as needed; and referrals and linkages to all medically necessary behavioral health services and supports, including access to appropriate services along the behavioral health continuum of care.

For youth who are receiving Intensive Care Coordination (ICC), Mobile Crisis Intervention staff will coordinate with the youth's ICC care coordinator throughout the delivery of the service. Mobile Crisis Intervention also will coordinate with the youth's primary care physician, any other care management program, or other behavioral health providers providing services to the youth throughout the delivery of the service.

Access to Service: Any individual or agency (i.e., MBHP Member, provider, state agency, school, etc.) may contact or may refer someone to an ESP (Emergency Services Program) for evaluation.

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Community Crisis Stabilization Program (CCS)

The adult **Community Crisis Stabilization program (CCS)** provides staff-secure, safe, and structured crisis stabilization and treatment services in a community-based program that serves as a medically necessary, less restrictive, and voluntary alternative to inpatient psychiatric hospitalization. This program serves adults ages 18 and older, including youth ages 18-21 under the Children's Behavioral Health Initiative (CBHI). Adult CCS provides a distinct level of care where primary objectives of the active multi-disciplinary treatment include restoration of functioning; strengthening the resources and capacities of the individual, family, and other natural supports; timely return to a natural setting and/or least restrictive setting in the community; development/strengthening of an individualized risk management/safety plan; and linkage to ongoing, medically necessary treatment and support services. Adult CCS staff provides continuous observation of, and support to, individuals with mental health or co-occurring mental health/substance use conditions who might otherwise require treatment in an inpatient psychiatric setting and would benefit from short-term and structured crisis stabilization services. Services at this level of care include crisis stabilization; initial and continuing bio-psychosocial assessment; care management; psychiatric evaluation and medication management; peer-to-peer support; and mobilization of natural supports and community resources. CCS services are short-term, providing 23-hour observation and supervision, and continual re-evaluation.

This program is required to have a home-like, consumer-friendly, and comfortable environment that is conducive to recovery. CCS staff provides psycho-education, including information about recovery, rehabilitation, crisis self-management, and how to access recovery and rehabilitation services available in the individual's specific community. Guided by the treatment preferences of the individual, CCS staff actively involves family and other natural supports at a frequency based on individual needs. Treatment is carefully coordinated with existing and/or newly established treatment providers. In the case of young adults who are involved with, or who are referred for, CBHI services – including ICC – CCS staff will accommodate and participate in team meetings.

Note that the primary differences between CCS and inpatient level of care is the acuity of the consumer, the unlocked setting, the level of psychiatry services, and an absence of immediate need for hospital-based diagnostic tests or general medical treatment. Admissions to the CCS occur 24/7/365 based on determinations made by mobile and site-based Emergency Services Program (ESP) staff. Discharges from the CCS occur 24/7/365, and discharge processes include efficiencies that maximize service capacity. Readiness for discharge is minimally evaluated on a daily basis, and the length of stay is expected to be very brief.

Access to Service: ESP (Emergency Services Program) evaluation required

Note: A statewide, toll-free number is now available for the purpose of obtaining the phone number of the local ESP/MCI for a given city or town. Individuals may call **1-877-382-1609** and enter his/her zip code. A recorded message will play with the phone number of his/her local ESP/MCI provider. If a caller does not know his/her zip code, he/she will still be given the number of an ESP/MCI provider to call. This line provides information in both English and Spanish.

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CENTRAL MASSACHUSETTS

Area: MetroWest

24-hour access number: (800) 640-5432

ESP Provider: Advocates

ESP Director: John DeRonck (508) 661-2043 jderonck@advocatesinc.org

ESP Director: Carla Antonellis (781) 893-2003 cantonellis@advocatesinc.org

Mobile Crisis Intervention Program Coordinator: Kimberley Ward (508) 620-0010, Ext. 109
kimberley_ward@waysideyouth.org

Service Locations	Operating Hours	Cities/Towns in Area
Advocates Community-Based Location 354 Waverly Street Framingham, MA 01702 (800) 640-5432 (508) 872-3333 Fax (508) 875-2600	24/7	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
Advocates Community-Based Location 28 Mill Street Marlboro, MA 01752 (800) 640-5432 (508) 786-1584 Fax (508) 786-1585	24/7	
Advocates Community-Based Location 675 Main Street Waltham, MA 02451 (800) 540-5806 (781) 893-2003 Fax (781) 647-0183	24/7	
Advocates Community Crisis Stabilization Program 28 Mill Street Marlboro, MA 01752 (800) 640-5432 (508) 786-1580	24/7	

Area: North County

24-hour access number: (800) 977-5555

ESP Provider: Community HealthLink, Inc.

Acting ESP Director: Julie Orozco (508) 373-7982 jorozco@communityhealthlink.org

Mobile Crisis Intervention Manager: Wendy Martel (978) 840-9340 wmartel@communityhealthlink.org

Service Locations	Operating Hours	Cities/Towns in Area
Community HealthLink, Inc. Community-Based Location 40 Spruce Street Leominster, MA 01453 (800) 977-5555 (978) 534-6116 Fax (978) 537-4966	24/7	Ashburnham, Ashby, Ayer, Barre, Berlin, Bolton, Clinton, Fitchburg, Gardner, Groton, Hardwick, Harvard, Hubbardston, Lancaster, Leominster, Lunenburg, New Braintree, Oakham, Pepperell, Princeton, Rutland, Shirley, Sterling, Templeton, Townsend, Westminster, and Winchendon
Community HealthLink, Inc. Community Crisis Stabilization Program 40 Spruce Street Leominster, MA 01453 (800) 977-5555 (978) 534-6116 Fax (978) 534-3294	24/7	

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Area: South County			24-hour access number: (800) 294-4665		
ESP Provider: Riverside Community Care					
ESP Director: Amanda Rutherford (508) 634-3420 arutherford@riversidecc.org Assistant ESP Director: Shannon Cassidy (508) 634-3420 scassidy@riversidecc.org Mobile Crisis Intervention Manager: Karen Corson (508) 634-3420 kcorsen@riversidecc.org					
Service Locations		Operating Hours	Cities/Towns in Area		
Riverside Community-Based Location 32 Hamilton Street Milford, MA 01757 (800) 294-4665 (508) 634-3420 Fax (508) 422-9644		24/7	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		
Riverside Community-Based Location 206 Milford Street Upton, MA 01568 (800) 294-4665 (508) 529-7000 Fax (508) 529-7024		9 a.m. - 8 p.m. weekdays			
Riverside/Harrington Memorial Hospital 100 South Street Southbridge, MA 01550 (800) 294-4665 (508) 765-3035 Fax (508) 764-2434		24/7			
Riverside Community Crisis Stabilization Program 32 Hamilton Street Milford, MA 01757 (800) 294-4665 (508) 422-8095 Fax (978) 533-2462		24/7			

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Area: Worcester			24-hour access number: (866) 549-2142		
ESP Provider: Community Healthlink, Inc.					
ESP Director: Janeane Daniels (978) 401-3820 jdaniels@communityhealthlink.com					
Mobile Crisis Intervention Manager: Lori Simkowitz-Lavigne (774) 312-2474 lsimkowitz-lavigne@communityhealthlink.org					
Service Locations		Operating Hours	Cities/Towns in Area		
Community Healthlink, Inc. Community-Based Location 72 Jaques Ave Thayer Building, 2nd floor Worcester, MA 01610 (866) 549-2142 (508) 860-1283 Fax (508) 856-1695		24/7	Auburn, Boylston, Grafton, Holden, Leicester, Millbury, Paxton, Shrewsbury, Spencer, West Boylston, and Worcester		
UMass Memorial Medical Center 55 Lake Avenue North Worcester, MA 01655 (866) 549-2142 (508) 334-3562 Fax (508) 856-1695		24/7			
Community HealthLink, Inc. Community Crisis Stabilization Program 72 Jaques Ave Thayer Building, 2nd floor Worcester, MA 01610 (866) 549-2142 (508) 860-1283 Fax (508) 856-1695		24/7			

Every ESP provides behavioral health crisis assessment, intervention and stabilization services, 24 hours per day/7 days per week/365 days per year, through 4 service components: Mobile Crisis Intervention (MCI) services for youth, adult mobile services, ESP community based locations, and community crisis stabilization (CCS) services for ages 18 and over. The operating hours for the ESP community based locations and CCS programs are noted above. The operating hours for Mobile Crisis Intervention services for youth are 24 hours per day/7 days per week at any and all locations. The operating hours for adult mobile services are 24 hours per day/7 days per week: during this time period, mobile services will be available from 7 a.m. to 8 p.m. at any/all locations, and from 8 p.m. to 7 a.m. this service will be available in residential programs and hospital emergency departments.

All ESP service components and locations may be accessed through the ESP's toll-free number. Where applicable, local numbers for specific locations have also been provided above. It is recommended that individuals and families call the ESP's toll free-number first, so the ESP can help them access the most appropriate services.

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Urgent Outpatient Services (UOS)

Urgent Outpatient Services (UOS) are for Members of all ages who are **NOT** experiencing a mental health or substance use emergency, but they feel they need an appointment sooner than waiting for a routine outpatient appointment. UOS appointments are provided within one business day and include an assessment and intervention geared toward decreasing and/or managing urgent concerns and immediate symptoms. Members using UOS will also be provided with referrals to any needed services including outpatient services, community supports, etc.

Access to Service: Direct referral - does not need to be evaluated by an ESP (Emergency Services Provider)

Facility	City/Town	Phone #	Contact Person	Ages
Advocates Community Counseling	Framingham	(508) 661-2020	Intake	All Ages
	Marlborough	(508) 661-2038	Intake	All Ages
Community Healthlink North County	Leominster (40 Spruce St)	(978) 840-9330	Intake	All Ages
	Leominster (100 Erdman Way)	(978) 840-9330	Intake	Ages 0-18
Community Healthlink Worcester	Worcester	(508) 421-4411	Kelly Ann Meldonao	All Ages
Family Continuity Program	Whitinsville Worcester	(508) 488-5093 (508) 488-5096	Susan Tremblay Christina Delicata (Both are contacts for Whitinsville and Worcester locations)	All Ages

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Outpatient Mental Health and Substance Use Disorder Services

Outpatient Mental Health and Substance Use Disorder Services are those behavioral health services that are rendered in an ambulatory care setting such as an office, clinic environment, Member's home, or other locations appropriate to the provision of services for psychotherapy or counseling. Services focus on the restoration, enhancement and/or maintenance of a Member's level of functioning and the alleviation of symptoms that significantly interfere with functioning in at least one area of the Member's life (e.g., familial, social, occupational, educational). The goals, frequency, and length of treatment will vary according to the needs of the Member and the response to treatment. A clear treatment focus, measurable outcomes, and a discharge plan (including the identification of realistic discharge criteria) will be developed as part of the initial assessment and treatment-planning process and will be evaluated and revised as necessary.

[*Note:* Please refer to the MBHP Monthly Outpatient Access Report for this region for more information regarding service types, including cultural/linguistic capacity and available groups.]

Access to Service: Direct referral - does not need to be evaluated by an ESP (Emergency Services Provider)

Outpatient Facilities and Group Practices

Facility	City/Town	Phone #	Service Type	Ages
AdCare Hospital	Worcester	(508) 799-9000	Licensed Clinic Substance Use Disorder	Adolescents and Adults
Advocates Community Counseling	Framingham Marlborough Harvard	(508) 935-0769 (508) 485-9300 (508) 661-2038	Licensed Clinic Mental Health and Substance Use Disorder	All Ages Adult
Arbour Counseling	Franklin Worcester	(508) 528-6037 (508) 799-0688	Licensed Clinic Mental Health	All Ages
Cedar Street Family Clinic	Worcester	(508) 752-1331 (508) 752-1338	Licensed Clinic Mental Health	All Ages
CENTRO	Worcester	(508) 798-1900	Licensed Clinic Mental Health	All Ages
Clinical & Support Options	Gardner	(508) 632-9400	Licensed Clinic Mental Health	All Ages
Counseling and Assessment Clinic of Worcester	Worcester Fitchburg	(508) 756-5400 (978) 345-9411	Licensed Clinic Mental Health	All Ages
Children's Friend	Worcester	(508) 753-5425	Licensed Clinic Mental Health	All Ages
Community Health Connections	Fitchburg Gardner Leominster	(978) 878-8440 (978) 665-5901 (978) 878-8440	Licensed Clinic Mental Health	All ages
Community Healthlink	Worcester	(508) 860-1000	Licensed Clinic Mental Health and Substance Use Disorder	Adults
Community Healthlink/Lipton Center	Leominster Fitchburg	(978) 840-9329 (978) 840-9329	Licensed Clinic Mental Health	All Ages
Community Healthlink/Youth and Family Services	Worcester	(508) 791-3261	Licensed Clinic Mental Health	Children, Adolescents, and Adults
DCS Mental Health, Inc.	Natick	(508) 653-4820	Licensed Clinic Mental Health	All Ages
Edward M. Kennedy Community Health Center	Worcester Framingham Milford	(508) 852-1805 (508) 270-5729 (508) 852-1805	Licensed Clinic Mental Health	All Ages

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Facility	City/Town	Phone #	Service Type	Ages
Enlightened Interventions	Worcester	(508) 317-2323	Group Practice	All Ages
Family Continuity Program	Whitinsville Worcester	(508) 234-4181 (508) 755-0556	Licensed Clinic Mental Health	All Ages
Family Health Center	Worcester	(508) 860-7930	Licensed Clinic Mental Health	Children, Adolescents, and Adults
Genesis Counseling Services	Framingham	(508) 620-2992	Licensed Clinic Substance Use Disorder	Adolescents and Adults
Habit Opco, Inc.	Ayer	(978) 343-6300	Mental Health Methadone Maintenance to BeHealthy Partnership Members	All Ages
Harrington Hospital (Mental Health)	Southbridge Charlton Dudley	(508) 765-9771 (508) 965-9167 (508) 943-2944	Licensed Clinic Mental Health	All Ages
Harrington Hospital	Southbridge, East Brookfield, Dudley	(508) 765-2725	Substance Use Disorder	Adolescents and Adult
Heywood Medical Group, Inc. - Quabbin Retreat	Petersham Gardner	(978) 724-0010 (978) 630-6130	Licensed Clinic Mental Health	All Ages
LUK Behavioral Health Clinic	Fitchburg Worcester Webster	(978) 345-0685 (508) 438-1490 (978) 345-0685	Licensed Clinic Mental Health and Substance Use Disorder	All Ages
MSPCC	Worcester	(508) 753-2967	Licensed Clinic Mental Health Home-based	Children and Adolescents
Multi-Cultural Wellness Center	Worcester Fitchburg	(508) 752-4665 (978) 343-3336	Licensed Clinic Mental Health	All Ages
New Beginnings Wellness Center	Worcester	(508) 754-1141	Licensed Clinic Mental Health	All Ages
Perkins Behavioral Health	Lancaster	(978) 368-6442	Group Practice	All Ages
Regency Family Health	Worcester	(508) 799-5900	Licensed Clinic Mental Health	All Ages
Revidas, LLC	Worcester	(508) 304-7499	Group Practice	All Ages
Riverside Community Care	Upton	(508) 529-7000	Licensed Clinic Mental Health	All Ages
South Middlesex Opportunity Council (SMOC)	Framingham Marlborough	(508) 879-2250 (508) 480-0092	Licensed Clinic Mental Health and Substance Use Disorder	All Ages
South Bay Community Services	Worcester, Leominster	1-800-244-4691	Licensed Clinic Mental Health Home-based	All Ages
Spectrum Health Systems	Framingham Milford Worcester Southbridge Leominster Millbury	1-800-464-9555 (508) 634-1877 (508) 856-9761 1-800-464-9555 (978) 466-3820 (508) 865-2085	Licensed Clinic Mental Health and Substance Use Disorder	Adolescents and Adults
Sunrise Behavioral Health Clinic	Worcester	(508) 304-7397	Licensed Clinic Mental Health	All Ages
The Bridge Counseling Center	Worcester	(508) 755-0333	Licensed Clinic Mental Health	All Ages
UMass Memorial Health Care	Worcester	(508) 856-2551	Group Practice	All Ages

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Facility	City/Town	Phone #	Service Type	Ages
Veterans Inc.	Shrewsbury	1-800-482-2565	Licensed Clinic Mental Health	Adult Only
Washburn House	Worcester	(508) 834-8599	Licensed Clinic Mental Health	All Ages
Wayside Youth and Family Support Network	Framingham Milford	(508) 620-0010 1-800-492-9743 (508) 478-6888 1-800-492-9743	Licensed Clinic Mental Health	Children and Adolescents
Y.O.U., Inc.	Gardner Southbridge Worcester	New centralized Intake Number 1-855-4youinc (496-8462)	Licensed Clinic Mental Health	All Ages

Psychiatrists

Psychiatrists	Practice	City/Town	Phone #
Abramson, Ronald		Wayland	(508) 655-9127
Bahnassi, Amjad		Worcester	(508) 753-5554
Bodmer Lutz, Anne	Perkins Behavioral Health	Lancaster	(978) 368-6442
Carl, Charles		Natick	(508) 650-1030
Degrush, Elizabeth, DO	Community Neuroscience Services	Westborough	(508) 898-0055
Goldberg, Jacob		Framingham	(508) 620-1919
Khreim, Imad		Marlborough	(508) 845-0100
Korndorfer, Sergio	Pediatric Behavioral Health of Milford	Milford	(508) 381-5103
Laddis, Andreas		Framingham	(508) 320-7895
Li, Xiangyang		Milford	(508) 458-9060 (Vivitrol Only)
Lovett, Kimberly	Hopkinton Behavioral Health	Hopkinton	(508) 625-1545
Lundquist, Rebecca	Community Neuroscience Services	Westborough	(508) 898-0055
Mhatre, Jyotsna	Island Counseling	Worcester	(508) 753-3220
Nestlebaum, Zamir		Worcester	(508) 752-5880, Ext.10
Pilette, Wilfred	Perkins School Group	Lancaster	(978) 368-6442
Rezai, Ramteen	Tak Medical Group, PC (d.b.a. Tak Center for Mental Health)	Leominster	(978) 728-4957
Romero, Hernando		Worcester	(508) 755-8177
Schlickman, Mark		Worcester	(508) 831-7745
Shafa, Rahim		Milford	(508) 478-6868
Tabacco, Anthony	Island Counseling	Worcester	(508) 753-3220
Yon, James	Reliant Medical Group	Worcester Southborough	(508) 856-0732 (508) 460-3190

Psychologists

Psychologists	Practice	City/Town	Phone #
Barry, Danielle	Reliant Medical Group	Worcester	(508) 425-5126
Bourne, Leslie		Worcester	1-800-635-1221
Bozicas, George		Leominster	(978) 537-1835
Brault, Megan	Charles River Medical Associates	Framingham	(508) 872-2002
Cavanaugh Ferguson, Sarah		Southbridge	(508) 612-6907

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Psychologists	Practice	City/Town	Phone #
Cespedes, Osiris	Centro	Worcester	(508) 798-1900
Channell, Maria	Perkins School Group	Lancaster	(978) 368-6442
Chapelle, Daniel		Holden	(508) 210-0451
Chiodetti, Thomas	Island Counseling Center	Worcester	(508) 753-3220
Cirillo, Michael		Shrewsbury	(617) 731-8080
Connors, Lori	Reliant Medical Group	Worcester	(508) 856-0732
Creedon, Moira	Metrowest Neuropsychology, LLC	Westborough Westborough Site #2	(508) 983-1425 (508) 898-0035
Curran, David		Shrewsbury	(508) 754-8321
Denaro, Jennifer		Milford	(508) 427-0900
Estes, Sheree		Worcester	(508) 791-6351
Feliciano Sanchez, Arellys		Oxford	(774) 452-4835
Ferguson, Robert		Worcester	(508) 797-2140
Flynn, Allison	Wayland Pediatrics, LLC	Wayland	(508) 358-2918
Folman, Rina		Fitchburg	(978) 534-2365
Gains, Jeffrey	Metrowest Neuropsychology, LLC	Westborough Westborough Site #2	(508) 983-1425 (508) 898-0035
Gallagher, Patrice	Reliant Medical Group	Leominster	(978) 466-3205
Gay, Robin	Reliant Medical Group	Leominster, Fitchburg	(508) 856-0732
George, Joyce		Worcester	(508) 795-1644
Gerbe, Thomas		Sudbury	(508) 440-9404
Harvey, Michael		Framingham	(508) 872-9442
Horner, Stacey	Metrowest Neuropsychology, LLC	Westborough Westborough Site #2	(508) 983-1425 (508) 898-0035
Kantor, Maxine	Framingham Pediatrics	Framingham	(508) 879-5764
Karp, Eleanor		Leominster	(617) 325-6099
Katz, Sarah	Reliant Medical Group	Southborough	(508) 460-3191
Katz, Solomon		Fitchburg	(978) 345-7705
Kent, David		Worcester	(508) 471-9258
Kriby, Megan		West Boylston	(508) 799-2663
Landoli, Bryan		Fitchburg	(978) 343-4747
Langer, Ginette		Worcester	(508) 752-7332
Leffert, James		Framingham	(508) 370-9056
Lopez, Stella Judith	Reliant Medical Group	Leominster	(508) 856-0732
Madigan, Nancy	Metrowest Neuropsychology, LLC	Westborough Westborough Site #2	(508) 983-1425 (508) 898-0035
Markey, Sean	Cornerstone Behavioral Health	Worcester	(508) 791-3677
Medway, Norma		Worcester	(508) 753-0358
Minski, Samantha	Reliant Medical Group	Auburn	(508) 832-5917
Mirsky, Jeremy	Reliant Medical Group	Worcester, Westborough	(508) 856-7032
Monahan, Richard		Natick, Sudbury	(508) 635-6518
Nelson, Erik		Worcester	(508) 753-5554
Nowell, David		Worcester	(508) 791-6351
Pearne, Dennis		Framingham	(508) 877-3200
Perlman, Jon		Sudbury	(978) 443-8546
Polizoti, Leo		Worcester	(508) 798-2399
Preston, Michael	Cornerstone Behavioral Health	Worcester	(508) 791-3677
Prevelige, Sarah	Special Education Consultant of MA, LLC	Milford	(508) 478-0126

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Psychologists	Practice	City/Town	Phone #
Ramos, Yolanda	Centro	Worcester	(508) 798-1900
Remillard, Daniel	Island Counseling	Worcester	(508) 753-3220
Rhoads, George		Worcester, Westborough	(508) 366-4670
Rintell, David		Framingham	(617) 734-6778
Roberts, Stacey	Baker Mental Health Consulting	Worcester	(508) 769-7812
Rojas, Bertha-Elena	Cornerstone Behavioral Health	Worcester	(508) 791-3677
Rosen Merlis, Suzanne		Marlborough	(508) 229-2277
Schwabenbauer, Anne	Charles River Medical Associates	Natick	(508) 907-6542
Sharma, Saumya	Metrowest Neuropsychology, LLC	Westborough Westborough Site #2	(508) 983-1425 (508) 898-0035
Shepard, Sheena		Fitchburg, Groton	(978) 448-6900
Silver, Joel		Gardner	(978) 632-4516
Slaten, Stephen	Jewish Family Services	Worcester	(508) 755-3101
Smith, Carolyn		Shrewsbury	(508) 842-3100
Smyth, Debborah		Worcester	(508) 856-7032
Steinberg, Carol		Sudbury	(978) 443-4262
Stevens, Francis	Reliant Medical Group	Holden	(508) 856-0732
St. Martin, Carolynne		Milford	(508) 634-7799
Ten Haagen, Kristina	Post Road Pediatrics	Sudbury	(978) 443-6005
Treiber, Katherine	Metrowest Neuropsychology, PC	Westborough	(508) 494-1809
Vargo, Frank	Island Counseling Center	Worcester	(508) 753-3220
Wershba, Rebecca	Metrowest Neuropsychology, LLC	Westborough	(508) 983-1425
Wiener, Craig		Worcester	(508) 756-4825
Wolfson, Charles		Westborough	(508) 366-5909
Yaffe, Peter	Wayside Counseling Associates	Sudbury	(978) 443-4262

Registered Nurse Clinical Specialists

Registered Nurse Clinical Specialists	Practice	City/Town	Phone #
Gifford, Sarah	Reliant Medical Group	Southborough	(508) 460-3190
McLean, Joanne	Perkins School Group	Lancaster	(978) 368-6442
Senior, Patricia	Island Counseling	Worcester	(508) 753-3220
Szymanski, Bernard	Island Counseling	Worcester	(508) 753-3220
Wheeler, Wendy		Fitchburg	(978) 729-3456

Licensed Independent Clinical Social Workers

Licensed Independent Clinical Social Workers	Practice	City/Town	Phone #
Allinson, Marilyn		Marlborough	(508) 481-0165
Almy, Sara	Center Tree Counseling	Spencer	(508) 731-9006
Bailey, Danielle		Clinton	(978) 365-8000
Baker, Carly		Holliston	(508) 641-2628
Biskiak, Jessica		Uxbridge	(508) 779-0885
Borden, Hannah	Perkins School Group	Lancaster	(978) 368-6442
Brickell, Melanie	Reliant Medical Group	Worcester	(508) 595-2041
Cabral, Holly	Southborough Medical Group	Southborough	(508) 460-3190
Cargill, Keryth	West Brookfield Counseling Center	W. Brookfield	(508) 867-4491

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Licensed Independent Clinical Social Workers	Practice	City/Town	Phone #
Charest, Sarah	Flying High Farm	Lunenburg	(978) 582-7103
Cheras, Caroly		Spencer	(508) 930-0739
Chunis, Michelle	Mind Matters Therapy	W. Boylston	(508) 852-4800
Clouter, Mary	Revidas	Worcester	(508) 304-7499
Cole, Gina	Island Counseling	W. Boylston Worcester	(774) 535-2947 (508) 753-3220
Collins, Joseph	Crosspoint Clinical Services	Worcester	(774) 290-4595
Consolo, John		Leominster	(978) 534-1962
Corley, Erica	Centro	Worcester	(508) 798-1900
Cormier-Sayarath, Lynn		Templeton	(508) 212-5187
Counts, Douglas	Behavioral Health Care	Worcester	(508) 438-0160
Courtney-Mondor, Marie		Leominster	(774) 345-0355
Coveney, Barbara	Charis Counseling Center	Holden	(508) 829-0330
Cox, Mindy		Natick	(508) 651-3485
Cushner, Geoffrey	Revidas, LLC	Worcester	(508) 304-7499
Danforth, Beth		Oxford	(508) 444-2649
Drouilhet, Ann		Framingham	(508) 877-3660
Eccleston, Alison	Shrewsbury Youth & Family Services, Inc.	Shrewsbury	(508) 925-0796
Ellaborn, Diane		Framingham	(508) 788-5406
Farina, Thomas		Natick	(617) 816-8890
Feeney, Karen	East Point Services	Auburn	(508) 798-6699
Folsom, Debra		N. Brookfield	(774) 289-4332
Ford, Marissa Renee	Main Street Pediatrics	Hopkinton	(508) 435-5506
Fox, Lillian		Framingham	(508) 879-8101
Galbraith, Alison	Perkins Behavioral Health Clinic	Lancaster	(978) 368-6442
Garrity, Kathleen	Centro	Worcester	(508) 798-1900
Geikie, Glendon		Westminster	(978) 874-9913
Gerardi, Meaghan	Enlightened Interventions	Worcester	(508) 317-2323
Golz, Gretchen		Hopkinton	(508) 435-5506
Goretti, Therese		Westborough	(508) 353-7922
Gottlieb, Renee		Framingham	(508) 370-9056
Grebert, Kim	Deaf and Hard of Hearing Services	Westborough	(978) 264-4003, Ext. 14
Greenwald, Sondra		Upton	(508) 603-1503
Ham, Allan	Revidas, LLC	Worcester	(508) 304-7499
Harrington, Sheree	Charis Counseling Center	Auburn	(508) 832-3238
Haugen, Tinalynne	Reliant Medical Group	Auburn	(508) 832-5917
Hemmer, Laurel	McManus Counseling	Charlton	(508) 450-2296
Hendricken, Kelly	Island Counseling	Worcester	(508) 753-3220
Howell, Walter, Jr.	Pyracolm Therapeutic Services	Webster	(617) 835-7750
Hyman, Edward		Leominster	(978) 534-1962
Jamieson, Dina		Auburn	(508) 832-9691
Jansky, Donna	Holliston Pediatric Group	Milford	(508) 748-5996
Johnson, Melissa	Perkins School Group	Lancaster	(978) 368-6442
Karlon, Anne		Spencer Worcester	(508) 885-2500 (508) 759-4646
Kennedy, Emily		Worcester	(508) 755-3101
Kesselman, David	Framingham Pediatrics	Framingham	(508) 879-5764
King, Katie	Perkins Behavioral Health	Lancaster	(978) 368-6442

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Licensed Independent Clinical Social Workers	Practice	City/Town	Phone #
Krasnick, Benjamin		Auburndale	(978) 795-4122
Leonard, Ann	Family Services of Central MA.	Worcester	(508) 756-4646
Linberg, Andrew		Framingham	(508) 872-0700
Lomot, Leslie		Framingham	(508) 405-2595
Magalhaes, Maria		Framingham	(774) 573-1795
Mancini, Beth	Center Tree Counseling, LLC	Spencer	(508) 885-0788
Marien, Kendra	Revidas, LLC	Worcester	(508) 304-7499
Marino, Jeanie	Revidas, LLC	Worcester	(508) 304-7499
Martinez, Wanda		Worcester	(774) 232-0190
Mattison, Kathryn		Leominster	(978) 466-5777
Mauricio, Marissa	Tri-County Pediatrics & Adolescent Behavioral Health	Milford	(508) 381-5103
Maynard, Caitlin	Centro	Worcester	(508) 798-1900
McCloskey, Katherine		Worcester	(508) 753-3220
McManus, Michael	McManus Counseling	Southbridge	(508) 450-2296
Nagel-Packard, Brenda	Centro	Worcester	(508) 798-1900
Noon, Alison		Auburn	(508) 832-9691
Norton, Meredith	Perkins Behavioral Health	Lancaster	(978) 368-6442
O'Neil Angela		Westminster	(978) 771-5407
Orth, Laura	Reliant Medical Group	Southborough	(508) 460-3190
Paine, Thomas	Counseling Concepts	Fitchburg	(978) 503-7487
Philbrick, Florence	Perkins School Group	Lancaster	(978) 368-6442
Randle, Christine		Lunenburg	(978) 582-7103
Rouslin, Deborah		Milford	(508) 478-0126
Rubin, Jerome		Medway	(508) 277-8770
Sali, Margaret		Oxford	(508) 987-3771
Shapiro-Ellowitz, Joyce		Westminster	(978) 870-8542
Silverman, Esther		Southborough	(508) 460-3190
Skal, Leigh	Enlightened Interventions, LLC	Worcester	(508) 317-2323
Small, Linda	West Brookfield Counseling Center	W. Brookfield	(508) 867-4491
Testa, Alisa		Leominster	(774) 437-2692
Tufts, Denise	Grace Aging Services, LLC	Lunenburg	(978) 870-8158
Tuttle, Leigh		Bolton	(978) 779-0211
Vangeli, Frank		Groton	(978) 448-2872
Van Loon, Laurie		Framingham	(508) 370-9056
Vargas, Kristi	Center Tree Counseling, LLC	Rutland	(508) 731-9006
Walsh, Dianne	Perkins School Group	Lancaster	(978) 368-6442
Wayland, Katharine	Wayland Pediatrics, LLC	Wayland	(508) 358-2918
Warner-Zander, Ashlye	Centro Revidas, LLC	Worcester Worcester	(508) 798-1900 (508) 304-7499
Wertz, Dawn	West Brookfield Counseling Center	W. Brookfield	(508) 867-4491
Williamson, Cynthia	Enlightened Interventions	Worcester	(508) 317-2323

Licensed Mental Health Counselors

Licensed Mental Health Counselors	Practice	City/Town	Phone #
Abdow, Kimberly	Behavioral Healthcare Services	Worcester	(508) 753-5554
Adewuyi, Falashade	Island Counseling Center	Worcester	(508) 754-3220
Adu-Gyamfi, Stella	Behavioral Healthcare Services	Worcester	(508) 753-5554

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Licensed Mental Health Counselors	Practice	City/Town	Phone #
Akinkuoye, George Olusol		Natick	(508) 733-5951
Amick, Ellen-Joan	Jewish Family Services of Worcester	Worcester	(508) 755-3101
Amick, Ellen-Joan	Island Counseling Center	Worcester	(508) 753-3220
Anderson, Glenda	Family Services of Central Massachusetts	Worcester	(508) 756-4545
Amato, Josephine		Hubbardston	(978) 868-8460
Atherholt, Derek	West Brookfield Counseling Center	W. Brookfield	(508) 867-4491
Banigo, Josphine		Bolton	(508) 305-2071
Bernier, Heather	Perkins Behavioral Group	Lancaster	(978) 368-6442
Bradley, Dennis	Cleghorn Professional Counseling Center	Fitchburg	(978) 342-2709
Bresnahan, James, Jr.		Worcester	(508) 752-1170
Brewer, Alyssa	Center Tree Counseling, LLC	Spencer	(508) 885-0788
Brewer, Alyssa	New Insights Counseling, LLC	W. Boylston	(508) 414-4250
Brown, Robert		Winchendon	(978) 895-8507
Burley, Margaret	Reliant Medical Group	Worcester, Leominster	(508) 856-0732
Burlile, Charles	Charles Burlile Counseling, LLC	Westborough	(774) 249-2811
Burrows, Elizabeth	Serenity in the Storm Counseling	Auburn Worcester	(774) 289-3274 (774) 289-3274
Cabral, Erin		Medway	(508) 488-7559
Cahill, Titanya		Medway	(508) 473-0900
Carey, Gail		Medway	(508) 380-3041
Carelli, Gwen		Worcester	(508) 753-5554
Caron, Suzanne		Ashby	(978) 502-6384
Casareale, Arni	Centre Tree Counseling, LLC	Spencer	(508) 731-9006
Charpentier, Mia		Leominster	(978) 534-1962
Chijioke, Job John	Care4us Wellness Center, LLC	Worcester	(774) 530-6955
Cobos, Ericka		Worcester	(508) 713-1191
Cole, Caroline		W. Brookfield	(508) 867-4491
Cole, Steven		W. Brookfield	(508) 867-4491
Colon, Nelson	Centro	Worcester	(508) 798-1900
Conlon, Noreen		Westminster	(978) 827-5389
Connors, Lori	Reliant Medical Group	Worcester	(508) 856-0732
Courtney Paula		Worcester	(508) 873-0499
Curtis, Hilary	Christa L. Maxant, Inc.	Ayer	(978) 796-5054
Daigle, Nicole	Serenity Coaching & Counseling	Worcester	(508) 556-0745
Dustin, Erica	Erica Dustin Psychiatrics, CNP	Westminster	(508) 773-7398
Fijol, Melissa		Oxford	(860) 315-2865
Figueira, Katherine	Centre Tree Counseling, LLC	Spencer	(508) 731-9006
Foley, Jacqueline		Fitchburg	(978) 399-3620
Flynn, Ashley		Milford	(508) 381-5103
Gauthier, Shannon		Westminster	(978) 571-9870
Gendreau, Rosalind	Reliant Medical Group	Southborough	(508) 460-3190
Gentles, Tanieka		Worcester Worcester	(774) 262-6153 (508) 304-7499
Gifford, Sarah	Reliant Medical Group	Framingham	(508) 460-3190
Gjika, Ergon	Perkins Behavioral Health	Lancaster	(978) 368-6442
Godin, Sara	Centre Tree Counseling, LLC	Spencer	(508) 731-9006
Grant, Sanjay	Revidas, LLC	Worcester	(508) 304-7499
Greene, Elizabeth		Worcester	(508) 556-4405

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Licensed Mental Health Counselors	Practice	City/Town	Phone #
Grenier, Jaqueline Michelle	Grenamore Psychiatric Services	Uxbridge	(508) 278-7070
Gutowski, Stanley		Shirley	(978) 425-0772
Hall, Kathy		Gardner	(978) 894-3545
Harrington, Laura		Harvard	(978) 840-9955
Henrickson, Sueann		Leominster	(978) 505-1791
Hernandez, Brenda	Centro	Worcester	(508) 798-1900
Holmberg, Randy	Enlightened Interventions, LLC	Worcester	(508) 317-2323
Iannacchione, Deanna	Baker Mental Health Consulting	Worcester	(508) 769-7812
Isgro, Jennifer	Enlightened Interventions, LLC	Worcester	(508) 317-2323
Johnson, Robin	Enlightened Interventions, LLC	Worcester	(508) 317-2323
Jusme, Leonard	Enlightened Interventions, LLC	Worcester	(508) 317-2323
Keating, Tom		Fitchburg	(978) 343-7298
Killick, Nicholas		Winchendon	(978) 434-1040
LeBlanc, Troy		Gardner	(978) 630-3225
Leeman, Samantha	Centro	Worcester	(508) 798-1900
Leveille, Beatrice		Sturbridge	(508) 615-6647
Limatainen, Cory		W. Boylston	(508) 856-7033
Lippoth, Mary		Worcester	(508) 667-4598
Louis, Tanille Leana	Island Counseling Center	Worcester	(508) 753-3220
Loy, Andrew	Kids on the Common Pediatrics	Grafton	(508) 466-7120
Lundberg, Janice	Solutions Mental Health	Northborough	(508) 523-0393
Lunden, Kristen		Westminster	(978) 502-9720
Macumber, Kristy	Revidas	Worcester	(508) 304-7499
Malone, James	Flying High Farm, Inc.	Lunenburg	(978) 582-7103
Manning, Kim		Hopkinton	(508) 435-3350
Marcinkiewicz, Randi		Hubbardston	(978) 928-5554
Martinez-Franco, Silvia		Milford	(508) 397-8261
Matilainen, Leslie		Gardner	(508) 451-2403
Maxant, Christa	Christa L. Maxant, Inc.	Ayer	(978) 796-5461
McCarthy-Trayah, Brenda	Behavioral Healthcare Services	Shrewsbury	(508) 753-5554
McCauley, Jessica D.	Center Tree Counseling, LLC	Spencer	(508) 731-9006
McCloskey, Mary		Paxton	(508) 215-9822
Misiph, Stefani		Framingham	(508) 872-1010
Mocerino, Emily	New Hope Counseling Center	Spencer	(508) 855-0200
Monteverde, Kelly	Perkins Behavioral Health	Lancaster	(508) 368-6442
Moran, Megan	Enlightened Interventions	Worcester	(508) 317-2323
Morse, Nancy		Sudbury	(978) 443-0998
Moylan-Trigiano, Joan		Worcester	(508) 456-4545
Moynagh, Jodi	Center Tree Counseling, LLC	Spencer	(508) 731-9006
Mullen Ross, Mackenzie	Reliant Medical Group	Leominster	(508) 856-0732
Nardone, Kevin Phillip	Behavioral Healthcare Services	Worcester	(508) 753-5554
Newman, Charlene		Gardner	(978) 544-2536
Oski, Lynn Ann		Gardner	(978) 630-3225
Paharik, Emily	Charis Counseling Center	Holden	(508) 829-0330, Ext. 3
Paquette, Melanie	Center Tree Counseling, LLC	Spencer	(508) 353-8140
Payone, Jill	Enlightened Interventions, LLC	Worcester	(508) 317-2323
Perry, Erica	Perry Psychiatry	Westminster	(978) 549-9006
Petrillo, Melissa	Enlightened Interventions, LLC	Worcester	(508) 317-2323
Petter, Courtney		Worcester	(508) 826-6433

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Licensed Mental Health Counselors	Practice	City/Town	Phone #
Pizza, Michael	Behavioral Health Services	Worcester	(508) 753-5554
Pollock, Jennifer	Enlightened Interventions, LLC	Worcester	(508) 317-2323
Recore, Melissa	McManus Counseling	Charlton	(508) 450-2296
Recore, Melissa	Revidas, LLC	Worcester	(508) 304-7499
Rizos, Anastasia	Island Counseling	Worcester	(508) 753-3220
Roberts, Starr		Leominster	(978) 534-1962
Roberts, Theresa		Westminster	(978) 302-5712
Robles, Kim		Fitchburg	(978) 400-0142
Rodrigues, Lisa Marie	Centro	Worcester	(508) 798-1900
Rose, Diane		Fitchburg	1-800-237-5271
Sawyer, Andrea	Pediatric Behavioral Health of Milford	Milford	(508) 381-5103
Scannell, Christian	Island Counseling	Worcester	(508) 753-3220
Sealy, Augustus		Worcester	(508) 752-5444
Shanklin, Dawn	Crosspoint Clinical Services	Worcester	(508) 556-0488
Sherman, Steven	Island Counseling Center	Worcester	(508) 753-3220
Skidmore, Gilbert	Baker Mental Health Consulting	Worcester	(508) 769-7812
Stanley Martinez, Christina	Revidas, LLC	Worcester Leominster	(508) 304-7499 (508) 856-0732
Tata, Jody		Westminster	(508) 331-5077
Thibeault, John	Wachusett Family Services	Gardner	(978) 630-3225, Ext. 3
Titelbaum, Helene		Worcester	(508) 852-8570
Tonelli, Norman		W. Brookfield	(508) 867-4451
Urena, Sherrie		Worcester	(508) 797-2884
Villalobos, Myriam		Framingham	(508) 530-1863
Vizzo, Angela	Celtic Counseling	Paxton	(978) 257-0426
Wallace, Emily	New England Center for Mental Health	Ayer	(978) 795-4228
Ward, Jane		Auburn	(508) 856-0732
White, Kyla		Worcester	(508) 756-4646
Willette, Megan	Doc Wayne Youth Services	Framingham	(617) 767-1316
Wojtkowski, Melissa		Barre	(774) 239-4002
Yeung, Mia	Asian American Counseling Services	Worcester	(508) 728-0832
Zombil, Stephen	Behavioral Healthcare Services	Worcester	(508) 753-5554

Licensed Marriage and Family Therapists

Licensed Marriage And Family Therapists	Practice	City/Town	Phone #
Bresnahan, James, Jr.		Worcester	(508) 752-1170
Stewart, Mark*		Cambridge**	(617) 710-2447
Young, Samuel		Southbridge	(774) 318-1806

*Specializing in Child-Centered Individual and Family Therapy

**not in Central region

Licensed Alcohol Drug Abuse Counselor

Licensed Alcohol Drug Abuse Counselor	Practice	City/Town	Phone #
Allen, Hugh	New Horizons Medical, PC	Framingham	(508) 872-0700
Bresnahan, James, Jr.		Worcester	(508) 752-1170
Foley, Jacqueline		Fitchburg	(978) 399-3620

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Licensed Alcohol Drug Abuse Counselor	Practice	City/Town	Phone #
Gaumont, Bonnie	Bonnie C. Counseling Services	Sturbridge	(774) 230-3423
Iannacchione, Deanna	Baker Mental Health Consulting	Worcester	(508) 769-7812
Master, Joshua	Baker Mental Health Consulting	Worcester	(508) 769-7812
McKenna, Peter	TK Respect, LLC	Fitchburg	(978) 422-0245
Sachs, Barbara	Center Tree Counseling, LLC	Worcester	(508) 731-9006
Woodgett, Silvia	Perceptions Psychotherapy	Fitchburg	(978) 696-5524

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Community Support Program (CSP)

The Community Support Program (CSP) provides an array of services delivered by a community-based, mobile, multidisciplinary team of professionals and paraprofessionals. This program provides essential services for Members with a long-standing history of psychiatric or substance use disorders and to their families, or to Members who are at varying degrees of increased medical risk, or to children/adolescents who have behavioral health issues challenging their optimal level of functioning in the home/community setting.

In general, a Member who can benefit from CSP services has a disorder that has required hospitalization or has resulted in serious impairment with a risk of hospitalization. CSP services are used to prevent hospitalization. They are designed to respond to the needs of the individuals whose pattern of utilization of services or clinical profile indicates high risk of readmission into 24-hour treatment settings. These services are designed to be maximally flexible in supporting individuals who are unable to independently access and sustain involvement with needed services.

These outreach and supportive services are directed toward adults, children, and adolescents and vary according to duration, type, and intensity of services depending on the changing needs of each individual. Community Support Services are expected to complement other services already in place for the individual.

Access to Service: Direct referral – does not need to be evaluated by an ESP (Emergency Services Program)

Child/Adolescent:

Provider	City/Town	Phone Number	Contact Person
Advocates Community Counseling	Framingham, Marlborough	(508) 628-6736	Marcy Morgenbasser
Clinical & Support Options	Gardner	(978) 632-9400	Malanie Barber
Counseling and Assessment Clinic of Worcester	Worcester Fitchburg	(508) 756-5400 (978) 345-9400	Isaura/Reception
Family Continuity Program, Inc.	Whitinsville	(508) 234-4181, Option 2 (after normal business hours - Option 3)	Susan Tremblay Craig Maxim
	Worcester	(508) 755-0556	Susan Tremblay *Language capacity for both locations: English, Spanish, and Portuguese
MultiCultural Wellness Center	Worcester Fitchburg	(508) 752-4665 (978) 343-3336	Debra Maddox-Anderson
Riverside Community Care	Upton	(508) 529-7000	Intake
SMOC	Framingham	(508) 620-2484	Sarah Concalves
Y.O.U., Inc.	Worcester, Gardner, Southbridge	New centralized Intake Number: 1-855-4youinc (496-8462) 1-800-435-9990 (Emergency Line)	Intake Department *Language capacity: English and Spanish

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Adults:

Provider	City/Town	Phone Number	Contact Person
Advocates Community Counseling	Framingham, Marlborough	(508) 485-9300	Amy Porreca, Marcy Morgenbasser
Clinical & Support Options	Gardner	(978) 632-9400	Malanie Barber
Community Healthlink (CHL)/Lipton Center	Leominster	(774) 312-2405 (Referral Line)	Intake Language capacity: English, Spanish, and Khmer
Community Healthlink (CHL)	Worcester	(508) 860-1260 (774) 312-2405 (Referral Line)	Robert Lofquist Language capacity: English, Spanish, Vietnamese, Twi, Somali, and Albanian
Counseling and Assessment Clinic of Worcester	Worcester Fitchburg	(508) 756-5400 (978) 345-9400	Isaura/Reception
Family Continuity Program, Inc.	Whitinsville Worcester	(508) 234-4181, Option 2 (after normal business hours - Option 3) (508) 755-0556	Susan Tremblay Craig Maxim Susan Tremblay *Language capacity for both locations: English, Spanish, and Portuguese
Multicultural Wellness Center	Worcester Fitchburg	(508) 752-4665 (978) 343-3336	Debra Maddox-Anderson
Riverside Community Care	Upton	(508) 529-7000	Intake
SMOC	Framingham	(508) 620-2484	Sara Concalves
Y.O.U., Inc.	Worcester, Gardner, Southbridge	New centralized Intake Number: 1-855-4youinc (496-8462)	Intake Department Language capacity: English and Spanish

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Recovery Support Navigator (RSN)

Recovery Support Navigator (RSN) services are staffed by paraprofessionals that provide care management and system navigation supports to Members with a diagnosis of substance use disorder and/or co-occurring mental health disorders. The purpose of RSN services is to engage Members as they present in the treatment system and support them in accessing treatment services and community resources.

Members can access RSN services based on medical necessity and/or a referral by a medical or behavioral health provider, Community Partner (CP), or other care manager, that has contact with the Member and is able to identify the need for RSN services.

RSN services are appropriate for Members with substance use disorder and/or co-occurring disorders who are in need of additional support in remaining engaged in treatment; identifying and accessing treatment and recovery resources in the community including prescribers for addiction and psychiatric medications; and/or developing and implementing personal goals and objectives around treatment and recovery from addiction and/or co-occurring disorders. The RSN explores treatment recovery options with the Member, helps clarify goals and strategies, provides education and resources, and assists Members in accessing treatment and community supports. The RSN is not responsible for a Member's comprehensive care plan or medical or clinical service delivery, but supports the Member in accessing those services and participates as part of the overall care team when appropriate.

The RSN service is based within a Licensed Behavioral Health Outpatient Clinic or an Opioid Treatment Center, and RSNs can be deployed to any setting.

Access to Service: Direct referral – does not need to be evaluated by an ESP (Emergency Services Program)

Provider	City/Town	Phone Number	Contact Person/Comment
Advocates	Framingham, Harvard, Marlborough	(508) 661-2038	Lauren Purdy
Arbour Counseling Service	Franklin Worcester	(508) 528-6037 (508) 979-2833	Central Intake
Clinical & Support Options	Gardner	(978) 632-9400	Main Intake
Community Healthlink	Leominster, Worcester	(508) 421-4324	Kelyum Burbank
Counseling and Assessment Clinic	Worcester	(508) 756-2005	Central Intake
Family Continuity Program	Worcester	(508) 755-0556	Brendan Bartlett Intake Person: Betsy Jovel
GAAMHA, Inc.	Gardner	(978) 632-0934, Ext. 356	Michelle Dunn
Habit Opco	Fitchburg	(978) 343-6300	Cheryl Coburn
HRI Clinics, Inc. (d.b.a. Arbour Counseling Services)	Allston, Fall River, Franklin, Worcester	(617) 782-0505	18 – 64 years old
LUK	Fitchburg, Worcester	(978) 829-2222	Central Referral
Multicultural Wellness Center	Worcester	(508) 752-4665, Ext. 214	Kathryn Alston
Pathway House (GAAMHA, Inc.)	Gardner	(978) 632-0934	Michelle Dunn
South Middlesex Opportunity Council	Framingham	(508) 620-2343	Nicole Scarmeas
Spectrum Health Systems	Westborough	(508) 410-7134	Lee Oliver

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Recovery Coach (RC)

Recovery Coaches (RCs) are 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 who have a similar experience to gain hope, explore recovery, and achieve life goals. RCs are actively engaged in their own personal recovery and share real-world knowledge and experience with others who are on their own recovery path. RCs share their recovery story and personal experiences in an effort to establish an equitable relationship and support Members in obtaining and maintaining recovery.

The primary responsibility of RCs is to support the voices and choices of the Members they support, minimizing the power differentials as much as possible. The focus of the RC role is to create a relationship between equals that is non-clinical and focused on removing obstacles to recovery; linking Members to the recovery community and serving as a personal guide and mentor. The RC will work with the Member to develop a Wellness Plan that orients the activities of the RC service.

Members can access RC services based on medical necessity and a referral by a medical or behavioral health provider, Community Partner (CP), or other care manager who has contact with the Member and is able to identify the need for RC services.

RCs are employed by an organization that is able to provide supervision, an organizational culture that supports fidelity to the model, and an environment that is conducive to the needs of RCs and the Members they serve. The RC service is based within a Licensed Behavioral Health Outpatient Clinic or Opioid Treatment Center, and RCs can be deployed to any setting.

Access to Service: Direct referral – does not need to be evaluated by an ESP (Emergency Services Program)

Provider	City/Town	Phone Number	Contact Person/Comment
Advocates	Framingham, Harvard, Marlborough	(508) 661-2038	Lauren Purdy
Clinical & Support Options	Gardner	(978) 632-9400	Main Intake
Community Healthlink	Fitchburg, Leominster, Worcester	(508) 421-4324	Kelyum Burbank
Counseling and Assessment Clinic	Worcester	(508) 756-2005	Central Intake
Family Continuity Program	Worcester	(508) 755-0556	Brendan Bartlett
GAAMHA, Inc.	Gardner	(978) 632-0934, Ext. 356	Michelle Dunn
Habit Opco	Fitchburg	(978) 343-6300	Cheryl Coburn
HRI Clinics, Inc. (d.b.a. Arbour Counseling Services)	Allston, Fall River, Franklin, Worcester	(617) 782-0505	18 – 64 years old
LUK	Fitchburg, Worcester	(978) 829-2222	Central Intake
Multicultural Wellness Center	Worcester	(508) 752-4665, Ext. 214	Kathryn Alston

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Community Support Program for People Experiencing Chronic Homelessness (CSPECH)

The Community Support Program for People Experiencing Chronic Homelessness (CSPECH) provides support services to Members who are experiencing chronic homelessness (as defined by the Department of Housing and Urban Development (HUD), and are either living in a “Housing First” program or who are receiving extensive outreach in an attempt to recruit them into a Housing First program. CSPECH is a community-based service coordination and support program that coordinates the behavioral health needs and community tenure sustainment needs of these MBHP Members.

Community-based service coordination and support services such as CSPECH are intended to maximize the ability of Members who are experiencing chronic homelessness to attain and maintain permanent housing and tenure within the community. Providing low-threshold, high-support services to Members who are chronically homeless and living in a Housing First program such as CSPECH has been shown to significantly increase the likelihood they will be successful in achieving permanency within the community while reducing reliance on acute care services.

Access to Service: Direct referral – does not need to be evaluated by an ESP (Emergency Services Program)

Provider	City/Town	Phone Number	Comments
Community Healthlink	Worcester	(508) 860-1000	Contact Person: Glamedys Rodriguez
SMOC	Framingham	(508) 740-3501	Contact Person: Joe Fletcher All ages

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Applied Behavior Analysis (ABA)

Applied Behavior Analysis (ABA) is a service that provides for the performance of behavioral assessments; interpretation of behavior analytic data; development of a highly specific treatment plan; supervision and coordination of interventions; and training other interveners to address specific objectives or performance goals in order to treat challenging behaviors that interfere with the youth's successful functioning. ABA includes services provided by two different sets of credentials; licensed, applied behavior analyst and behavior technician/paraprofessional. It is delivered by one or more members of a team of qualified providers consisting of professional and paraprofessional staff.

Access to Service: Direct referral- does not need to be evaluated by an Emergency Services Provider (ESP)

Provider	City/Town	Phone Number	Comments
ABA Behavior Solutions	Natick	(508) 983-4090	
ABS Behavioral Health Services	Worcester	(508) 341-2829	
AES Group USA, Inc. (d.b.a. Key Autism Services)	Marlborough	(888) 329-4535	
Apex K Homecare	Auburn	(774) 243-1179	
Autism Allies, Inc.	Shrewsbury	(508) 443-0018	
Autism Behavioral Center	Berlin	(855) 222-7980	
Autism Intervention Specialists	Worcester	(855) 295-3276	
Autism Resource & Therapy Center	Westborough	(508) 215-7875	
Autism Therapeutic Services	Worcester	(508) 304-9804	
Beacon ABA Services, Inc.	Leominster	(978) 798-1431	
Behavioral Concepts, Inc.	Worcester Fitchburg	(508) 363-0200 (978) 696-5115	
Desdalin Black	Sterling	(781) 923-0900	
Direct Behavioral Services	Framingham	(508) 834-8366	
Family Behavioral Health	Oxford	(508) 987-4211	
Family Behavior Solutions, Inc.	Uxbridge	(401) 255-7961	
Homebase Behavior Consulting, Inc.	Worcester	(508) 635-9584	
Horace Mann Education Associates (HMEA)	Hudson	(508) 298-1634	
Innovative Autism Connections, LLC	Framingham	(774) 270-1766	
Mary Bania Behavioral Consulting	Westborough	(508) 873-5414	
Northeast Family Services	Auburn	(774) 206-1125	
RCS Behavioral & Educational Consulting (a.k.a. Realizing Children's Strengths)	Natick	(508) 879-2653	
Shapiro Educational & Behavioral Consultants	Fitchburg Lunenburg	(978) 790-5793 (978) 790-5793	
Sheela's Behavioral Consulting, LLC	Fitchburg	(978) 906-4353	
South Bay Mental Health Center	Leominster Worcester	(978) 870-1840 (508) 752-3968	
Strategic Behavioral Services	Auburn	(508) 321-7141	
Teach Us, LLC	Rutland	(508) 321-3060	
Ubuntu Autism Centers, LLC	Marlborough	(508) 202-0506	

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Intensive Care Coordination (ICC)

ICC is a wraparound service delivered by a Community Service Agency (CSA). This service provides Care Coordination for youth under the age of 21 who have been diagnosed with a serious emotional disturbance (SED). A Care Coordinator works with the youth, family/guardian, supports, providers, schools, state agencies, and others who play a key role in the youth's life. The Care Coordinator works with those identified to create a care planning team for the youth, and together this team comes up with an Individual Care Plan to address the youth's needs and support the goals identified by the youth and family/caregiver.

Access to Service: Direct access - referrals are made through any individual or agency (i.e., self, provider, state agency, school, etc.).

Provider	City/Town/ Area Office	Phone Number	Linguistic Capacity Specialty Populations
Community Healthlink	North Central	(877) 240-2755	- Spanish
The Learning Center for the Deaf, Walden School	Framingham	Voice: (508) 875-9529 Videophone: 1-866-641-1780	- ASL ▪ Specialty CSA for deaf and hard of hearing population
Wayside Youth & Family Services	Framingham	(508) 620-0010	- Spanish - Portuguese
Y.O.U., Inc.	South Central, Milford	New centralized Intake Number: 1-855-4youinc (496-8462)	- Spanish

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Family Support and Training (FS&T)

FS&T provides a structured, one-to-one, strength-based relationship between a Family Support and Training Partner and a parent/caregiver of a youth under the age of 21. The purpose of this service is for resolving or ameliorating the youth's emotional and behavioral needs by improving the capacity of the parent/caregiver to parent the youth. FS&T aims to improve the youth's functioning in the community or support the youth's return to the community via work with the caregiver. Services may include education; assistance in navigating the child-serving systems (DCF, education, mental health, juvenile justice, etc.); fostering empowerment, including linkages to peer/parent support and self-help groups; assistance in identifying formal and community resources (e.g., after-school programs, food assistance, summer camps, etc.); and support, coaching, and training for the parent/caregiver.

Access to Service: Referrals are made solely through one of the Clinical Hub Services of Intensive Care Coordination, In-Home Therapy, or Outpatient Therapy.

Provider	City/Town/ Area Office	Phone Number	Linguistic Capacity Specialty Populations
Community Healthlink	North Central	(877) 240-2755	- Spanish
	Worcester	(877) 778-5030 ▪ Under the age of 21
The Learning Center for the Deaf, Walden School	Framingham	Voice: (508) 875-9529 Videophone: 1-866-641-1780	- ASL ▪ Specialty CSA for deaf and hard of hearing population
Wayside Youth & Family Services	Framingham	(508) 620-0010	-Spanish -Portuguese
Y.O.U., Inc.	South Central, Milford	New centralized Intake Number: 1-855-4youinc (496-8462)	- Spanish

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

In-Home Behavioral Services (IHBS)

In-Home Behavioral Services addresses a youth's (under the age of 21) behaviors that interfere with successful functioning in the community, and the services are delivered by one or more members of a team consisting of professional and paraprofessional staff via a combination of *Behavior Management Therapy* and *Behavior Management Monitoring*.

Behavior Management Therapy includes a behavioral assessment (observing the youth's behavior, antecedents of behaviors, and identification of motivators) and the development of a highly specific behavior plan with interventions that are designed to diminish, extinguish, or improve specific behaviors related to the youth's behavioral health condition(s). Supervision and coordination of interventions, and training other interveners to address specific behavioral objectives or performance goals are provided.

Behavior Management Monitoring includes implementation of the behavior plan developed by the Behavior Management Therapist as well as monitoring of the youth's behavior and reinforcing implementation of the behavior plan by the caregiver(s). Also included is progress reporting back to the Behavior Management Therapist on implementation of the behavior plan and progress toward behavioral objectives or performance goals so that the behavior plan may be modified as needed.

Access to Service: Referrals are made solely through one of the Clinical Hub Services of Intensive Care Coordination, In-Home Therapy, or Outpatient Therapy.

Provider	City/Town	Phone Number	Linguistic Capacity Specialty Populations
Advocates	Marlborough	(508) 485-3900 ▪ Under the age of 21
Counseling & Assessment Clinic of Worcester, LLC	Fitchburg, Worcester	(508) 756-5400, Ext. 101	
LUK Crisis Center	Fitchburg, Webster, Worcester	1-800-579-0000, Ext. 2500 ▪ Autism Spectrum Disorder
Northeast Family Services	Auburn	(774) 206-1125	
SMOC Behavioral Health Services	Framingham, Marlborough	(508) 879-2250	- Spanish - Portuguese
Y.O.U., Inc.	Baldwinville	New centralized Intake Number: 1-855-4youinc (496-8462)	- ASL ▪ Male and female mentors

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Therapeutic Mentoring Services (TM)

TM services are provided to youth (under the age of 21) in any setting where the youth resides, such as the home (including foster homes and therapeutic foster homes), and in other community settings such as school, child care centers, or respite settings. TM offers structured, one-to-one, strength-based support services between a therapeutic mentor and a youth for the purpose of addressing daily living, social, and communication needs. Therapeutic Mentoring services include supporting, coaching, and training the youth in age-appropriate behaviors, interpersonal communication, problem-solving and conflict resolution, and relating appropriately to other children and adolescents, as well as adults, in recreational and social activities. TM promotes a youth's success in navigating various social contexts, learning new skills, and making functional progress in the community.

Access to Service: Referrals are made solely through one of the Clinical Hub Services of Intensive Care Coordination, In-Home Therapy, or Outpatient Therapy.

Provider	City/Town	Phone Number	Linguistic Capacity Specialty Populations
Arbour Counseling Services	Worcester	(617) 782-0505	
Centro	Worcester	(508) 798-1900	- Spanish
Clinical & Support Options	Gardner	(978) 632-9400 ▪ Under the age of 21
Community Healthlink	Worcester Leominster	(774) 312-2722 (978) 401-3913	- Spanish - Swahili ▪ Male and family mentors
Counseling and Assessment Clinic of Worcester, LLC	Fitchburg, Worcester	(508) 756-5400	- Spanish - Chinese/Cantonese - Yubora
FCP - Family Continuity Programs	Whitinsville Worcester	(508) 234-4181 (508) 755-0556	- Spanish ▪ DYS-involved youth
The Learning Center for the Deaf (TLC)	Framingham	(508) 626-8581 Intake: (508) 875-9529 ▪ Under the age of 21
LUK Crisis Center	Fitchburg, Webster, Worcester	1-800-579-0000	- Spanish ▪ Autism Spectrum Disorder
MSPCC	Worcester	(508) 753-2967	- Spanish
Multicultural Wellness Center	Worcester Fitchburg	(508) 752-4665 (978) 343-3336	- Spanish - French - Garr - Twi - Cantonese
New Beginnings Wellness Center	Worcester	(508) 754-1141 ▪ Under the age of 21
Northeast Family Services	Auburn	(774) 206-1125	
Riverside Community Care	Upton	(508) 529-7000	

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Provider	City/Town	Phone Number	Linguistic Capacity Specialty Populations
South Bay Community Services	Worcester Leominster	(508) 791-4976 (508) 427-5362 ▪ Under the age of 21
Wayside Youth & Family Support Network	Milford, Framingham	(508) 620-0010, Ext. 324	- Spanish - Portuguese - French - Creole - ASL
Y.O.U., Inc.	Gardner, Southbridge	New centralized Intake Numbers: (508) 849- 5600, Ext. 420 1-855-4youinc (496-8462)	- Spanish - French - Haitian Creole - ASL ▪ Male and female mentors
Y.O.U., Inc. Cottage Hill Academy	Baldwinville	Centralized intake number: 1-855-4youinc (496-8462)	

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

In-Home Therapy Services (IHT)

In-Home Therapy Services are delivered by one or more members of a team consisting of professional and paraprofessional staff, offering a combination of medically necessary In-Home Therapy and Therapeutic Training and Support.

In-Home Therapy is a structured, consistent, strength-based, therapeutic relationship between a licensed clinician and the youth and family for the purpose of treating the youth's behavioral health needs, including improving the family's ability to provide effective support for the youth to promote his/her healthy functioning within the family. Interventions are designed to enhance and improve the family's capacity to improve the youth's functioning in the home and community and may prevent the need for the youth's admission to an inpatient hospital, psychiatric residential treatment facility or other treatment setting.

Access to Service: Direct access - referrals are made through any individual or agency (i.e., self, provider, state agency, school, etc.).

Provider	City/Town	Phone Number	Linguistic Capacity Specialty Populations
Advocates	Marlborough	(508) 485-9300	
Arbour Counseling Services	Worcester	(617) 782-0505	
Centro	Worcester	(508) 798-1900	- Spanish
Children's Friend	Worcester	(508) 459-6443 ▪ Under the age of 21
Clinical & Support Options	Gardner	(978) 632-9400 ▪ Under the age of 21
Community Healthlink	Worcester, Leominster	Worcester (774) 312-2722 North County (978) 401-3913	
Counseling and Assessment Clinic of Worcester, LLC	Worcester Fitchburg	(508) 756-5400 (978) 345-9400	- Spanish - French - Haitian Creole - Portuguese
FCP - Family Continuity Programs	Worcester, Whitinsville	(508) 234-4181	- Spanish - Tui
Gandara Mental Health Center	Fitchburg	(413) 846-0445 ▪ Under the age of 21
LUK Crisis Center	Fitchburg, Webster, Worcester	1-800-579-0000	- Spanish ▪ Evidence-based substance use disorder treatment ▪ Evidence-based trauma treatment ▪ Autism Spectrum Disorder
MSPCC	Worcester	(508) 753-2967	

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Provider	City/Town	Phone Number	Linguistic Capacity Specialty Populations
Multicultural Wellness Center	Worcester Fitchburg	(508) 752-4665 (978) 343-3336	- Spanish - Vietnamese - French Creole - Japanese - Arabic - Bengali - Swahili - Patois - Hindi - Punjabi - Urdu - Ibo-Nigerian - Twi - Garr
New Beginnings Wellness Center	Worcester	(508) 754-1141 ▪ Under the age of 21
Northeast Family Services	Auburn	(774) 206-1125	
Riverside Community Care	Upton	(508) 529-7000	
SMOC Behavioral Health Services	Framingham, Marlborough	(508) 879-2250	- Spanish - Portuguese - Russian
South Bay Community Services	Worcester, Leominster	1-800-244-4691	
Wayside Youth & Family Support Network	Milford, Framingham	(508) 620-0010, Ext. 324	- Spanish - Portuguese - French - Creole
Y.O.U., Inc.	Gardner Southbridge	New Centralized Intake Number: 1-855-4youinc (496-8462)	- Spanish - ASL ▪ Male and female mentors
Y.O.U., Inc. Cottage Hill Academy	Baldwinville	Centralized intake number: 1-855-4youinc (496-8462)	

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Community-Based Acute Treatment (CBAT) for Children and Adolescents

Community-Based Acute Treatment (CBAT) is provided to children/adolescents who require a 24-hour-a-day, seven-day-a-week, staff-secure (unlocked) group setting. For children and adolescents with serious behavioral health disorders, CBAT provides therapeutic intervention and specialized programming in a controlled environment with a high degree of supervision and structure. Intensive therapeutic services include, but are not limited to, daily medication monitoring; psychiatric assessment; nursing availability; Specialing (as needed); individual, group, and family therapy; case management; family assessment, and consultation; discharge planning; and psychological testing as needed. Active family/caregiver involvement through family therapy, a key element of treatment, is expected.

CBAT may be used as an alternative to, or transition from, inpatient services.

Access to Service: ESP (Emergency Services Program) evaluation required

Child/Adolescent:

Provider	City/Town	Phone Number	Contact Person	Comments
Brandon Residential Treatment Center	Natick	(508) 655-6400	Ed Wolf	Ages 7-17, males only
Wayside Youth and Family Support Network	Framingham	(508) 561-4463 (508) 879-9800, Ext. 238	Intake Staff	Ages 12-18, males and females
Y.O.U., Inc. – Cottage Hill Academy	Baldwinville	(508) 849-5640, Ext. 2	Intake Staff	Ages 6-18 males and females
Y.O.U., Inc. – Wetzel Center	Worcester	(508) 849-5640, Ext. 2	Intake Staff	Ages 6-18 males and females

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Intensive Community-Based Acute Treatment (ICBAT) for Children and Adolescents

The Intensive Community-based Treatment (ICBAT) provides the same services as Community-Based Acute Treatment (CBAT) but of higher intensity, including more frequent psychiatric evaluation and medication management and a higher staff-to-patient ration. ICBAT is an alternative to inpatient hospitalization and is not used as a step-down placement following discharge from a locked, 24-hour setting.

Access to service: ESP (Emergency Services Program) evaluation required

Child/Adolescent:

Providers	City/Town	Phone Number	Contact Person	Comments
Wayside Youth and Family Support Network	Framingham	(508) 561-4463	Intake Staff	Ages 12-18
Y.O.U., Inc. – Cottage Hill	Baldwinville	(508) 849-5640	Intake Staff	Children (Ages 6-18)
Y.O.U., Inc. – Wetzel Center	Worcester	(508) 849-5640, Ext. 2	Intake Staff	Children (Ages 6-12) Adolescents (Ages 12 up to the Member's 18 th birthday)

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Dialectical Behavior Therapy (DBT)

Dialectical Behavior Therapy (DBT) is a structured outpatient treatment as defined by Marsha Linehan, PhD (Linehan, et. al., *Cognitive-Behavioral Treatment of Borderline Personality Disorder*, New York: Guilford Press, 1993) which combines strategies from behavioral, cognitive, and other supportive psychotherapies. DBT services encompass individual therapy, DBT skills group, therapeutic consultation to the Member on the telephone, and the therapists' internal consultation meeting(s). Through an integrated treatment team approach to services, DBT seeks to enhance the quality of the Member's life through group skills training and individual therapy with a dialectical approach of support and confrontation.

DBT is available for adults who meet the DSM-V diagnosis for borderline personality disorder and who exhibit chronic para-suicidal behaviors.

DBT is also available for adolescents who meet three of the nine DSM-V criteria for borderline personality disorder and who exhibit suicidal or self-injurious behaviors.

Access to Service: Direct referral - does not need to be evaluated by an ESP (Emergency Services Program)

Adolescent:

Providers	City/Town	Phone Number	Contact Person
Children's Friend	Worcester	(508) 753-5425 Ages 13 – 24	Jen Denaro

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Psychiatric Intensive Outpatient Program (PIOP)

The Psychiatric Intensive Outpatient Program (PIOP) provides mental health or substance use disorder services which are time limited, multidisciplinary, multimodal structured treatment in an outpatient setting. Such programs are less intensive than a partial hospital program or day treatment (e.g., may not always include medical oversight and medication evaluation and management) but significantly more intensive than outpatient psychotherapy and medication management.

This level of care may be used to intervene in a complex or refractory clinical situation that would otherwise result in a higher level of care. Clinical interventions available should include modalities typically delivered in office-based settings, such as individual, couple, and family psychotherapy, group therapies, medication management and psycho-educational services. Frequency should occur based on individual needs.

Access to Service: Direct referral - does not need to be evaluated by an ESP (Emergency Services Program)

Provider	City/Town	Phone Number	Comments
Advocates Community Counseling, Inc.	Framingham	(508) 935-0769	IOP for Deaf/Hard of Hearing Members
Walden Behavioral Care	Worcester, Milford	(508) 796-5797	IOP Eating Disorders for Adolescents Ages 12-18
Washburn House	Worcester	(508) 834-8599	IOP Ages 18+

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Psychiatric Day Treatment Program (PDTP) for Adults and Adolescents

Psychiatric Day Treatment provides a coordinated set of individualized, integrated, and therapeutic support services to those with psychiatric disorders, who need more active or inclusive treatment than is typically available through traditional outpatient mental health services.

While less intensive than partial hospitalization, day treatment is an intensive, clinical program that includes diagnostic, medical, psychiatric, substance-use, psychosocial, and adjunctive treatment modalities in a structured setting. Day Treatment programs provide rehabilitative, pre-vocational, educational, and life-skill services to promote recovery and attain adequate community functioning, with focus on peer socialization and group support.

Access to Service: Direct referral - does not need to be evaluated by an ESP (Emergency Services Program)

Adult:

Provider	City/Town	Phone Number	Contact Person
CHL-Lipton BUDD Program (Ages 18+)	Fitchburg	(978) 401-3981	Michael Mudd
Programs for People	Framingham	(508) 879-3230	Laura Hughes

Adolescent:

Providers	City/Town	Phone Number	Contact Person
Wayside Youth and Family Support (Ages 12-18)	Framingham	(774) 279-7008	Penny Russell

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Partial Hospitalization Program (PHP)

Partial Hospitalization is a non-residential treatment program that may or may not be hospital-based. The program provides clinical, diagnostic, and treatment services on a level of intensity equal to an inpatient program, but on less than a 24-hour basis. These services include therapeutic milieu, nursing, psychiatric evaluation and medication management, group and individual/family therapy, psychological testing, vocational counseling, rehabilitation recovery counseling, substance use disorder evaluation, and counseling and behavioral plans.

Psychiatric partial hospital treatment may be appropriate when a Member does not require the more restrictive and intensive environment of a 24-hour inpatient setting, but does need up to eight hours of clinical services. Partial hospitalization is used as a time-limited response to stabilize acute symptoms. As such, it can be used both as a transitional level of care (i.e., step-down from inpatient) as well as a stand-alone level of care to stabilize a deteriorating condition and avert hospitalization. Frequency should occur based on individual needs.

Access to Service: Direct referral or through an ESP (Emergency Services Program) evaluation

Adolescent:

Provider	City/Town	Phone Number	Contact Person	Comments
Arbour Counseling Services	Worcester	(774) 243-7486 1-800-22a-ccess (222-2377)	Jennifer Grossman	Ages 13-18
Henry Heywood Hospital	Gardner	(978) 630-6377 (978) 632-3420	Intake	Ages 16-18
Walden Behavioral Care	Worcester	(508) 796-5797	Laura Roias	Ages 12-18 Eating Disorders
Wayside Youth and Family Support	Framingham	Daytime Cell: (774) 279-7008 After hours cell: (774) 279-6297	Penny Russell	Ages 12-18

Adult:

Provider	City/Town	Phone Number	Contact Person	Comments
Harrington Memorial Hospital	Southbridge Webster	(508) 765-2227 (508) 949-8905	Melanie Cabrera Meagan Gaine	Ages 18+
Henry Heywood Hospital	Gardner	(978) 630-6377 (978) 632-3420	Nora Salovardos	
Marlborough Hospital	Marlborough	(508) 486-5547	Heidi Donellan	Dual Diagnosis Track
MetroWest Medical Center	Natick	(508) 650-7380 (508) 650-7000	Intake Staff	Dual Diagnosis Ages 18+
Walden Behavioral Care	Worcester	(508) 796-5797	Laura Rojas	Eating Disorders
Washburn House	Worcester	(508) 834-8599	Melanie Amir	Ages 18+

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Program for Assertive Community Treatment (PACT)

Program for Assertive Community Treatment (PACT) entails the provision of an array of services delivered by a community-based, mobile, multidisciplinary team of professionals, paraprofessionals and peer specialists. PACT multidisciplinary teams provide acute, active, ongoing, and long-term community-based psychiatric treatment, assertive outreach, rehabilitation, and support. The team provides assistance to individuals to maximize their recovery, ensures consumer-directed goal setting, assists individuals in gaining hope and a sense of empowerment, and provides assistance in helping individuals become better integrated into their community. Services are provided in the community and are available, as needed by the individual, 24-hours a day, seven days a week, 365 days a year.

Access to Service: Referral from DMH (Department of Mental Health) case manager or referral from one of the specialized Care Management programs at MBHP

Adult:

Providers	City/Town	Phone Number	Contact Person
Community Healthlink – Flow PACT	Fitchburg	(508) 860-1055	Intake Staff
Community Healthlink – Flow PACT 50	Leominster	(978) 466-8316	Intake Staff

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Child/Adolescent Inpatient Mental Health Services

Inpatient Mental Health Services represents the most intensive level of psychiatric care and is delivered in a licensed hospital setting. Multidisciplinary assessments and multimodal interventions are provided in a 24-hour secure and protected, medically staffed, and psychiatrically supervised treatment environment. Twenty-four-hour skilled nursing care, daily medical care, and a structured treatment milieu are required. Typically, the individual poses a significant danger to self or others, or displays severe psychosocial dysfunction. Active family/guardian/natural supports involvement is important unless contraindicated.

The goal of acute inpatient mental health care is to stabilize individuals who display acute psychiatric conditions associated with a relatively sudden onset and a short, severe course, or a marked exacerbation of symptoms associated with a more persistent, recurring disorder.

Access to Service: ESP (Emergency Services Program) evaluation required

Child/Adolescent:

Provider	City/Town	Phone Number	Comments
MetroWest Medical Center	Natick	(508) 650-7380	Ages 3-17
TaraVista Behavioral Health Center	Devens	(978) 615-5200	Ages 5-12
Westborough Behavioral Healthcare	Westborough	(508) 329-6300	Ages 5-16

Child/Adolescent units including ages 16+:

Provider	City/Town	Phone Number	Comments
Harrington Hospital	Webster	(508) 640-2978	Ages 16+
Henry Heywood Memorial Hospital	Gardner	MHU/GPU (978) 630-6325	Ages 16+
TaraVista Behavioral Health Center	Devens	(978) 615-5200	Ages 16+
UMass Memorial Medical Center 8 East	Worcester	(508) 856-2761	Ages 16+
Westborough Behavioral Healthcare	Westborough	(508) 329-6300	Ages 16-22

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Adult Inpatient Mental Health Services

Inpatient Mental Health Services represents the most intensive level of psychiatric care and is delivered in a licensed hospital setting. Multidisciplinary assessments and multimodal interventions are provided in a 24-hour secure and protected, medically staffed, and psychiatrically supervised treatment environment. Twenty-four-hour skilled nursing care, daily medical care, and a structured treatment milieu are required. Typically, the individual poses a significant danger to self or others, or displays severe psychosocial dysfunction. Active family/guardian/natural supports involvement is important unless contraindicated.

The goal of acute inpatient mental health care is to stabilize individuals who display acute psychiatric conditions associated with a relatively sudden onset and a short, severe course, or a marked exacerbation of symptoms associated with a more persistent, recurring disorder.

Access to Service: ESP (Emergency Services Program) evaluation required

Provider	City/Town	Phone Number	Contact Person
Harrington Memorial Hospital	Southbridge Webster	(508) 764-5066 (508) 640-2978	Intake staff Ages 18+
Henry Heywood Hospital	Gardner	(978) 630-6377 (978) 632-3420	Nora Salovardos Ages 16+
Marlborough Hospital	Marlborough	(508) 486-5544	Intake Ages 18+
MetroWest Medical Center	Natick	(508) 650-7380 (508) 650-7000	Intake (Ages 18+)
Nashoba Valley Medical Center	Ayer	(978) 784-9000	Ages 55+
Tara Vista	Devens	(978) 615-5200	Ages 16+ Ages 18+ for Inpatient High-Intensity
UMass Memorial Medical Center – 8 East	Worcester	(508) 856-2761	Ages 16+
UMass Memorial Medical Center – Psychiatric Treatment & Recovery Center (PTRC)	Worcester	(508) 334-2698	Ages 18+
Westborough Behavioral Healthcare	Westborough	(508) 329-6300	Ages 18+

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Structured Outpatient Addiction Program (SOAP)

Structured Outpatient Addiction Programs (SOAPs) are clinically intensive, structured, day and/or evening substance use disorder services. These programs can be used as a transition service in the continuum of care for those individuals being discharged from community-based Acute Treatment Services (ATS) for Substance Use, or can be used by individuals, including pregnant women who need outpatient services, but who also need more structured treatment for substance use disorders.

SOAP provides multidisciplinary treatment to address the sub-acute needs of individuals with addition and/or co-occurring disorders, while allowing them to maintain employment and participation in the community. Unless contraindicated, the family, guardian and/or natural supports are actively involved in the treatment.

Access to Service: Direct referral - does not need to be evaluated by an ESP (Emergency Services Program)

Adult:

Provider	City/Town	Phone Number	Contact Person	Comments
AdCare Hospital	Worcester	1-800-345-3552, Ext. 3053	Jane Jolly	Ages 18+, Day and evening programs, transportation provided throughout most of region
Counseling & Assessment Clinic	Worcester	(508) 756-2005	Marcia Amarsingh	Ages 18+
Harrington Memorial Hospital	Southbridge	(508) 765-2725	Mick Foster	Ages 18+
Multicultural Wellness Center	Fitchburg	(978) 343-3336	Danielle Mann	Ages 18+
New Beginnings	Leicester	(508) 892-5500	Jessica Martin	Ages 18+
Spectrum Health Systems	Worcester	(508) 797-6100	Intake	Ages 18+
Washburn House	Worcester	(508) 834-8599	Melanie Amir	Ages 18+

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Enhanced Structured Outpatient Addiction Program for Homeless Members (Enhanced SOAP)

Enhanced SOAP (Structured Outpatient Addiction Program) is a specialized program designed for homeless Members who need shelter as well as substance use disorder services. The program is short-term, clinically intensive, structured day and/or evening. These programs can be used as a transition service in the continuum of care for those individuals being discharged from community-based Acute Treatment Services (ATS) for Substance Use Disorders, or can be used by individuals, including pregnant women who need outpatient services, but who also need more structured treatment for substance use disorders. The Enhanced SOAP ensures the availability of shelter beds for those enrolled in the program, either on-site, or through formal affiliation with a local shelter.

The Enhanced SOAP provides multidisciplinary treatment to address the sub-acute needs of individuals with addiction and/or co-occurring disorders, while allowing them to maintain participation in the community, continue to work, and be part of family life. Unless contraindicated, the family, guardian and/or natural supports are actively involved in the treatment.

Enhanced SOAP services can only be provided in DPH-licensed, freestanding facilities skilled in addiction recovery treatment, outpatient departments in acute-care hospitals, or outpatient agencies of health care professionals.

Access to Service: Enhanced SOAP services can be accessed directly or as a step-down from a higher level of substance use disorder care. A majority of Members are expected to access Enhanced SOAP as part of a discharge plan from Acute Treatment Services (ATS) or Enhanced ATS.

Adult:

Provider	City/Town	Phone Number	Comments
Lowell House	Lowell*	(978) 459-8656	Ages 18+
NFI Massachusetts, Inc.	Haverhill*	(978) 491-1350	Ages 18+
LARC (Living and Recovery Center)/ Victory Programs	Jamaica Plain*	(617) 522-2936	Adults HIV+ homeless men and women, 7 days/week
Pine Street Inn Genesis	Jamaica Plain*	(617) 892-7942	Women only 7 days/full time Trauma specialty program
Pine Street Inn Men's Stabilization Program	Jamaica Plain*	(617) 892-7942	Males only Shelter-based program, Specialized HIV program, 7 days/week
Women's Hope (Victory Program)	Jamaica Plain*	(617) 442-0048	Homeless women only; will accept Members on methadone; 7 days/week Ages 18+
Arbour Fuller Hospital	Attleboro*	(508) 652-5222	
High Point Treatment Center	Plymouth*	(508) 224-7701	
Stanley Street	Fall River*	(508) 679-5222	

***not in Central region**

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Enhanced Structured Outpatient Addiction Program for Adolescents (Enhanced SOAP)

Enhanced SOAP (Structured Outpatient Addiction Program) is a specialized program designed for adolescents with addiction and/or co-occurring disorders. The program is short-term, clinically intensive, structured day and/or evening. These programs can be used as a transition service in the continuum of care for those adolescents being discharged from community-based Acute Treatment Services (ATS) for Substance Use Disorders, or can be used by Members, including pregnant adolescents who need outpatient services, but who also need more structured treatment for substance use disorders.

Enhanced SOAPS provide multidisciplinary treatment to address the sub-acute needs of adolescent Members with addiction and/or co-occurring disorders, while allowing them to maintain participation in the community, continue to work or attend school and be part of family life. Unless contraindicated, the family, guardian and/or natural supports are actively involved in the treatment.

Access to Service: Enhanced SOAP services can be accessed directly or as a step-down from a higher level of substance use disorder care. A majority of Members are expected to access Enhanced SOAP as part of a discharge plan from Acute Treatment Services (ATS) or Enhanced ATS.

Adolescent:

Provider	City/Town	Phone Number	Contact Person	Comments
Counseling & Assessment Clinic	Worcester	(508) 756-2005	Intake	Ages 13-17
Multicultural Wellness Center	Fitchburg	(978) 343-3336	Danielle Mann	Ages 13-18
Y.O.U., Inc.	Worcester	New Centralized Intake Number: 1-855-4youinc (496-8462)	Intake Department	Ages 13-18 After-school program hours

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Acute Treatment Service for Substance Use Disorders (ATS)

The Acute Treatment Service for Substance Use Disorders (ATS) (Level IIIA Detoxification) is a 24-hour, seven-day-a-week, medically supervised addiction treatment that provides evaluation and withdrawal management. Detoxification services are delivered by nursing and counseling staff under a physician-approved protocol and physician-monitored procedures and include: bio-psychosocial assessment; individual and group counseling; psychoeducational groups; and discharge planning.

Acute Treatment Services are provided to those experiencing, or at significant risk of developing an uncomplicated withdrawal syndrome as a result of an alcohol and/or other substance use disorder. Members receiving ATS do not require the medical and clinical intensity of a hospital-based detoxification service, nor can they be effectively treated in a less intensive outpatient level of care.

Access to Service: Direct referral - does not need to be evaluated by an ESP (Emergency Services Program)

Adult:

Provider	City/Town	Phone Number	Contact Person
Community Healthlink*	Worcester	(508) 860-1000	Admission Staff
Spectrum Health Systems*	Westborough	1-800-366-7732	Admission Staff
Washburn House	Worcester	(508) 834-8599	Admission Staff

*Methadone detox program

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Acute Treatment Services (ATS) for Pregnant Women

Acute Treatment Services (ATS) for Pregnant Women are ATS services for the population of pregnant women who are addicted to alcohol and/or drugs. In addition to standard Acute Treatment Services (ATS) for substance use disorder detoxification services, ATS programs for pregnant women will have the capacity to treat Members who are currently receiving methadone or other opioid replacement treatments. The facility will have specialized detoxification protocols for pregnant women, as well as medical protocols for prenatal examination and care, labor and delivery, and postpartum care. Fetal monitoring equipment is on site, and the facility arranges all necessary medical and obstetric consultations within 48 hour of admission. A minimum of one individual session per day provides education and counseling on prenatal and postpartum care, HIV/AIDS, and other health related issues.

Access to Service: Direct referral - does not need to be evaluated by an ESP (Emergency Services Program)

Adult:

Provider	City/Town	Phone Number	Contact Person
Spectrum Health Systems	Westborough	1-800-366-7732	Admission Staff

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Clinical Stabilization Services for Substance Use Disorders (CSS) Level III.5

Clinical Stabilization Services for Substance Use Disorders (CSS), Level III.5, shall mean 24-hour treatment, usually following Acute Treatment Services (ATS) for Substance Use Disorders. This service includes intensive education and counseling regarding the nature of addiction and its consequences, relapse prevention, outreach to families and significant others, and aftercare planning for individuals beginning to engage in recovery from addiction.

These programs provide multidisciplinary treatment interventions and emphasize individual, group, family, and other forms of therapy. Linkage to aftercare, relapse prevention services, and self-help groups, such as AA and NA, are integrated into treatment and discharge planning.

Unless contraindicated, the family, guardian, and/or natural supports are actively involved in the treatment as required by the treatment plan, or there are active efforts being made, and documented, to involve them.

This service is not intended as a step-down service from a psychiatric hospitalization level of care or psychiatric stabilization service. It is intended for Members with a primary substance use disorder.

Access to Service: Direct referral - does not need to be evaluated by an ESP (Emergency Services Program)

Adult:

Provider	City/Town	Phone Number	Comments
Community Healthlink	Worcester	(508) 860-1200	Matt Walsh
Spectrum Health Systems	Westborough	(508) 898-1570, Ext. 2139	Juanita Burgos
Veterans, Inc.	Devens	(508) 439-9726	Sean Munroe
Washburn House	Worcester	(508) 834-8599	Melanie Amir

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Residential Rehabilitation Services (RRS) for Substance Use Disorders

Residential Rehabilitation Services (RRS) for Substance Use Disorders (ASAM Level 3.1) consists of a structured and comprehensive rehabilitative environment that supports Members' independence and resilience and recovery from alcohol and/or other drug problems. Scheduled, goal-oriented clinical services are provided in conjunction with ongoing support and assistance for developing and maintaining interpersonal skills necessary to lead an alcohol and/or drug-free lifestyle.

Program types include:

- Residential Rehabilitation Services (RRS) for Substance Use Disorders for Adults
- Residential Rehabilitation Services (RRS) for Pregnant and Post-Partum Women
- Residential Rehabilitation Services (RRS) for Youth (ages 13-17)
- Residential Rehabilitation Services (RRS) for Transitional Age Youth (ages 16-21) or Young Adults (ages 18-25)
- Family Residential Rehabilitation Services (RRS)

Access to Service: Direct referral - does not need to be evaluated by an ESP (Emergency Services Program)

Provider	City/Town	Phone Number	Comments
Advocates Channing House	Worcester	(508) 755-8088	Ages 18+
Advocates Linda Fay Griffin House	Worcester	(508) 755-8990	Ages 18+
Catholic Charities of the Diocese of Worcester (Crozier House)	Worcester	(508) 798-0191	Ages 18+
Charles J. Faris Recovery Center	Westborough	(508) 865-2085	Ages 18+
Community Health Link Beryl's House	Worcester	(774) 243-6996	Ages 13+
Community Health Link Faith House	Worcester	(508) 438-5262	Ages 13+
Community Health Link Orchard Street Family Treatment Program	Leominster	(978) 537-3192 (978) 537-3109	Ages 13+
Hector Reyes House	Worcester	(508) 459-1801	Ages 18+
Jeremiah's Inn	Worcester	(508) 755-6403	Ages 18+
Pathway House (GAAMHA, Inc.)	Gardner	(978) 632-4574	Ages 18+
SMOC Rhodes to Recovery	Millbury	(508) 435-9040	Ages 18+
SMOC Sage House	Framingham	(508) 626-2586	Ages 18+
SMOC Serenity House	Framingham	(508) 620-2510	Ages 18+
Spectrum Health Systems, Inc.	Westborough	1-800-366-7732	TAYYA 16-21 and 18-25
The Bridge House	Framingham	(508) 872-6194	Ages 18+

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Outpatient Detoxification

This treatment is for those individuals who do not need inpatient treatment and monitoring for withdrawal. The program consists of medical staff who provide a comprehensive assessment for the appropriateness of this outpatient level of care. The treatment course averages about four hours a day and is mostly suitable for Members in a supportive living situation who have access to support during non-clinical hours.

Provider	City/Town	Phone Number	Comments
Gosnold on Cape Cod	Falmouth*	1-800-444-1554	

****not in Central region***

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Methadone Treatment

Methadone Treatment is the medically monitored administration of methadone to opiate addicted individuals, in conformance with FDA regulations. This service combines medical and pharmacological interventions with counseling, educational, and vocational services and is offered on a short-term (detoxification) and long-term (maintenance) basis.

The goals of treatment include eliminating opiate use, eliminating injection drug use, reducing or eliminating alcohol or other drug use, improving health status, and improving the Member's level of functioning.

Access to Service: Direct referral – does not need to be evaluated by an ESP (Emergency Services Program)

Adult:

Provider	City/Town	Phone Number	Contact Person
Habit Opco, Inc.	Fitchburg	(978) 343-6300	Intake Staff
Spectrum Health Systems	Worcester Southbridge Framingham Milford Leominster	(508) 856-9761 (508) 765-5940 1-800-464-9555 (508) 634-1877 (978) 464-3820	Intake Staff

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Level IV Medically Managed Detoxification

Level IV detoxification services provide a planned program of 24-hour medically managed evaluation, care, and treatment for Members who are experiencing a severe withdrawal syndrome and/or acute biomedical complications as a result of a substance use disorder. Level IV services are typically rendered in a hospital facility that can provide life support in addition to 24-hour physician and nursing care. Daily individual physician contact is a required component of this level of care. A multidisciplinary staff of clinicians trained in mental health and addiction treatment and overall management of medical care are involved in the Member's treatment and facilitate the conjoint treatment of coexisting biomedical and behavioral health conditions.

Access to Service: ESP (Emergency Services Program) evaluation required

Adult:

Provider	City/Town	Phone Number	Contact Person
AdCare Hospital	Worcester	(508) 799-9000	Admission Staff

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Acupuncture Detoxification

Acupuncture Detoxification is the provision of medically necessary services in a clinical setting, under the direction of a physician, to stabilize the medical condition of a Member experiencing a serious episode of excessive substance use or withdrawal complications. Acupuncture Detoxification is indicated when the Member experiences physiological dysfunction during withdrawal but life or significant bodily functions are not threatened. The Member may or may not require medication, and 24-hour nursing is not required. Acupuncture Detoxification services can be provided in an intensive outpatient program. The severity of the Member's symptoms will determine the setting, as well as the amount of nursing and physician supervision necessary during the course of treatment.

Access to Service: Direct referral - does not need to be evaluated by an ESP (Emergency Services Program)

Adult:

Provider	City/Town	Phone Number	Comments
Boston Public Health Commission	Boston*	(617) 534-9500	
Fenway Community Health Center	Boston*	(617) 927-6202	
Lowell Community Health Center	Lowell*	(978) 937-9448	

****not in Central region***

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.

Enhanced Acute Treatment Services (E-ATS) for Individuals with Co-Occurring Addiction and Mental Health Disorders

Enhanced Acute Treatment Services (E-ATS) for Members with co-occurring disorders provides diversionary and/or step-down opportunities for Members requiring substance detoxification services through a planned program of 24-hour, medically monitored evaluation, care, and treatment and whose co-occurring mental health disorder requires a 24-hour, medically monitored evaluation, care, and treatment program, including the prescribing and dosing of medications typically used for the treatment of mental health disorders.

E-ATS services for individuals with co-occurring addiction and mental health disorders are typically rendered in a licensed acute care or community-based setting (e.g., licensed, free-standing or hospital-based programs, or a licensed detoxification program) with 24-hour physician and psychiatrist consultation availability, 24-hour nursing care and observation, counseling staff trained in addiction and mental health treatment, and overall monitoring of medical care. Services are typically provided under a defined set of physician-approved policies, procedures, or clinical protocols.

Access to Service: Direct referral - does not need to be evaluated by an ESP (Emergency Services Program)

Adult:

Provider	City/Town	Phone Number	Comments
Community Healthlink*	Worcester	(508) 860-1200	Admission Staff

*Methadone detox program

Adolescents:

Provider	City/Town	Phone Number	Comments
Community Healthlink	Worcester	(508) 860-1244	Motivating Youth Recovery Program Admission Staff Ages 13-17

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.