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

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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 help Members find a provider in their area. We can also 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 website also features a provider search function which can further assist you in locating providers, including those with particular specialties. The regional guides are updated every three 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

<table>
<thead>
<tr>
<th>TITLE</th>
<th>NAME</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Quality Regional Director</td>
<td>Eric M. Adelman, LICSW</td>
<td>(617) 350-1948</td>
</tr>
<tr>
<td>Provider Quality Manager</td>
<td>Greg Boyle, LICSW</td>
<td>(617) 350-1950</td>
</tr>
<tr>
<td>Provider Quality Manager</td>
<td>Rachel Kahn, LMHC</td>
<td>(617) 350-1936</td>
</tr>
<tr>
<td>Provider Quality Manager</td>
<td>Melinda Lanzo, LICSW</td>
<td>(781) 496-4084</td>
</tr>
<tr>
<td>Youth Regional Network Manager</td>
<td>Phanide Simon-Ulysse, LICSW</td>
<td>(617) 350-1905</td>
</tr>
<tr>
<td>Regional Care Management Program Supervisor</td>
<td>Kate Flanagan-Helmes, RN, BSN, MA</td>
<td>(617) 790-4019</td>
</tr>
<tr>
<td>Primary Care Clinician Support Manager</td>
<td>Kelly McMullin</td>
<td>(617) 790-4106</td>
</tr>
<tr>
<td>Administrative Assistant</td>
<td>Maria Salas</td>
<td>(617) 790-4176</td>
</tr>
</tbody>
</table>

List of Cities/Towns in Metro Boston 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.
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.

* 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 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.

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.

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

<table>
<thead>
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<th>Service Locations</th>
<th>Operating Hours</th>
<th>Cities/Towns in Area</th>
</tr>
</thead>
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<tr>
<td><strong>BEST Community-Based Location</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>85 E. Newton Street</td>
<td>7 a.m. - 11 p.m. weekdays</td>
<td>Boston (Dorchester, South Boston, Roxbury, West Roxbury, Jamaica Plain, Mattapan, Roslindale, Hyde Park, Lower Mills), Brighton, Brookline, Charlestown, Chelsea, East Boston, Revere, and Winthrop</td>
</tr>
<tr>
<td>Boston, MA 02118</td>
<td>(800) 981-4357</td>
<td></td>
</tr>
<tr>
<td>(617) 414-8336</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax (617) 414-8333</td>
<td></td>
<td></td>
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<tr>
<td><strong>BEST Community-Based Location</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25 Staniford Street</td>
<td>7 a.m. - 5 p.m. weekdays</td>
<td></td>
</tr>
<tr>
<td>Boston, MA 02114</td>
<td>(800) 981-4357</td>
<td></td>
</tr>
<tr>
<td>(617) 523-1529</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax (617) 523-1207</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BEST/Boston Medical Center</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>818 Harrison Ave</td>
<td>24/7</td>
<td></td>
</tr>
<tr>
<td>Boston, MA 02118</td>
<td>(800) 981-4357</td>
<td></td>
</tr>
<tr>
<td>(617) 414-7612</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax (617) 414-4209</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BEST/Mass General Hospital</strong></td>
<td></td>
<td></td>
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<tr>
<td>55 Fruit Street</td>
<td>24/7</td>
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<td>Boston, MA 02114</td>
<td>(800) 981-4357</td>
<td></td>
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<tr>
<td>(617) 726-2994</td>
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</tr>
<tr>
<td>Fax (617) 724-3727</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BEST Community Crisis Stabilization Program</strong></td>
<td></td>
<td></td>
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<tr>
<td>20 Vining St</td>
<td>24/7</td>
<td></td>
</tr>
<tr>
<td>Boston, MA 02118</td>
<td>(800) 981-4357</td>
<td></td>
</tr>
<tr>
<td>Fax (617) 516-5070</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>BEST Community Crisis Stabilization Program</strong></td>
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<td></td>
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<tr>
<td>85 E. Newton Street</td>
<td>24/7</td>
<td></td>
</tr>
<tr>
<td>Boston, MA 02118</td>
<td>(800) 981-4357</td>
<td></td>
</tr>
<tr>
<td>(617) 371-3000</td>
<td></td>
<td></td>
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<tr>
<td>Fax (617) 414-8319</td>
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</tbody>
</table>
**METRO BOSTON**

**Area: Cambridge, Somerville**  
24-hour access number: (800) 981-4357

Provider: Boston Medical Center/Cambridge Somerville Emergency Services Program (CSESP)

<table>
<thead>
<tr>
<th>Service Locations</th>
<th>Operating Hours</th>
<th>Cities/Towns in Area</th>
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</table>
| **CSESP Community-Based Location**  
660 Broadway  
Somerville, MA 02145  
(617) 616-5111  
Fax (617) 623-1817 | 7 a.m. - 11 p.m. weekdays  
8 a.m. - 4 p.m. weekends | Cambridge and Somerville |

| **CSESP/Cambridge Hospital**  
1493 Cambridge Street  
Cambridge, MA 02139  
(617) 665-1560  
Fax (617) 616-5410 | 24/7 | |

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**Area: Norwood**  
24-hour access number: (800) 529-5077

ESP Provider: Riverside Community Care

<table>
<thead>
<tr>
<th>Service Locations</th>
<th>Operating Hours</th>
<th>Cities/Towns in Area</th>
</tr>
</thead>
</table>
| **Riverside Community-Based Location**  
190 Lenox Street  
Norwood, MA 02062  
(781) 769-8674  
Fax (781) 440-0740 | 8 a.m. - 8 p.m.  
7 days a week | Canton, Dedham, Dover, Foxborough, Medfield, Millis, Needham, Newton, Norfolk, Norwood, Plainville, Sharon, Walpole, Wellesley, Weston, Westwood, and Wrentham |

| **Riverside Community-Based Location**  
15 Beacon Ave  
Norwood, MA 02062  
(781) 769-8674  
Fax (781) 769-6072 | 8 p.m. - 8 a.m.  
7 days a week | |

| **Riverside Community Crisis Stabilization Program**  
15 Beacon Ave  
Norwood, MA 02062  
(781) 769-1342  
Fax (781) 769-0197 | 24/7 | |

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.
**Area: South Shore**  
24-hour access number: (800) 528-4890

**ESP Provider:** Aspire Health Alliance (formerly South Shore Mental Health)

**ESP Director:** Colleen Babson  (617) 774-6036  cbabson@ssmh.org  
**Mobile Crisis Intervention Manager:** Nathalie Bailey  (617) 774-6036  nbailey@ssmh.org

<table>
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<tr>
<th>Service Locations</th>
<th>Operating Hours</th>
<th>Cities/Towns in Area</th>
</tr>
</thead>
</table>
| **SSMH Community-Based Location**  
460 Quincy Ave  
Quincy, MA 02169  
(617) 774-6036  
Fax (617) 479-0356 | 24/7 | Braintree, Cohasset, Hingham, Hull, Milton, Norwell, Quincy, Randolph, Scituate, and Weymouth |
| **SSMH Community Crisis Stabilization Program**  
460 Quincy Ave  
Quincy, MA 02169  
(617) 774-6036  
Fax (617) 479-0356 | 24/7 | |

**Area: MetroWest**  
24-hour access number: (800) 640-5432

**ESP Provider:** Advocates

**ESP Director:** John DeRonck  (508) 661-2043  jderonc@advocatesinc.org  
**ESP Director:** Carla Antonellis  (781) 893-2003  CAntonellis@advocatesinc.org  
**Mobile Crisis Intervention Manager:** Kimberley Ward  (508) 620-0010, Ext. 109  
[Kimberley Ward@waysideyouth.org](mailto:Kimberley.Ward@waysideyouth.org)

<table>
<thead>
<tr>
<th>Service Locations</th>
<th>Operating Hours</th>
<th>Cities/Towns in Area</th>
</tr>
</thead>
</table>
| **Advocates Community-Based Location**  
354 Waverly Street  
Framingham, MA 01702  
(508) 872-3333  
| **Advocates Community-Based Location**  
28 Mill Street  
Marlborough, MA 01752  
(508) 786-1584  
Fax (508) 786-1585 | 24/7 | |
| **Advocates Community-Based Location**  
675 Main Street  
Waltham, MA 02451  
(781) 893-2003  
Fax (781) 647-0183 | 24/7 | |
| **Advocates Community Crisis Stabilization Program**  
28 Mill Street  
Marlborough, MA 01752  
(508) 640-5432 | 24/7 | |

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.
Every ESP provides behavioral health crisis assessment, intervention and stabilization services, 24 hours per day/7 days per week/365 days per year, through four 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)

<table>
<thead>
<tr>
<th>Facility</th>
<th>City/Town</th>
<th>Phone #</th>
<th>Contact Person</th>
<th>Ages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aspire Health Alliance (formerly South Shore Mental Health)</td>
<td>Quincy</td>
<td>(617) 774-6095 or (617) 774-6036</td>
<td>Courtney Bell</td>
<td>All ages</td>
</tr>
<tr>
<td>Boston Medical Center</td>
<td>Boston</td>
<td>(617) 414-5245</td>
<td>Intake</td>
<td>All ages</td>
</tr>
<tr>
<td>North Suffolk Mental Health Association</td>
<td>East Boston</td>
<td>(617) 912-7500 or (888) 294-7802</td>
<td>Intake</td>
<td>All ages</td>
</tr>
<tr>
<td></td>
<td>Boston</td>
<td>(781) 289-9331 or (617) 889-3300</td>
<td>Intake</td>
<td>All ages</td>
</tr>
<tr>
<td></td>
<td>Revere</td>
<td></td>
<td></td>
<td>Asian community</td>
</tr>
<tr>
<td></td>
<td>Chelsea</td>
<td></td>
<td></td>
<td>All ages</td>
</tr>
</tbody>
</table>

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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 Program)

<table>
<thead>
<tr>
<th>Facility</th>
<th>City/Town</th>
<th>Phone #</th>
<th>Service Type/Comments</th>
<th>Ages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adcare Hospital of Worcester, Inc.</td>
<td>Boston, Quincy</td>
<td>(617) 227-2622 (617) 328-0639</td>
<td>Licensed Clinic Mental Health</td>
<td>All Ages</td>
</tr>
<tr>
<td>Addiction Treatment Center of New England</td>
<td>Brighton</td>
<td>(617) 254-1271</td>
<td>Licensed Clinic Mental Health</td>
<td>All Ages</td>
</tr>
<tr>
<td>Aids Action Committee Of Mass</td>
<td>Boston, Boston</td>
<td>(617) 437-6200 (617) 450-1987 (617) 661-3040</td>
<td>Group Practice Mental Health</td>
<td>Adults</td>
</tr>
<tr>
<td>Arbor Counseling</td>
<td>Allston, Jamaica Plain, Norwell, Woburn</td>
<td>(617) 782-6460 (617) 524-1120 (781) 871-6550 (781) 932-8114, Ext. 317</td>
<td>Licensed Clinic Mental Health Substance Use Disorder</td>
<td>All Ages</td>
</tr>
<tr>
<td>Arlington Youth Consultation Center</td>
<td>Arlington</td>
<td>(781) 316-3255</td>
<td>Licensed Clinic Mental Health</td>
<td>Children, Adolescents</td>
</tr>
<tr>
<td>Art Relief, LLC</td>
<td>Watertown</td>
<td>(617) 924-1285</td>
<td>Group Practice Mental Health</td>
<td>All Ages</td>
</tr>
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<td>Ashmont Counseling Associates, LLC</td>
<td>Mattapan</td>
<td>(617) 224-7289</td>
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<td>Aspire Health Alliance (formerly South Shore Mental Health)</td>
<td>Quincy</td>
<td>1-800-852-2844 (617) 847-1914</td>
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<td>Bay Cove Human Services, Inc.</td>
<td>Boston, Quincy, Jamaica Plain</td>
<td>(617) 371-3000 (617) 723-3100 (617) 429-9320 (617) 522-0871</td>
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<td>Bay State Community Services</td>
<td>Quincy, Norwood</td>
<td>(617) 471-8400, Ext. 121 (617) 471-8400, Ext. 125</td>
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<td>BI Deaconess Medical Center</td>
<td>Boston</td>
<td>(617) 667-4735</td>
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<td>Adults</td>
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<td>BIDMC Bowdoin Street CHC</td>
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<td>Boston Alcohol and Substance Abuse (ASAP)</td>
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<td>(617) 482-5292</td>
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<td>Boston Health Care for the Homeless</td>
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<td>(857) 654-1000</td>
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<td>Boston Medical Center</td>
<td>Boston, Quincy</td>
<td>(617) 414-5146 (617) 376-3030 (617) 534-4230 (617) 323-4440</td>
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<td>Boston Public Health Commission</td>
<td>Boston, South</td>
<td>(617) 534-4212 (617) 534-2490 (617) 534-9500</td>
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<td>Boston Rescue Mission</td>
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<td>(617) 482-8819</td>
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<td>Bournewood Hospital</td>
<td>Chestnut Hill</td>
<td>(617) 469-0300</td>
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<td>Bridge Over Troubled Waters, Inc.</td>
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<td>(617) 277-8107</td>
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<td>Brigham and Women’s Hospital</td>
<td>Boston, Chestnut Hill, Jamaica Plain</td>
<td>(617) 732-5500 (617) 732-9789 (617) 522-4700 (617) 983-4219</td>
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<td>• Southern Jamaica Plain CHC</td>
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<td>Brigham and Women’s Physicians’ Organization</td>
<td>Boston, Chestnut Hill, Jamaica Plain Newton</td>
<td>(617) 732-5500 (617) 732-9700 (617) 732-9789 (617) 796-7100</td>
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<td>Brigham and Women’s Faulkner Hospital, Inc.</td>
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<td>Brighton Allston Mental Health</td>
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<td>Business Behavioral Health Network</td>
<td>Norwood</td>
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<td>Cambridge Health Alliance</td>
<td>Cambridge, Somerville, Revere</td>
<td>(617) 665-3900 (617) 591-6381 (617) 665-3030</td>
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<td>Carney Hospital</td>
<td>Dorchester</td>
<td>(617) 296-4000, Ext. 4990</td>
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<td>Casa Esperanza, Inc.</td>
<td>Roxbury</td>
<td>(617) 445-7411</td>
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<td>Charles River Community Health Center</td>
<td>Brighton</td>
<td>(617) 783-0500 (781) 693-3800</td>
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<td>Boston Children’s Hospital</td>
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<td>Children’s Services of Roxbury</td>
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<td>(617) 445-0827</td>
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<td>Codman Square Health Center</td>
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<td>(617) 825-9660</td>
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<td>Column Health, LLC</td>
<td>Arlington, Somerville, Brighton</td>
<td>(617) 539-6780</td>
<td>Substance Use Disorder</td>
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<td>Commonwealth Center for Psychotherapy</td>
<td>Canton</td>
<td>(781) 828-1222</td>
<td>Group Practice Mental Health</td>
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<td>Commonwealth Mental Health &amp; Wellness Center</td>
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<td>(617) 506-8188</td>
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<td>Community Health Care, Inc. (d.b.a. Community Substance Abuse Centers (CSAC))</td>
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<td>(617) 318-6480</td>
<td>Licensed Clinic Mental Health Substance Use Disorder</td>
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<td>Community Health Care, Inc. (d.b.a. Community Substance Abuse Centers (CSAC))</td>
<td>Chelsea, Jamaica Plain, Woburn</td>
<td>(617) 889-8779, (617) 541-3670, (781) 933-0700</td>
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<td>Community Services Institute</td>
<td>Dorchester</td>
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<td>Counseling and Psychotherapy Center</td>
<td>Needham</td>
<td>1-800-455-8726</td>
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<td>DCS Mental Health</td>
<td>Natick</td>
<td>(508) 653-4820</td>
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<td>Dimock Community Health Center</td>
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<td>(617) 442-8800, Ext. 1600</td>
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<td>The Door is Open Counseling Center</td>
<td>Hull, Quincy</td>
<td>(781) 925-3500, (781) 925-3500</td>
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<td>Dothouse Health</td>
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<td>East Boston Neighborhood Health Center</td>
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<td>The Edinburg Center</td>
<td>Bedford</td>
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<td>Eliot Community Human Services</td>
<td>Concord</td>
<td>(978) 369-1113</td>
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<td>Fenway Community Health Center</td>
<td>Boston, Boylston St.</td>
<td>(617) 927-6202</td>
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<td>Boston, Kneeland St.</td>
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<td>Franciscan Hospital for Children</td>
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<td>(617) 254-3800, Ext. 3141</td>
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<td>Boston</td>
<td>(617) 524-7900</td>
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<td>Habit Opco, Inc.</td>
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<td>Harbor Counseling Center</td>
<td>Westwood</td>
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<td>Harbor Health Services, Inc.</td>
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<td>Geiger-Gibson CHC</td>
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<td>Roslindale</td>
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<td>Hope House, Inc.</td>
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<td>(617) 971-9360</td>
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<td>Institute for Health and Recovery, Inc.</td>
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<td>(617) 661-3991</td>
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<td>Cambridge</td>
<td>(617) 849-6994</td>
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<td>Italian Home (formerly Family Community Solutions)</td>
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<td>Joslin Clinic</td>
<td>Boston</td>
<td>(617) 732-2594</td>
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<td>Justice Resource Institute</td>
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<td>Lamour by Design</td>
<td>Randolph</td>
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<td>M. Gorman Psychological Associates</td>
<td>Boston</td>
<td>(617) 327-6777</td>
<td>Group Practice</td>
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<td>Mattapan Community Health Center</td>
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<td>McLean Hospital</td>
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<td>Boston</td>
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<td>Revere</td>
<td>(781) 485-6000</td>
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<td>New England Associates for Psych Services</td>
<td>Norwood</td>
<td>(781) 255-0070</td>
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<td>New England Center of Mental Health</td>
<td>Acton</td>
<td>(978) 679-1200</td>
<td>Group Practice Mental Health</td>
<td>All Ages</td>
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<td>New Life Counseling &amp; Wellness Center</td>
<td>Randolph</td>
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<td>Newton-Wellesley Ambulatory Group</td>
<td>Newton</td>
<td>(617) 243-5044</td>
<td>Group Practice Mental Health Substance Use Disorder</td>
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<td>Northeast Family Services</td>
<td>Norwood</td>
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<td>North Suffolk Mental Health Association</td>
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<td>Urgent Outpatient Licensed Clinic Mental Health Substance Use Disorder</td>
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<td>(617) 479-4545</td>
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<td>Osiris Family Institute</td>
<td>Roxbury</td>
<td>(617) 442-2002</td>
<td>Licensed Clinic Mental Health</td>
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<td>Patriot Elder Care</td>
<td>Quincy</td>
<td>(617) 302-2481</td>
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<td>People Care, Inc.</td>
<td>Cambridge</td>
<td>(617) 441-1743</td>
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<td>Pine St. Inn</td>
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<td>(617) 892-7942</td>
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<td>Priority Professional Care, LLC</td>
<td>Mattapan</td>
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<td>Pyramid Builders Counseling Services</td>
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**Psychiatrists**

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<td>Quincy</td>
<td>(617) 471-3411</td>
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<td>Petillo, Elizabeth A.</td>
<td>Norfolk Counseling Services</td>
<td>Foxboro</td>
<td>(508) 543-3411</td>
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<td>Phipps, Susan</td>
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<td>Woboro</td>
<td>(508) 423-6886</td>
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<tr>
<td>Rachmacei, Brian</td>
<td>Massachusetts Multicultural Psycho – Educational Assessment</td>
<td>Boston</td>
<td>(413) 281-8035</td>
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<tr>
<td>Ramos, Joel</td>
<td>Charles River Medical</td>
<td>Marlboro</td>
<td>(508) 229-2277</td>
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<td>Robinson, Lisa</td>
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<td>(413) 372-8573</td>
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<td>Salem, Elia</td>
<td>Boston Health Care</td>
<td>Walpole</td>
<td>(505) 660-7949</td>
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<td>Samson, Fritz</td>
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<td>Dedchester</td>
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<td>Sewell-Reid, Paulette</td>
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<td>Randolph</td>
<td>(617) 860-2810</td>
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<td>Simon, Robin M.</td>
<td>New England Center for Psychiatric &amp; Addiction</td>
<td>Attleboro</td>
<td>(508) 222-0089</td>
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<td>Sherwood, Virginia</td>
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<td>Concord</td>
<td>(978) 254-1101</td>
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<tr>
<td>Smith, Leah</td>
<td>Maron DGA (d.b.a. Dana Group Associates)</td>
<td>Needham</td>
<td>(781) 449-1143</td>
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<tr>
<td>Smith, Tammy</td>
<td></td>
<td>Cambridge</td>
<td>(617) 759-1394</td>
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<td>Snyder, Dana</td>
<td>Dana Group Associates</td>
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<td>Spector, Carol</td>
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<td>(617) 983-0999</td>
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<td>Stearns, Rebecca</td>
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<td>Strauss, Marina</td>
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<td>Stuart-Shor, Jessica P.</td>
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<td>Sweeney, Patrick</td>
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<td>(781) 326-7700</td>
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<td>Sylvain, Cleona</td>
<td>Sylvain Counseling Services</td>
<td>Cambridge</td>
<td>(617) 238-1360</td>
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<td>Mattapan</td>
<td>(508) 344-0903</td>
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<td>Tapscott, Marilyn</td>
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<td>Vargas-Baricelli, Samatha</td>
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<td>Vitikos, Thalia</td>
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<td>Waltham</td>
<td>(339) 206-4477</td>
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<td>Voorhees, Karen L.</td>
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<td>Woboro</td>
<td>(781) 710-8953</td>
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<td>Wawrzyniak, Tomasz</td>
<td></td>
<td>Brookline</td>
<td>(617) 435-0202</td>
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<td>Weinberg, Beth</td>
<td>Roslinland Pediatrics Association</td>
<td>West Roxbury</td>
<td>(617) 522-3100</td>
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<tr>
<td>Wolpow, Suzan</td>
<td></td>
<td>Cambridge</td>
<td>(617) 441-0758</td>
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### Licensed Marriage and Family Therapists

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<tr>
<td>Bombara, Paul E.</td>
<td></td>
<td>Lexington</td>
<td>(781) 860-0600</td>
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<tr>
<td>Ide, Kumiko</td>
<td></td>
<td>Arlington</td>
<td>(617) 448-0422</td>
</tr>
<tr>
<td>Khorshidi, Roza</td>
<td></td>
<td>Auburndale</td>
<td>(857) 231-2625</td>
</tr>
<tr>
<td>Lu, Pei-Hsuan</td>
<td></td>
<td>Quincy</td>
<td>(617) 302-5779</td>
</tr>
<tr>
<td>Norrman, David R.</td>
<td>Granite Pond Counseling and Behavioral Health</td>
<td>Canton</td>
<td>(617) 326-3014</td>
</tr>
<tr>
<td>Short, Justin L.</td>
<td></td>
<td>Boston</td>
<td>(203) 910-5542</td>
</tr>
<tr>
<td>Spears, Howard</td>
<td></td>
<td>Canton</td>
<td>(781) 635-5686</td>
</tr>
<tr>
<td>Stewart, Mark*</td>
<td></td>
<td>Cambridge</td>
<td>(617) 710-2447</td>
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<tr>
<td>Surette, Darcy</td>
<td></td>
<td>Somerville</td>
<td>(617) 821-9996</td>
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*Specializing in Child-Centered Individual and Family Therapy

* 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 Alcohol Drug Abuse Counselor

<table>
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<tr>
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<tbody>
<tr>
<td>Abdur-Razzaq, Muhammad (LADC 1)</td>
<td></td>
<td>Mattapan</td>
<td>(617) 892-5140</td>
</tr>
<tr>
<td>Garabedian, Denise (LADC 1)</td>
<td></td>
<td>Brookline</td>
<td>(617) 202-9222</td>
</tr>
<tr>
<td>Lawrence, Eugene F.</td>
<td>Next Stop Sober</td>
<td>Woburn</td>
<td>(888) 407-4799</td>
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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.
Community Support Program (CSP)

Community Support Program (CSP) provides an array of services delivered by a community-based, mobile, multi-disciplinary 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 who 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)

<table>
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<th>Provider</th>
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<tr>
<td>Arbour Community Services</td>
<td>Jamaica Plain</td>
<td>(617) 782-0505</td>
<td>Regina Green</td>
<td>Child/Adolescent Adult</td>
</tr>
<tr>
<td>Aspire Health Alliance (formerly South Shore Mental Health)</td>
<td>Boston Quincy</td>
<td>(617) 847-1991, (617) 774-6095</td>
<td>Jordan Wood, Mary Fielding</td>
<td>Adult</td>
</tr>
<tr>
<td>Bay State Community Services</td>
<td>Quincy</td>
<td>(617) 471-8400, Ext. 114</td>
<td>Daurice Cox</td>
<td>Child/Adolescent Adult</td>
</tr>
<tr>
<td>Boston Medical Center</td>
<td>Boston</td>
<td>(617) 414-4672</td>
<td>Cindy Gordon</td>
<td>All Ages</td>
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<tr>
<td>Boston Public Health Commission</td>
<td>Boston</td>
<td>(617) 901-1342</td>
<td>David Thomas</td>
<td>Child/Adolescent Adult</td>
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<tr>
<td>Bridge Over Troubled Waters</td>
<td>Boston</td>
<td>(617) 423-9575, Ext. 215</td>
<td>Jennie Beliveau</td>
<td>Child/Adolescent Adult</td>
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<tr>
<td>Casa Esperanza</td>
<td>Roxbury</td>
<td>(617) 445-1123</td>
<td>Alfredo Marrulanda, Diana Gaya</td>
<td>Child/Adolescent Adult</td>
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<td>Children’s Services of Roxbury</td>
<td>Roxbury</td>
<td>(617) 989-9499</td>
<td>Vidade Rateau, April Carrington</td>
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<tr>
<td>Dimock Community Health Center</td>
<td>Roxbury</td>
<td>(617) 442-8800, Ext. 1320/1322</td>
<td>Carmen Alicia, Doug Allen</td>
<td>Child/Adolescent Adult</td>
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<tr>
<td>The Home for Little Wanderers</td>
<td>Roslindale, Dorchester</td>
<td>(855) 240-4663 (central intake)</td>
<td>Maylene Collado</td>
<td>Child/Adolescent Adult</td>
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<tr>
<td></td>
<td>Somerville</td>
<td>(855) 240-4663 (central intake)</td>
<td>Helen McCready</td>
<td>Child/Adolescent Adult</td>
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<tr>
<td>North Suffolk Mental Health Association, Inc.</td>
<td>Chelsea</td>
<td>(617) 912-7076</td>
<td>Emmy Porto</td>
<td>18 years of age and older</td>
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<tr>
<td>Northeast Behavioral Health</td>
<td>Boston</td>
<td>(617) 226-3253</td>
<td>Earl Dandy</td>
<td>Child/Adolescent Adult</td>
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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.
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<tr>
<td>Osiris Family Institute</td>
<td>Roxbury</td>
<td>(617) 442-2002</td>
<td>Larry Higginbottom</td>
<td>Child/Adolescent Adult</td>
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<tr>
<td>Priority Professional Care</td>
<td>Mattapan</td>
<td>(857) 598-4774</td>
<td>Jenn Adejumo</td>
<td>Child/Adolescent Adult</td>
</tr>
<tr>
<td>Pyramid Builders Counseling Services</td>
<td>Quincy</td>
<td>(617) 516-0280</td>
<td>Malaka Powell</td>
<td>All Ages</td>
</tr>
<tr>
<td>Refugee and Immigrant Assistance Center</td>
<td>Boston</td>
<td>(617) 238-2430</td>
<td>Naima Agalab</td>
<td>Child/Adolescent</td>
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<tr>
<td>Riverside Community Care</td>
<td>Needham, Norwood, Newton</td>
<td>(781) 443-0672, Ext. 400, (781) 769-8670, (617) 969-4925</td>
<td>Kim Percival, Steve Connors</td>
<td>Child/Adolescent Adult</td>
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<tr>
<td>Roxbury Multi-Service Center</td>
<td>Roxbury</td>
<td>(888) 839-0363</td>
<td>Marie Buskey-Redmond</td>
<td>Child/Adolescent Adult</td>
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<tr>
<td>Wayside Youth and Family Network, Inc.</td>
<td>Waltham</td>
<td>(781) 966-5665</td>
<td>Valerie Cohen</td>
<td>All ages</td>
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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.
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)

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<th>Provider</th>
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<tr>
<td>Addiction Treatment Center N.E.</td>
<td>Brighton</td>
<td>(617) 254-1271, Ext. 119</td>
<td>18 years of age and older</td>
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<tr>
<td>Arbour, Inc. (d.b.a. Arbour Hospital)</td>
<td>Jamaica Plain</td>
<td>(617) 390-1262, (617) 390-1224</td>
<td>18 - 64 years old</td>
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<tr>
<td>Arbour, Inc. (Arbour Counseling Services Jamaica Plain)</td>
<td>Boston</td>
<td>(617) 522-4400</td>
<td>Ages 4-20</td>
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<tr>
<td>Aspire Health Alliance (formerly South Shore Mental Health)</td>
<td>Quincy</td>
<td>(781) 893-2003</td>
<td>18 years of age and older</td>
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<tr>
<td>Bay Cove Human Services, Inc.</td>
<td>Boston</td>
<td>(617) 371-3030, option 2 Intake</td>
<td>18 years of age and older</td>
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<tr>
<td>Bay State Community Services</td>
<td>Quincy</td>
<td>(617) 471-8400, Ext. 163</td>
<td>18 years of age and older</td>
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<tr>
<td>Boston Medical Center</td>
<td>Boston</td>
<td>(617) 414-8388</td>
<td>18 years of age and older</td>
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<tr>
<td>Boston Treatment Center</td>
<td>Boston</td>
<td>(978) 587-4293</td>
<td>18 years of age and older</td>
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<tr>
<td>Casa Esperanza, Inc.</td>
<td>Boston</td>
<td>(617) 445-1123, Ext. 113</td>
<td>18 - 64 years old</td>
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<tr>
<td>Children's Services of Roxbury</td>
<td>Roxbury</td>
<td>(617) 516-5208</td>
<td>18 years of age and older</td>
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<tr>
<td>Dimock Community Service Corporations</td>
<td>Roxbury</td>
<td>(617) 412-8800, Ext. 1392</td>
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<tr>
<td>Eliot Human Services, Inc.</td>
<td>Concord</td>
<td>(978) 369-1113, Ext. 4150</td>
<td>18 - 64 years old</td>
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<tr>
<td>Gandara Mental Health Center, Inc.</td>
<td>East Boston</td>
<td>(857) 366-7040</td>
<td>18 years of age and older</td>
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<td>Habit OpCo, Inc.</td>
<td>Boston</td>
<td>(617) 442-1499</td>
<td>18 – 64 years of age</td>
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<tr>
<td>HRI Clinics, Inc. (d.b.a. Arbour Counseling Services)</td>
<td>Allston</td>
<td>(617) 782-0505</td>
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<tr>
<td>North Suffolk Mental Health Association, Inc.</td>
<td>Chelsea</td>
<td>(617) 912-7504</td>
<td>18 years of age and older</td>
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<td></td>
<td>East Boston</td>
<td>(617) 569-3189</td>
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<tr>
<td>Priority Professional Care</td>
<td>Mattapan</td>
<td>(617) 368-0820</td>
<td>18 years of age and older</td>
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<tr>
<td>Pyramid Builders Counseling Services, Inc.</td>
<td>Quincy</td>
<td>(617) 481-8566</td>
<td>18 years of age and older</td>
</tr>
<tr>
<td>Roxbury Multi Service Center, Inc.</td>
<td>Boston</td>
<td>(617) 541-6858</td>
<td>18 years of age and older</td>
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<td>Behavioral Health Clinic</td>
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<tr>
<td>Spectrum Health Systems, Inc.</td>
<td>Waltham</td>
<td>(781) 290-4970</td>
<td>Ages 4-20</td>
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<tr>
<td>The Dimock Center</td>
<td>Roxbury</td>
<td>(617) 412-8800, Ext. 1392</td>
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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)

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<td>(617) 390-1224</td>
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<td>Aspire Health Alliance (formerly South Shore Mental Health)</td>
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<td>18 years of age and older</td>
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<tr>
<td>Bay Cove Human Services, Inc.</td>
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<td>(617) 371-3030, option 2 Intake</td>
<td>18 years of age and older</td>
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<tr>
<td>Bay State Community Services</td>
<td>Quincy</td>
<td>(617) 471-8400, Ext. 163</td>
<td>18 years of age and older</td>
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<tr>
<td>Boston Medical Center</td>
<td>Boston</td>
<td>(617) 414-8388</td>
<td>18 years of age and older</td>
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<tr>
<td>Boston Treatment Center</td>
<td>Boston</td>
<td>(978) 587-4293</td>
<td>18 years of age and older</td>
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<tr>
<td>Casa Esperanza, Inc.</td>
<td>Boston</td>
<td>(617) 445-1123, Ext. 113</td>
<td>18 - 64 years old</td>
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<tr>
<td>Children's Services of Roxbury</td>
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<td>(617) 516-5208</td>
<td>18 years of age and older</td>
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<td>18 years of age and older</td>
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<td>Eliot Human Services, Inc.</td>
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<tr>
<td>North Suffolk Mental Health Association, Inc.</td>
<td>Chelsea/East Boston</td>
<td>(617) 912-7504/(617) 569-3189</td>
<td>18 years of age and older</td>
</tr>
<tr>
<td>Priority Professional Care</td>
<td>Mattapan</td>
<td>(617) 368-0820</td>
<td>18 years of age and older</td>
</tr>
<tr>
<td>Pyramid Builders Counseling</td>
<td>Quincy</td>
<td>(617) 481-8566</td>
<td>18 years of age and older</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roxbury Multi Service Center, Inc. Behavioral Health Clinic</td>
<td>Boston, Dorchester</td>
<td>(617) 541-6858</td>
<td>18 years of age and older</td>
</tr>
<tr>
<td>Spectrum Health Systems, Inc.</td>
<td>Waltham</td>
<td>(781) 290-4970</td>
<td>Ages 4-20</td>
</tr>
<tr>
<td>The Dimock Center</td>
<td>Roxbury</td>
<td>(617) 412-8800, Ext 1392</td>
<td>18 - 64 years old</td>
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</tbody>
</table>
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)

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
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<tr>
<td>Bay Cove Human Services</td>
<td>Dorchester</td>
<td>(617) 619-6961</td>
<td>45 to 65 years of age</td>
</tr>
<tr>
<td>Boston Health Care for the Homeless</td>
<td>Boston</td>
<td>(857) 654-1317</td>
<td></td>
</tr>
<tr>
<td>Boston Public Health Commission</td>
<td>Boston</td>
<td>(617) 534-2186</td>
<td></td>
</tr>
<tr>
<td>Pine Street Inn</td>
<td>Jamaica Plain</td>
<td>(617) 892-7942</td>
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</tbody>
</table>

* 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)**

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<th>Provider</th>
<th>City/Town</th>
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<tr>
<td>ABACS, LLC</td>
<td>Woburn</td>
<td>(617) 505-6183</td>
<td></td>
</tr>
<tr>
<td>ABA Therapeutics, LLC</td>
<td>Woburn</td>
<td>(978) 494-2781</td>
<td></td>
</tr>
<tr>
<td>Abilities ABA Services, LLC</td>
<td>Boston</td>
<td>(617) 922-2370</td>
<td></td>
</tr>
<tr>
<td>Able Home Health Care, LLC</td>
<td>Boston</td>
<td>(203) 529-5123</td>
<td></td>
</tr>
<tr>
<td>Advances Learning Center, Inc.</td>
<td>Watertown</td>
<td>(617) 923-7575, Ext. 3301</td>
<td></td>
</tr>
<tr>
<td>AKABA, LLC</td>
<td>Newton</td>
<td>(774) 430-0992</td>
<td></td>
</tr>
<tr>
<td>Alternatives ABA</td>
<td>Norwell</td>
<td>(781) 923-0900</td>
<td></td>
</tr>
<tr>
<td>Apex Behavioral Consulting, LLC</td>
<td>Boston</td>
<td>(617) 839-3707</td>
<td></td>
</tr>
<tr>
<td>Bay Coast Behavioral, LLC</td>
<td>Braintree</td>
<td>(774) 294-5722</td>
<td></td>
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<tr>
<td>Beacon ABA Services, Inc.</td>
<td>Milford</td>
<td>(508) 478-0207</td>
<td></td>
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<tr>
<td>Behavior Development Group (BDG of Massachusetts)</td>
<td>Acton, Boston</td>
<td>(888) 750-7768</td>
<td>Ages 0-18</td>
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<tr>
<td>Behavioral Health Works, Massachusetts, Inc.</td>
<td>Waltham</td>
<td>1-800-249-1266</td>
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</tr>
<tr>
<td>Betzaida Fuentes, BCBA (ABATEC, LLC)</td>
<td>Hyde Park</td>
<td>(617) 477-4050</td>
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<tr>
<td>Bierman ABA, Inc.</td>
<td>Needham Heights</td>
<td>(781) 400-2482</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Randolph</td>
<td>(781) 885-1970</td>
<td></td>
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<tr>
<td>Boston ABA, Inc.</td>
<td>Watertown</td>
<td>(617) 272-0212</td>
<td></td>
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<tr>
<td>Boston Behavioral Learning Centers</td>
<td>Newton</td>
<td>(617) 658-5611</td>
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<tr>
<td>Building Essential Skills Together (BEST)</td>
<td>Weymouth</td>
<td>(508) 864-8945</td>
<td></td>
</tr>
<tr>
<td>Center for Autism &amp; Related Disorders (CARD)</td>
<td>Woburn</td>
<td>(781) 281-7601</td>
<td></td>
</tr>
<tr>
<td>Confidence Connection</td>
<td>Needham</td>
<td>(781) 433-9890</td>
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<tr>
<td>Family ABA, LLC</td>
<td>Lexington</td>
<td>(617) 803-0843</td>
<td></td>
</tr>
<tr>
<td>Italian Home for Children</td>
<td>Brighton</td>
<td>(617) 787-1901</td>
<td>Under the age of 21</td>
</tr>
<tr>
<td></td>
<td>Dorchester</td>
<td>(617) 787-1901</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Jamaica Plain</td>
<td>(617) 524-3116</td>
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<tr>
<td></td>
<td>Needham</td>
<td>(617) 787-1901</td>
<td></td>
</tr>
<tr>
<td>Integrative Learning Academy (a.k.a. Applied Behavioral Learning)</td>
<td>Wellesley</td>
<td>(617) 902-8393</td>
<td>Adaptive Behavior Analysis Services</td>
</tr>
<tr>
<td>Kennedy-Donovan Center’s ABA Program</td>
<td>Foxborough</td>
<td>(508) 772-1210</td>
<td></td>
</tr>
<tr>
<td>Kimberly Cesario, BCBA, LABA</td>
<td>Quincy</td>
<td>(617) 957-6451</td>
<td></td>
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<tr>
<td>Kindle Behavior Consultants, Inc.</td>
<td>Burlington</td>
<td>(617) 794-3773</td>
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<tr>
<td>Lamour by Design</td>
<td>Randolph</td>
<td>(781) 885-7252</td>
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<tr>
<td>May Institute, Inc.</td>
<td>Randolph</td>
<td>(781) 437-1323</td>
<td>Under the age of 21</td>
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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.
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<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
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<tr>
<td>New England ABA, Inc.</td>
<td>Quincy</td>
<td>(781) 353-6450</td>
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<tr>
<td>Northeast Family Services</td>
<td>Norwood</td>
<td>(774) 206-1125</td>
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<tr>
<td>Proven Behavior Solutions</td>
<td>Norwell</td>
<td>(781) 290-3886</td>
<td></td>
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<tr>
<td>South Bay Mental Health Center</td>
<td>Dorchester</td>
<td>(857) 217-3700</td>
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<td></td>
<td>Malden</td>
<td>(781) 851-2648</td>
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<tr>
<td></td>
<td>Weymouth</td>
<td>(781) 331-7866</td>
<td></td>
</tr>
<tr>
<td>South Shore Autism Center</td>
<td>Norwell</td>
<td>(617) 797-4747</td>
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<tr>
<td>SPRRRRR LC</td>
<td>Mattapan</td>
<td>(857) 261-2011</td>
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<tr>
<td>The Edinburg Center</td>
<td>Bedford</td>
<td>(781) 862-3600</td>
<td></td>
</tr>
<tr>
<td>Toward Independent Living &amp; Learning</td>
<td>Dedham</td>
<td>(781) 329-9365</td>
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</tbody>
</table>

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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.).

<table>
<thead>
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<th>Provider</th>
<th>City/Town/Area Office</th>
<th>Phone Number</th>
<th>Linguistic Capacity</th>
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<tbody>
<tr>
<td>Bay State Community Services</td>
<td>Braintree</td>
<td>(781) 817-6386, Ext. 476</td>
<td>- Under the age of 21</td>
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<tr>
<td></td>
<td></td>
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<td>- Haitian Creole</td>
</tr>
<tr>
<td>Children’s Services of Roxbury</td>
<td>Boston</td>
<td>(617) 989-9499</td>
<td>- Specialty CSA for black population</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>- Haitian Creole</td>
</tr>
<tr>
<td>Guidance Center</td>
<td>Cambridge, Somerville, Winchester, Wilmington, Woburn, Burlington</td>
<td>(617) 354-1519, Ext. 114</td>
<td>- English</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>- Spanish</td>
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<td>- Haitian Creole</td>
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<td>- Ages 0-20</td>
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<tr>
<td>Home for Little Wanderers</td>
<td>Boston/Park St.</td>
<td>(617) 288-7450, Ext. 107</td>
<td>- Spanish</td>
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<td>- Vietnamese</td>
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<tr>
<td>Home for Little Wanderers</td>
<td>Boston/Hyde Park</td>
<td>(617) 469-8688</td>
<td>- Spanish</td>
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<td></td>
<td>- Haitian Creole</td>
</tr>
<tr>
<td>Justice Resource Institute</td>
<td>Boston/Dimock St. Jamaika Plain</td>
<td>(617) 522-0650</td>
<td>- Spanish</td>
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<tr>
<td>North Suffolk Mental Health Association</td>
<td>Revere</td>
<td>(781) 289-9331</td>
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<td>- Haitian Creole</td>
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<tr>
<td>Riverside Community Care</td>
<td>Arlington</td>
<td>(877) 869-3016</td>
<td>- Spanish</td>
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<td></td>
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<td>- Mandarin</td>
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<tr>
<td>The Learning Center for the Deaf, Walden School</td>
<td>Statewide</td>
<td>(508) 879-5110</td>
<td>- ASL</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>- Specialty CSA for deaf and hard of hearing population</td>
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</tbody>
</table>

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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.

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town/Area Office</th>
<th>Phone Number</th>
<th>Linguistic Capacity</th>
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</thead>
<tbody>
<tr>
<td>Bay State Community Services</td>
<td>Braintree</td>
<td>(781) 817-6386, Ext. 476</td>
<td>▪ Under the age of 21</td>
</tr>
<tr>
<td>Children’s Services of Roxbury</td>
<td>Boston</td>
<td>(617) 989-9499</td>
<td>▪ Spanish ▪ French ▪ Haitian Creole</td>
</tr>
<tr>
<td>Guidance Center</td>
<td>Cambridge, Somerville,</td>
<td>(617) 354-1519, Ext. 114</td>
<td>▪ Specialty CSA for black population</td>
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<td></td>
<td>Wilmington, Woburn,</td>
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<td></td>
<td>Burlington</td>
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<tr>
<td>The Home for Little Wanderers</td>
<td>Boston/Park St.</td>
<td>(617) 288-7450, Ext. 107</td>
<td>▪ Spanish ▪ French ▪ Haitian Creole</td>
</tr>
<tr>
<td></td>
<td>Boston/ Hyde Park</td>
<td>(617) 469-8688</td>
<td></td>
</tr>
<tr>
<td>Justice Resource Institute, Inc.</td>
<td>Boston/Dimock St.</td>
<td>(888) 889-8902</td>
<td>▪ Spanish ▪ Portuguese ▪ Haitian Creole</td>
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<tr>
<td></td>
<td>Jamaica Plain</td>
<td>(781) 484-8261</td>
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<td>(617) 522-0650</td>
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<tr>
<td>North Suffolk Mental Health Association</td>
<td>Revere</td>
<td>(781) 289-9331</td>
<td>▪ Under the age of 21</td>
</tr>
<tr>
<td>Riverside Community Care</td>
<td>Arlington</td>
<td>(877) 869-3016</td>
<td>▪ Spanish ▪ Mandarin</td>
</tr>
<tr>
<td>The Learning Center for the Deaf,</td>
<td>Statewide</td>
<td>(508) 879-5110</td>
<td>▪ ASL</td>
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<tr>
<td>Walden School</td>
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<td>▪ Specialty CSA for deaf and hard of hearing population</td>
</tr>
</tbody>
</table>

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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.

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Linguistic Capacity</th>
</tr>
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<tbody>
<tr>
<td>Advocates, Inc.</td>
<td>Waltham</td>
<td>(508) 628-7330</td>
<td>Ages 4-21</td>
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<tr>
<td>Advances Learning Center</td>
<td>Watertown</td>
<td>(617) 923-7575</td>
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<tr>
<td>Bay Coast Behavioral</td>
<td>Braintree</td>
<td>(774) 294-5722</td>
<td>Under the age of 21</td>
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<tr>
<td>Edinburg Center</td>
<td>Bedford</td>
<td>(781) 761-5077</td>
<td>Portuguese (Woburn area)</td>
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<tr>
<td></td>
<td></td>
<td>(781) 862-3600</td>
<td>- Spanish</td>
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<td></td>
<td></td>
<td>- Cape Verdean</td>
</tr>
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<td>- Portuguese</td>
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<td></td>
<td>- Autism/Developmental disabilities</td>
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<tr>
<td>Gandara Mental Health Center</td>
<td>East Boston</td>
<td>(857) 366-7040, Ext. 514</td>
<td>Under the age of 21</td>
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<td>- Portuguese</td>
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<td>- Autism/Developmental disabilities</td>
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<tr>
<td>Italian Home</td>
<td>Jamaica Plain</td>
<td>(617) 645-2270</td>
<td>Under the age of 21</td>
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<tr>
<td>Jewish Family &amp; Children’s Services</td>
<td>Waltham</td>
<td>(781) 693-5697</td>
<td>Under the age of 21</td>
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<td>- Autism/Developmental disabilities</td>
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<tr>
<td>Justice Resource Institute (JRI)</td>
<td>Acton</td>
<td>(978) 364-3500</td>
<td></td>
</tr>
<tr>
<td>Northeast Family Services</td>
<td>Norwood</td>
<td>(774) 206-1125</td>
<td>Spanish</td>
</tr>
<tr>
<td>South Bay Community Services</td>
<td>Weymouth</td>
<td>(508) 760-1475</td>
<td></td>
</tr>
<tr>
<td>Toward Independent Living &amp; Learning (TILL)</td>
<td>Dedham, Chelsea</td>
<td>(781) 302-4824</td>
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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.
**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.

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<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Specialty Populations</th>
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<tbody>
<tr>
<td>Advocates, Inc.</td>
<td>Waltham</td>
<td>(508) 628-7330</td>
<td>Ages 4-21</td>
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<tr>
<td>Arbour Counseling Services</td>
<td>Allston</td>
<td>(617) 782-0505</td>
<td>Spanish</td>
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<td>Art Relief</td>
<td>Watertown</td>
<td>(617) 924-1285</td>
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<td>Aspire Health Alliance (formerly South Shore Mental Health)</td>
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<td>(617) 847-1937</td>
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<td>Boston</td>
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<tr>
<td>Bay State Community Services</td>
<td>Braintree</td>
<td>(781) 817-6386, Ext. 476</td>
<td>Under the age of 21</td>
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<tr>
<td>Brookline Community Mental Health Center</td>
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<td>(617) 277-8107</td>
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<td>Children Services of Roxbury</td>
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<td>(617) 515-5208, Ext. 208</td>
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<tr>
<td>Commonwealth Mental Health &amp; Wellness Center, Inc.</td>
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<td>(617) 506-8188, Ext. 208</td>
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<td>Community Service Institute</td>
<td>Dorchester</td>
<td>(617) 325-2993</td>
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<td>Under the age of 21</td>
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<tr>
<td>The Edinburg Center</td>
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<td>(781) 761-5077, (781) 862-3600</td>
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<th>Provider</th>
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<th>Specialty Populations</th>
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<td>Gandara Mental Health Center</td>
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<td>(857) 366-7040, Ext. 514</td>
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<tr>
<td>Greater Malden Behavioral Health, Inc.</td>
<td>Dorchester</td>
<td>(781) 480-3946</td>
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<tr>
<td>Italian Home</td>
<td>Jamaica Plain Needham</td>
<td>(617) 872-4961, (617) 787-1901</td>
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<td>Kaleidoscope Family Solutions Massachusetts, Inc.</td>
<td>Newton</td>
<td>(774) 331-8226</td>
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<tr>
<td>The Child &amp; Family Wellness Center</td>
<td>Hyde Park</td>
<td>(617) 212-3606</td>
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<tr>
<td>The Home for Little Wanderers</td>
<td>Brookline, Cambridge, Dorchester, Somerville, Watertown, Arlington, Belmont</td>
<td>(781) 317-8081, Additional: (617) 469-8652, (617) 469-8635</td>
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<td>Jewish Family &amp; Children’s Services</td>
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<td>Justice Resource Institute (JRI)</td>
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<td>Massachusetts Mentor, LLC</td>
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<td>(781) 320-7653</td>
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<td>New Life Counseling &amp; Wellness Center</td>
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<td>Northeast Family Services</td>
<td>Norwood</td>
<td>(774) 206-1125</td>
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<td>North Suffolk Mental Health Association</td>
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<td>Roxbury Revere</td>
<td>(617) 442-2002, (781) 289-9331</td>
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<td>Priority Professional Care</td>
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<td>Pyramid Builders Counseling</td>
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<td>(617) 516-0280</td>
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<td>(781) 752-6857</td>
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<td>Roxbury Multi-Service Center</td>
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<td>(617) 989-0292</td>
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<td>South Bay Mental Health</td>
<td>Weymouth</td>
<td>(781) 331-7866</td>
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<td>South Shore Behavioral Health</td>
<td>Norwell</td>
<td>(781) 878-8340</td>
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<td>The Door is Open</td>
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<td>(781) 925-3500</td>
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<td>Walker, Inc. (a.k.a. Walker</td>
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<td>Community Counseling)</td>
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<td>Wayside Youth &amp; Family Support</td>
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<td>(781) 891-0556,</td>
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<td>Network, Inc.</td>
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<td>(781) 966-5665</td>
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<td>Youth Villages</td>
<td>Woburn</td>
<td>Intake: (781) 937-7900</td>
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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.).

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<th>Provider</th>
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<th>Phone Number</th>
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<td>Advocates, Inc.</td>
<td>Waltham</td>
<td>(508) 628-7330</td>
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<td>Arbour Counseling Services</td>
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<td>Aspire Health Alliance (formerly South Shore</td>
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<td>(617) 847-1937 (617) 877-5952</td>
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<td>Bay State Community Services</td>
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<td>Brookline Community Mental Health Center</td>
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<td>Children’s Charter, The Key Program</td>
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<th>Specialty Populations</th>
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<td>Institute for Health and Recovery</td>
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<td>Italian Home for Children</td>
<td>Jamaica Plain, Needham, Dorchester</td>
<td>(617) 506-9859, (617) 787-1901</td>
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<td>Male mentors, GLBT expertise, Early intervention age support</td>
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<td>Kaleidoscope Family Solutions Massachusetts, Inc.</td>
<td>Needham</td>
<td>(774) 331-8226</td>
<td>- Spanish</td>
<td>Cape Verdean Creole, Portuguese, Spanish, Under the age of 21</td>
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<td>The Home for Little Wanderers</td>
<td>Brookline, Cambridge, Dorchester, Somerville, Watertown, Arlington, Belmont</td>
<td>(617) 288-7450</td>
<td>- Spanish</td>
<td>Haitian Creole, Armenian, Greek, Mandarin</td>
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<tr>
<td>Jewish Family &amp; Children’s Services</td>
<td>Waltham</td>
<td>(978) 741-7878</td>
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<td>Justice Resource Institute (JRI)</td>
<td>Acton</td>
<td>(978) 263-3006, Ext. 3620, (781) 484-8261</td>
<td>...........</td>
<td>Trauma</td>
</tr>
<tr>
<td>Massachusetts Alliance of Portuguese Speakers (MAPS)</td>
<td>Somerville</td>
<td>(617) 764-2091</td>
<td>- Portuguese, Cape Verdean Creole</td>
<td></td>
</tr>
<tr>
<td>Massachusetts Mentor, LLC-Facility</td>
<td>Dedham</td>
<td>(781) 990-9858</td>
<td>- Ages 0-21</td>
<td></td>
</tr>
<tr>
<td>MSPCC</td>
<td>Jamaica Plain</td>
<td>(617) 983-5800</td>
<td>- Spanish</td>
<td>Portuguese</td>
</tr>
<tr>
<td>New Life Counseling &amp; Wellness Center</td>
<td>Randolph</td>
<td>(781) 413-5923</td>
<td>- Haitian-Creole, Portuguese, Cape Verdean Creole, Spanish, Korean, Mandarin, Cantonese</td>
<td></td>
</tr>
<tr>
<td>Northeast Family Services</td>
<td>Norwood</td>
<td>(774) 206-1125</td>
<td>...........</td>
<td>Under the age of 21</td>
</tr>
<tr>
<td>North Suffolk Mental Health Association</td>
<td>Boston, Chelsea Revere</td>
<td>(617) 912-7774, (781) 289-9331</td>
<td>- Spanish</td>
<td>Portuguese, Under the age of 21</td>
</tr>
</tbody>
</table>

* Please review the provider manual for a complete description of the level of care, or contact your regional office for further clarification or questions.
<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Linguistic Capacity</th>
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</thead>
<tbody>
<tr>
<td>Osiris Family Institute</td>
<td>Roxbury</td>
<td>(617) 442-2002</td>
<td>- Spanish</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Haitian Creole</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Cape Verdean Creole</td>
</tr>
<tr>
<td>Priority Professional Care</td>
<td>Mattapan</td>
<td>(857) 598-4774</td>
<td>- Spanish</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Haitian Creole</td>
</tr>
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<td>- Cape Verdean Creole</td>
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<tr>
<td></td>
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<td></td>
<td>- DDS Patients</td>
</tr>
<tr>
<td>Pyramid Builders Counseling Services</td>
<td>Quincy</td>
<td>(617) 516-0280</td>
<td>- Spanish</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>- Haitian Creole</td>
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<td>- Portuguese</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>- Ages 4-21</td>
</tr>
<tr>
<td>Riverside Community Care</td>
<td>Needham</td>
<td>(781) 752-6857,(781) 246-1448,</td>
<td>(In Needham)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Ext. 6425</td>
<td>- Mandarin</td>
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<td>- Spanish</td>
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<td></td>
<td></td>
<td></td>
<td>- Portuguese</td>
</tr>
<tr>
<td>Roxbury Multi-Service Center</td>
<td>Dorchester</td>
<td>(617) 989-0292</td>
<td>- Spanish</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Haitian Creole</td>
</tr>
<tr>
<td>South Bay Mental Health</td>
<td>Weymouth</td>
<td>1-800-244-4691 or (781) 331-7866</td>
<td>- Spanish</td>
</tr>
<tr>
<td>(d.b.a. South Bay Community Services)</td>
<td></td>
<td>(508) 427-5362</td>
<td>- Portuguese</td>
</tr>
<tr>
<td></td>
<td>Dorchester</td>
<td></td>
<td>- Haitian Creole</td>
</tr>
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<td>- Japanese</td>
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<td>- Under the age of 21</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>- 4+ years old</td>
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<td></td>
<td>- two clinicians ASL</td>
</tr>
<tr>
<td>South Shore Behavioral Health Clinic</td>
<td>Norwell</td>
<td>(781) 878-8340</td>
<td>- Spanish</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Under the age of 21</td>
</tr>
<tr>
<td>The Child &amp; Family Wellness Center</td>
<td>Hyde Park</td>
<td>(617) 212-3606</td>
<td>- Under the age of 21</td>
</tr>
<tr>
<td>The Door is Open</td>
<td>Hull</td>
<td>(781) 925-3500</td>
<td>- Under the age of 21</td>
</tr>
<tr>
<td>Walker, Inc.</td>
<td>Needham</td>
<td>(781) 292-2196</td>
<td>- Under the age of 21</td>
</tr>
<tr>
<td>Wayside Youth &amp; Family Support Network, Inc.</td>
<td>Arlington</td>
<td>(781) 891-0556, Ext. 17</td>
<td>- Spanish</td>
</tr>
<tr>
<td></td>
<td>Waltham</td>
<td>(781) 966-5665</td>
<td>- Haitian Creole</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Bosnian</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- Under the age of 21</td>
</tr>
<tr>
<td>Youth Villages-Germaine Lawrence Campus</td>
<td>Woburn</td>
<td>Intake: (781) 937-7900</td>
<td>- Under the age of 21</td>
</tr>
</tbody>
</table>

* 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:**

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boston Children’s Hospital</td>
<td>Waltham</td>
<td>(781) 216-3360</td>
<td>Ages 8-17 Residential Psychiatric and Child or Adolescent Residential Psychiatric-Administratively Necessary Days</td>
</tr>
<tr>
<td>Franciscan Hospital for</td>
<td>Brighton</td>
<td>(617) 779-1474, (781) 212-0644</td>
<td>Ages 4-14, co-ed Bed capacity: 19</td>
</tr>
<tr>
<td>Children</td>
<td></td>
<td>(admissions pager)</td>
<td></td>
</tr>
<tr>
<td>Italian Home for Children</td>
<td>Jamaica Plain</td>
<td>(617) 524-3116</td>
<td>Ages 4-14 co-ed Residential Psychiatric and Child or Adolescent Residential Psychiatric-Administratively Necessary Days Bed capacity: 30</td>
</tr>
<tr>
<td>McLean Hospital</td>
<td>Belmont</td>
<td>(617) 855-2151</td>
<td>Ages 13-19, co-ed hospital-based Bed capacity: 20</td>
</tr>
<tr>
<td>Walker Home and School</td>
<td>Needham</td>
<td>(781) 449-4500, (781) 409-4995</td>
<td>Ages 3-12, co-ed Bed capacity: 16 (combined ICBAT and CBAT)</td>
</tr>
</tbody>
</table>

* 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

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 ratio. 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:

<table>
<thead>
<tr>
<th>Providers</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Contact Person</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Franciscan Children’s Hospital</td>
<td>Brighton</td>
<td>(617) 855-3816</td>
<td>Barbara Harbus-Goldberg</td>
<td>Ages 4-18.</td>
</tr>
<tr>
<td>Walker, Inc.</td>
<td>Needham</td>
<td>(781) 449-4500</td>
<td>Christine Sullivan</td>
<td>Ages 3-12, co-ed Bed capacity: 16 (combined ICBAT and CBAT)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(781) 409-4995 (pager)</td>
<td></td>
<td></td>
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</tbody>
</table>

* 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)**

**Child/Adolescent:**

<table>
<thead>
<tr>
<th>Providers</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aspire Health Alliance (formerly South Shore Mental Health)</td>
<td>Quincy</td>
<td>(617) 847-1914</td>
<td>All ages</td>
</tr>
<tr>
<td>Italian Home</td>
<td>Brighton</td>
<td>(617) 787-1901, Ext. 126</td>
<td>Teresa Henke</td>
</tr>
<tr>
<td>Lamour by Design</td>
<td>Randolph</td>
<td>(781) 855-7252</td>
<td>All ages</td>
</tr>
</tbody>
</table>

**Adult:**

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aspire Health Alliance (formerly South Shore Mental Health)</td>
<td>Quincy</td>
<td>(617) 847-1914</td>
<td>All ages</td>
</tr>
<tr>
<td>Lamour by Design</td>
<td>Randolph</td>
<td>(781) 855-7252</td>
<td>All ages</td>
</tr>
</tbody>
</table>

* 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 which 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)

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Suffolk Mental Health Association</td>
<td>Chelsea</td>
<td>(617) 912-7989</td>
<td>SOAP Stepdown</td>
</tr>
<tr>
<td>The Door is Open</td>
<td>Hull</td>
<td>(781) 925-2390</td>
<td>19+ yrs. old Women with Trauma</td>
</tr>
</tbody>
</table>

* 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:**

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Center House Day Treatment/Bay Cove Human Services</td>
<td>Boston</td>
<td>(617) 371-3020</td>
<td></td>
</tr>
<tr>
<td>Conexions Day Treatment/North Suffolk Mental Health Association</td>
<td>East Boston</td>
<td>(617) 569-9450</td>
<td></td>
</tr>
<tr>
<td>Crossroads Day Treatment/May Behavioral Health</td>
<td>West Roxbury</td>
<td>(617) 325-6700</td>
<td>Tracks: MI/MR, Young adult</td>
</tr>
<tr>
<td>Discovery Day Treatment/Aspire Health Alliance (formerly South Shore Mental Health)</td>
<td>Quincy</td>
<td>(617) 769-7200</td>
<td></td>
</tr>
<tr>
<td>The May Institute</td>
<td>Walpole</td>
<td>(781) 440-0400</td>
<td>Ages 17-27</td>
</tr>
<tr>
<td>Options Day Treatment/The Edinburg Center</td>
<td>Bedford</td>
<td>(781) 862-3600, Ext. 207</td>
<td></td>
</tr>
</tbody>
</table>

* 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) – does not need to be evaluated by an ESP

Child/Adolescent:

<table>
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<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Boston Center HRI Clinics, Inc.</td>
<td>Allston</td>
<td>(617) 783-9676</td>
<td>Child/adolescent</td>
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<tr>
<td></td>
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<td>Ages 6-18</td>
</tr>
<tr>
<td>Bournewood Hospital</td>
<td>Brookline</td>
<td>(617) 469-0300, Ext. 361</td>
<td>Adolescents, co-ed</td>
</tr>
<tr>
<td>Walden Behavioral Care</td>
<td>Waltham</td>
<td>(781) 373-5639</td>
<td>Eating Disorder Program ONLY, Ages 12+</td>
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Adult:

<table>
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<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arbour Hospital</td>
<td>Jamaica Plain</td>
<td>(617) 390-1320 1-800-652-5222</td>
<td>Ages 18, May be eligible for sober housing if appropriate</td>
</tr>
<tr>
<td>Arbour HRI</td>
<td>Brookline</td>
<td>(617) 390-1320 1-800-652-5222</td>
<td>Ages 18+ Women’s program and eating disorders</td>
</tr>
<tr>
<td>Arbour HRI/Triangle PHP</td>
<td>Brookline</td>
<td>(617) 390-1320 1-800-652-5222</td>
<td>Ages 18+ Gay and bisexual men’s program</td>
</tr>
<tr>
<td>Bournewood Hospital</td>
<td>Brookline</td>
<td>1-800-468-4358 (617) 469-0300, Ext. 367</td>
<td>Ages 18+ Dual diagnosis, transportation available from Forest Hills</td>
</tr>
<tr>
<td>Brigham and Women’s Faulkner Hospital, Inc.</td>
<td>Boston</td>
<td>(617) 983-7392</td>
<td>Ages 18+ Dual diagnosis</td>
</tr>
<tr>
<td>Carney Hospital</td>
<td>Dorchester</td>
<td>(617) 296-4012, Ext. 3511</td>
<td>Ages 18+ Dual diagnosis</td>
</tr>
<tr>
<td>McLean Hospital</td>
<td>Belmont</td>
<td>(617) 855-3286</td>
<td>Ages 18+</td>
</tr>
<tr>
<td>Walden Behavioral Care</td>
<td>Waltham</td>
<td>(781) 373-5639 (781) 380-0695</td>
<td>Ages 12+ Eating Disorder Partial Hosp.</td>
</tr>
</tbody>
</table>

* 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 case manager or referral from one of the specialized Care Management programs at MBHP

Adult:

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bay Cove Human Services</td>
<td>Roxbury</td>
<td>(617) 379-5031</td>
<td>Contact: Sarah Coombs Ages 18+</td>
</tr>
<tr>
<td>The Edinburg Center</td>
<td>Bedford</td>
<td>(781) 761-5090</td>
<td>Contact: Lili Schwan-Rosenwald</td>
</tr>
<tr>
<td>Riverside Community Care</td>
<td>Dedham</td>
<td>(781) 686-7126</td>
<td>Contact: Emily Balazs</td>
</tr>
<tr>
<td>Vinfen Corporation/People Care, Inc.</td>
<td>Quincy</td>
<td>(617) 405-5425</td>
<td>Contact: Mary Fielding Ages 18+</td>
</tr>
</tbody>
</table>

* 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

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arbour Hospital</td>
<td>Jamaica Plain</td>
<td>(617) 390-1320 1-800-652-5222</td>
<td>Adolescents</td>
</tr>
<tr>
<td>Boston Children’s Hospital</td>
<td>Boston</td>
<td>(617) 355-7721</td>
<td>Ages 8-18; medically complicated</td>
</tr>
<tr>
<td>Bournewood Hospital</td>
<td>Brookline</td>
<td>(617) 469-0300 1-800-468-4358</td>
<td>Adolescents</td>
</tr>
<tr>
<td>Cambridge Health Alliance</td>
<td>Cambridge, Somerville</td>
<td>(617) 665-2300</td>
<td>Child unit in Cambridge: Ages 4-12; Adolescent unit in Somerville: Ages 13-18</td>
</tr>
<tr>
<td>Carney Hospital, General</td>
<td>Dorchester</td>
<td>(617) 296-4000</td>
<td>Adolescents</td>
</tr>
<tr>
<td>Franciscan Hospital for Children</td>
<td>Brighton</td>
<td>(617) 254-3800 (617) 779-1675</td>
<td>Children and Adolescents PDD/MR track; medically complicated</td>
</tr>
<tr>
<td>Walden Behavioral Care</td>
<td>Waltham</td>
<td>(781) 647-6727</td>
<td>Psych inpatient, Ages 16+ Eating D/O inpatient, ages 13+</td>
</tr>
</tbody>
</table>

* 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**

**Adult:**

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arbour Hospital</td>
<td>Jamaica Plain</td>
<td>(617) 390-1320</td>
<td>Latino, dual detox, ECT</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1-800-652-5222</td>
<td></td>
</tr>
<tr>
<td>BI Deaconess Medical Center/General</td>
<td>Boston</td>
<td>(617) 632-7948</td>
<td>ECT, medically complicated</td>
</tr>
<tr>
<td>Bournewood Hospital</td>
<td>Brookline</td>
<td>1-800-468-4358</td>
<td>Dual detox</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(617) 469-0300</td>
<td></td>
</tr>
<tr>
<td>Brigham and Women's Faulkner Hospital, Inc.</td>
<td>Boston</td>
<td>(617) 983-7711</td>
<td>Specialized chemical dependency unit (Level 3.75)</td>
</tr>
<tr>
<td>Cambridge Health Alliance</td>
<td>Cambridge</td>
<td>(617) 665-2300</td>
<td></td>
</tr>
<tr>
<td>Carney Hospital/General</td>
<td>Dorchester</td>
<td>(617) 296-4000</td>
<td>Dual detox, medically complicated</td>
</tr>
<tr>
<td>McLean Hospital</td>
<td>Belmont</td>
<td>(617) 855-2151</td>
<td></td>
</tr>
<tr>
<td>MGH/General</td>
<td>Boston</td>
<td>(617) 726-2994</td>
<td>Ages 18+, ECT</td>
</tr>
<tr>
<td>Newton Wellesley Hospital</td>
<td>Newton</td>
<td>(617) 243-6006</td>
<td>ECT, medically complicated</td>
</tr>
<tr>
<td>Norwood Hospital</td>
<td>Norwood</td>
<td>(781) 769-4000</td>
<td>Ages 16+</td>
</tr>
<tr>
<td>St. Elizabeth Medical Center</td>
<td>Brighton</td>
<td>(617) 789-3000</td>
<td>ECT</td>
</tr>
<tr>
<td>Tufts Medical Center</td>
<td>Boston</td>
<td>(617) 636-5642</td>
<td>Medically complicated, ECT</td>
</tr>
<tr>
<td>Walden Behavioral Care</td>
<td>Waltham</td>
<td>(781) 647-6727</td>
<td>Psych inpatient, Ages 16+ Eating D/O inpatient, Ages 13+</td>
</tr>
</tbody>
</table>

* 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:

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arbour Counseling</td>
<td>Woburn</td>
<td>(781) 932-8114</td>
<td>Adults and Adolescents Half day with Motivational Interviewing</td>
</tr>
<tr>
<td></td>
<td>Norwell</td>
<td>(781) 871-6550, Ext. 18</td>
<td>Half day with Motivational Interviewing: Adults</td>
</tr>
<tr>
<td></td>
<td>Jamaica Plain</td>
<td>(617) 524-1120</td>
<td></td>
</tr>
<tr>
<td>Boston ASAP, Inc.</td>
<td>Boston</td>
<td>(617) 482-5292</td>
<td>18+ With Motivational Interviewing</td>
</tr>
<tr>
<td>Casa Esperanza, Inc.</td>
<td>Roxbury</td>
<td>(617) 445-1123</td>
<td>Adults ages 21-64</td>
</tr>
<tr>
<td>Dimock Community Health Center</td>
<td>Roxbury</td>
<td>(617) 442-8800, Ext. 1289</td>
<td>Adults and Adolescents Ages 13+ Half Day with Motivational Interviewing M-F, 9:30 a.m.- 1 p.m.</td>
</tr>
<tr>
<td>Gavin Foundation</td>
<td>South Boston</td>
<td>(617) 268-5000</td>
<td></td>
</tr>
<tr>
<td>Hope House, Inc.</td>
<td>Boston</td>
<td>(617) 971-9370</td>
<td>Ages 18+</td>
</tr>
<tr>
<td>North Suffolk Mental Health Association</td>
<td>East Boston</td>
<td>(617) 569-9450</td>
<td>Adults M-F 4:30 p.m. - 8 p.m.</td>
</tr>
<tr>
<td>Pine Street Inn Women's Treatment Center</td>
<td>Jamaica Plain</td>
<td>(617) 983-0351, Ext. 22</td>
<td>Adults 7 days, full-time Homeless women only Will accept pregnant women</td>
</tr>
<tr>
<td>Pyramid Builders Counseling Services, Inc.</td>
<td>Boston</td>
<td>(617) 481-8566</td>
<td>Ages 12+ Without Motivational Interviewing</td>
</tr>
<tr>
<td>St. Elizabeth’s Medical Center</td>
<td>Boston</td>
<td>(617) 789-3000</td>
<td>Ages 17+ Motivational Interviewing</td>
</tr>
</tbody>
</table>

* 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:

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>LARG (Living and Recovery Center)/Victory Programs</td>
<td>Jamaica Plain</td>
<td>(617) 522-2936</td>
<td>Adults HIV+ homeless men and women, 7 days/week</td>
</tr>
<tr>
<td>Pine Street Inn Genesis</td>
<td>Jamaica Plain</td>
<td>(617) 892-7942</td>
<td>Women only 7 days/full time Trauma specialty program</td>
</tr>
<tr>
<td>Pine Street Inn Men’s Stabilization Program</td>
<td>Jamaica Plain</td>
<td>(617) 892-7942</td>
<td>Males only Shelter-based program, Specialized HIV program, 7 days/week</td>
</tr>
<tr>
<td>Women’s Hope (Victory Program)</td>
<td>Jamaica Plain</td>
<td>(617) 442-0048</td>
<td>Homeless women only; will accept Members on methadone; 7 days/week Ages 18+</td>
</tr>
</tbody>
</table>

* 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.

**Child/Adolescent:**

<table>
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<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gavin Foundation</td>
<td>South Boston</td>
<td>(617) 268-5000</td>
<td>Ages 12-21</td>
</tr>
<tr>
<td>North Suffolk Mental Health Assn</td>
<td>East Boston</td>
<td>(617) 569-9450</td>
<td>Adolescents</td>
</tr>
</tbody>
</table>

* 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 (ATS) 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:

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
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<tr>
<td>Bay Cove Human Services Andrew House Detox</td>
<td>Jamaica Plain</td>
<td>(617) 318-5602</td>
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</tr>
<tr>
<td>Dimock Community Health Center</td>
<td>Roxbury</td>
<td>(617) 442-9661</td>
<td></td>
</tr>
<tr>
<td>Gavin Foundation</td>
<td>Quincy</td>
<td>(617) 845-5778</td>
<td>18+ years of age</td>
</tr>
<tr>
<td>High Point Treatment Center</td>
<td>Jamaica Plain</td>
<td>(617) 251-7784</td>
<td>Women’s Section 35</td>
</tr>
<tr>
<td>Lahey Behavioral – Boston Treatment Center</td>
<td>Boston</td>
<td>(617) 247-1001</td>
<td></td>
</tr>
<tr>
<td>Norcap Lodge</td>
<td>Foxborough</td>
<td>(508) 698-1122</td>
<td>18+ years of age</td>
</tr>
<tr>
<td>Phoenix House of New England</td>
<td>Quincy</td>
<td>(617) 607-6366</td>
<td></td>
</tr>
<tr>
<td>Spectrum Health Systems, Inc.</td>
<td>Weymouth</td>
<td>(781) 331-3709, Ext. 6227</td>
<td></td>
</tr>
</tbody>
</table>

* 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:

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spectrum</td>
<td>Westboro*</td>
<td>1-800-366-7732</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(508) 898-1570</td>
<td></td>
</tr>
<tr>
<td>SSTAR</td>
<td>Fall River*</td>
<td>1-800-937-3610</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>(508) 324-7763</td>
<td></td>
</tr>
</tbody>
</table>

*not in Metro Boston 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.
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:**

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dimock Community Health Center</td>
<td>Roxbury</td>
<td>(617) 442-8800</td>
<td>Sean Schwalbe</td>
</tr>
<tr>
<td>Gavin Foundation</td>
<td>Quincy</td>
<td>(617) 845-5778</td>
<td>18 + years of age</td>
</tr>
<tr>
<td>High Point Treatment</td>
<td>Boston</td>
<td>(617) 251-7784</td>
<td>Women’s Section 35 Stephanie Freedman</td>
</tr>
<tr>
<td>Phoenix House of New England</td>
<td>Quincy</td>
<td>(617) 607-6366</td>
<td>Lynn Pierce</td>
</tr>
<tr>
<td>Spectrum Health Systems</td>
<td>Weymouth</td>
<td>(781) 331-3709</td>
<td>Michael Richardson</td>
</tr>
</tbody>
</table>

* 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)

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Askia Academy (Dimock)</td>
<td>Boston</td>
<td>(617) 442-8800, Ext. 1653</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Answer House</td>
<td>South Boston</td>
<td>(617) 268-7124</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>CASPAR (CASPAR)</td>
<td>Somerville</td>
<td>(617) 623-5277</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>CASPAR II (CASPAR)</td>
<td>Somerville</td>
<td>(617) 623-5277</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Charlestown House (Gavin Foundation)</td>
<td>Charlestown</td>
<td>(617) 242-0088</td>
<td>Age 18 and older</td>
</tr>
<tr>
<td>Cushing House – Boys (Gavin Foundation)</td>
<td>South Boston</td>
<td>(617) 269-2933, Ext. 1</td>
<td>16-21 years of age</td>
</tr>
<tr>
<td>Cushing House – Girls (Gavin Foundation)</td>
<td>South Boston</td>
<td>(617) 269-2933, Ext. 2</td>
<td>16-21 years of age</td>
</tr>
<tr>
<td>Cushing House (Phoenix House)</td>
<td>Dorchester</td>
<td>(617) 379-3294</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Dorchester House (Gavin Foundation)</td>
<td>Dorchester</td>
<td>(617) 288-1584</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>East Boston Rehab (Rehabilitation &amp; Health)</td>
<td>East Boston</td>
<td>(617) 569-2089</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Entra Familia Program (BPHC)</td>
<td>Mattapan</td>
<td>(617) 534-2922</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Gavin House</td>
<td>South Boston</td>
<td>(617) 268-5517</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Genesis II Family Shelter (Catholic Charities Bureau of the Archdiocese)</td>
<td>Newton</td>
<td>(617) 332-9905</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Granada House</td>
<td>Allston</td>
<td>(617) 254-2923</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Hamilton House</td>
<td>Dorchester</td>
<td>(617) 288-1584</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Hello House (VoA)</td>
<td>Boston</td>
<td>(617) 262-7142</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Hope House</td>
<td>Boston</td>
<td>(617) 971-9360</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Hurley House</td>
<td>Waltham</td>
<td>(781) 899-2540</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Interim House</td>
<td>Boston</td>
<td>(617) 265-2636</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>John Flowers Recovery Home (Dimock)</td>
<td>Boston</td>
<td>(617) 442-8800, Ext. 1333</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Latinas y Ninos Center (Casa Esperanza)</td>
<td>Roxbury</td>
<td>(617) 445-1123, Ext. 204</td>
<td>Ages 18 and older</td>
</tr>
</tbody>
</table>

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<table>
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<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Men's Program (Casa Esperanza)</td>
<td>Roxbury</td>
<td>(617) 445-1123, Ext. 107</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Meridian House (North Suffolk)</td>
<td>Boston</td>
<td>(617) 569-6050</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>My Sister's House (Dimock)</td>
<td>Boston</td>
<td>(617) 442-8800, Ext. 1612</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>New Joelyn's Home (VPI)</td>
<td>Dorchester</td>
<td>(617) 456-1201</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>New Victories (VPI)</td>
<td>Dorchester</td>
<td>(617) 825-6088</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Phoenix Houses of New England</td>
<td>Dorchester</td>
<td>(401) 331-7250</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Project Turnabout (Spectrum)</td>
<td>Weymouth</td>
<td>(781) 331-3709</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Recovery Home (BPHC)</td>
<td>Boston</td>
<td>(617) 534-6187</td>
<td>Ages 18 and older</td>
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<td>Mattapan</td>
<td>(617) 534-6188</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Recovery Home (VPI)</td>
<td>Boston</td>
<td>(617) 262-4352</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Shepherd House (VPI)</td>
<td>Dorchester</td>
<td>(617) 288-3906</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>South Boston House (Gavin)</td>
<td>South Boston</td>
<td>(617) 268-5517</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>South Shore Recovery Home</td>
<td>Quincy</td>
<td>(617) 773-7025</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Spectrum Health Systems, Inc.</td>
<td>Weymouth</td>
<td>(781) 331-3709</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Sullivan House (MHSA)</td>
<td>Jamaica Plain</td>
<td>(617) 524-4416</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>The Alternative House</td>
<td>East Boston</td>
<td>(617) 569-0228</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>The Shiloh House (VoA)</td>
<td>Jamaica Plain</td>
<td>(617) 325-3923</td>
<td>Ages 18 and older</td>
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<tr>
<td>The Women's Hello House (VoA)</td>
<td>Dorchester</td>
<td>(617) 262-6484</td>
<td>Ages 18 and older</td>
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<tr>
<td>Victory House</td>
<td>Boston</td>
<td>(617) 262-4352</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Women's Program New Day (CASPAR)</td>
<td>Somerville</td>
<td>(617) 628-8188</td>
<td>Ages 18 and older</td>
</tr>
<tr>
<td>Womenplace (CASPAR)</td>
<td>Cambridge</td>
<td>(617) 628-8188</td>
<td>Ages 18 and older</td>
</tr>
</tbody>
</table>

* 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.

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gosnold on Cape Cod</td>
<td>Falmouth*</td>
<td>1-800-444-1554</td>
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</tr>
</tbody>
</table>

*not in Metro Boston region

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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:

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Addiction Treatment Center of New England</td>
<td>Boston</td>
<td>(617) 254-1271</td>
<td></td>
</tr>
<tr>
<td>Bay Cove Treatment Center</td>
<td>Boston</td>
<td>(617) 371-3030</td>
<td></td>
</tr>
<tr>
<td>Community Substance Abuse Centers</td>
<td>Boston</td>
<td>(617) 318-6480</td>
<td>18+ All ages</td>
</tr>
<tr>
<td></td>
<td>Chelsea</td>
<td>(617) 889-8779</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Jamaica Plain</td>
<td>(617) 541-3670</td>
<td></td>
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<tr>
<td></td>
<td>Woburn</td>
<td>(781) 933-0700</td>
<td></td>
</tr>
<tr>
<td>Habit Opco.</td>
<td>Boston</td>
<td>(617) 442-1499</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Quincy</td>
<td>(508) 586-6300</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Weymouth</td>
<td>(508) 586-6300</td>
<td></td>
</tr>
<tr>
<td>North Charles Mental Health</td>
<td>Cambridge</td>
<td>(617) 864-0941</td>
<td>All ages</td>
</tr>
<tr>
<td>Spectrum Health Systems, Inc.</td>
<td>Waltham</td>
<td>(978) 373-4985, 1-800-464-9555, Ext. 1161</td>
<td>All ages</td>
</tr>
<tr>
<td></td>
<td>Weymouth</td>
<td>(508) 917-6175</td>
<td></td>
</tr>
</tbody>
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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:

<table>
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<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
</tr>
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<tbody>
<tr>
<td>Brigham and Women's Faulkner Hospital, Inc.</td>
<td>Boston</td>
<td>(617) 983-7711</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(617) 983-7712</td>
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</tbody>
</table>

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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. Ambulatory 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. Ambulatory 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:

<table>
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<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>Boston Public Health Commission</td>
<td>Boston</td>
<td>(617) 534-9500</td>
<td></td>
</tr>
<tr>
<td>Fenway Community Health Center</td>
<td>Boston</td>
<td>(617) 927-6202</td>
<td></td>
</tr>
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</table>

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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:

<table>
<thead>
<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fuller Hospital</td>
<td>South Attleboro*</td>
<td>(617) 390-1320 or 1-800-222-2237</td>
<td></td>
</tr>
<tr>
<td>Baycove – Andrew House</td>
<td>Stoughton*</td>
<td>(781) 232-5507</td>
<td>Ages 18+</td>
</tr>
<tr>
<td>Community Healthlink, Inc.</td>
<td>Worcester*</td>
<td>(508) 860-1298</td>
<td></td>
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</tbody>
</table>

*not in Metro Boston region

Adolescents:

<table>
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<tr>
<th>Provider</th>
<th>City/Town</th>
<th>Phone Number</th>
<th>Comments</th>
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<tbody>
<tr>
<td>Community Healthlink, Inc.</td>
<td>Worcester*</td>
<td>(508) 860-1244</td>
<td>Motivating Youth Recovery Program Admission Staff</td>
</tr>
<tr>
<td>High Point Treatment Center</td>
<td>Brockton*</td>
<td>(508) 638-6000</td>
<td>Ages 16 - 20 Clean and Sober Teens Living Empowered (CASTLE)</td>
</tr>
</tbody>
</table>

*not in Metro Boston region

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