



PROVIDER REFERENCE GUIDE
Northeast Region

Massachusetts Behavioral Health Partnership

75 Federal Street
Fourth Floor
Boston, MA 02110
(617) 790-4000
(800) 347-4966
Fax: (617) 350-1988
www.masspartnership.com

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

INTRODUCTION

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

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

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

MBHP REGIONAL OFFICES

TITLE	NAME	PHONE NUMBER
Regional Director	Moira Muir, LMHC	(617) 350-1913
Regional Network Manager	Donna Frates, LICSW	(617) 350-1925
Regional Network Manager	Greg Boyle, LICSW	(617) 350-1950
Youth Regional Network Manager	Chris Mink, LMHC	(617) 350-1906
Regional Clinical Supervisor	Ronna Sanchez, LICSW	(617) 350-1928
Administrative Assistant	Stefa Nunes	(617) 350-1931

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EMERGENCY SERVICE PROGRAM (ESP)

The Massachusetts Behavioral Health Partnership (MBHP) coordinates with Emergency Service Programs (ESPs) across the Commonwealth. These programs are located within the six 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 Service Provider) for evaluation.**

MOBILE CRISIS INTERVENTION (MCI)

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

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

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

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

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

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distinct level of care where primary objectives of the active multi-disciplinary treatment include restoration of functioning; strengthening the resources and capacities of the individual, family, and other natural supports; timely return to a natural setting and/or least restrictive setting in the community; development/strengthening of an individualized risk management/safety plan; and linkage to ongoing, medically necessary treatment and support services. Adult CCS staff provides continuous observation of, and support to, individuals with mental health or co-occurring mental health/substance use conditions who might otherwise require treatment in an inpatient psychiatric setting and would benefit from short-term and structured crisis stabilization services. Services at this level of care include crisis stabilization; initial and continuing bio-psychosocial assessment; care management; psychiatric evaluation and medication management; peer-to-peer support; and mobilization of natural supports and community resources. CCS services are short-term, providing 23-hour observation and supervision, and continual re-evaluation.

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

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

Access to Service: ESP (Emergency Service Provider) evaluation required

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NORTHEASTERN MASSACHUSETTS

Area: North Essex

24-hour access number: (866) 523-1216

ESP Provider: Health and Education Services

ESP Director: Colleen Babson (978) 744-1585 cbabson@hes-inc.org

Mobile Crisis Intervention Manager: Paula Garrant (978) 521-7777 pgarrant@hes-inc.org

Mobile Crisis Intervention Manager: Maria Wolters (978) 744-1585 mwolters@hes-inc.org

Service Locations	Operating Hours	Cities/Towns in Area
HES Community Based Location 60 Merrimack Street Haverhill, MA 01830 (800) 281-3223 (978) 521-7777 Fax (978)521-7767	8 a.m. - 8 p.m. M-Th 8 a.m. - 5 p.m. Fri	Amesbury, Beverly, Boxford, Danvers, Essex, Georgetown, Gloucester, Groveland, Hamilton, Haverhill, Ipswich, Manchester by the Sea, Marblehead, Merrimac, Middleton, Newbury, Newburyport, Peabody, Rockport, Rowley, Salem, Salisbury, Topsfield, Wenham, and West Newbury
HES Community Based Location 41 Mason Street, Unit #4 Salem, MA 01970 (866) 523-1216 (978) 744-1585 Fax (978) 744-1379	24/7	
HES / Salem Hospital - North Shore Medical Center 81 Highland Avenue Salem, MA 01970 (866) 523-1216 (978) 354-4550 Fax (978) 745-9021	24/7	
HES Community Crisis Stabilization program 41 Mason Street, Unit #4 Salem, MA 01970 (866) 523-1216 (978) 744-1585 Fax (978) 744-1379	24/7	

Area: Lawrence

24-hour access number: (877) 255-1261

ESP Provider: Health and Education Services

ESP Director: David Rafferty (978) 620-1776 drafferty@hes-inc.org

Mobile Crisis Intervention Manager: Jose Rodriguez (978) 620-1250 jrodriguez@hes-inc.org

HES Community Based Location 15 Union Street Lawrence, MA 01841 (877) 255-1261 (978)-620-1250 Fax (978) 682-9333	8 a.m. - 8 p.m. 7 days/week	Andover, Lawrence, Methuen, and North Andover
HES Community Crisis Stabilization Program TBA	Opening Fall 2009	

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Area: Lowell 24-hour access number: (800) 830-5177		
ESP Provider: Health and Education Services		
ESP Director: Beth Shapiro (978) 322-5120 bshapiro@hes-inc.org		
Mobile Crisis Intervention Manager: Cathy Richardson-Brown (978) 322-5120 crichardsonbrown@hes-inc.org		
HES Community Based Location 391 Varnum Ave Lowell, MA 01854 (800) 830-5177 (978) 322-5120 Fax (978) 322-5134	8 a.m. - 8 p.m. 7 days/week	Billerica, Chelmsford, Dracut, Dunstable, Lowell, Tewksbury, Tyngsboro, and Westford
HES Community Crisis Stabilization Program 391 Varnum Ave Lowell, MA 01854 (800) 830-5177 (978) 322-5120 Fax (978) 322-5134	24/7	

Area: Tri-City 24-hour access number: (800) 988-1111		
ESP Provider: Eliot Community Services		
ESP Director: Kelly Costello (781) 581-4422 kcostello@eliotchs.org		
Mobile Crisis Intervention Manager: Donna Kausek (781) 581-4493 dkausek@eliotchs.org		
Service Locations	Operating Hours	Cities/Towns in Area
Eliot Community Based Location 95 Pleasant Street Lynn, MA 01901 (800) 988-1111 (781) 596-9222 Fax (781) 581-9876	8 a.m. - 8 p.m. weekdays 9 a.m. - 6 p.m. weekends	Everett, Lynn, Lynnfield, Malden, Medford, Melrose, Nahant, North Reading, Reading, Saugus, Stoneham, Swampscott, and Wakefield
Eliot Community Based Location 173 Chelsea Street Everett, MA 02149 (800) 988-1111 (781) 388-6220 Fax (781) 581-9876	8 a.m. - 8 p.m. weekdays 9 a.m. - 6 p.m. weekends	
Eliot Community Crisis Stabilization Program 95 Pleasant Street Lynn, MA 01901 (800) 988-1111 (781) 596-9222 Fax (781) 581-9876	24/7	

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

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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. Please refer to www.masspartnership.com and click on "ESP" on the left side of the homepage for more information including updates to this directory.

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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 ESP (Emergency Service Provider)

Outpatient Facilities and Group Practices

FACILITY	CITY/TOWN	PHONE #	SERVICE TYPE	AGES
Amesbury Psychological Center	Amesbury	(978) 388-5700	Licensed Clinic Mental Health	
Arbour Counseling	Lawrence	(978) 686-8202	Licensed Clinic Mental Health School-based Home-based	
Arbour Counseling	Haverhill	(978) 373-7010	Licensed Clinic Mental Health School-based Home-based	
Arbour Counseling	Lowell	(978) 453-5736	Licensed Clinic Mental Health Home-based School-based	
Arbour Counseling	Malden	(781) 322-1503	Licensed Clinic Mental Health School-based	
Bayridge	Lynn	(781) 599-9200	Licensed Clinic Mental Health Substance Use	
Bridgewell Counseling (Formerly Middlesex North Resource)	Lowell	(978) 459-0389	Licensed Clinic Mental Health	
Bridgewell Counseling	Lynn	(781) 593-3427	Licensed Clinic Mental Health	
CAB Health and Recovery	Salem	(978) 745-8890	Licensed Clinic Substance Use	
Catholic Charities	Danvers	(978) 774-6820	Licensed Clinic Mental Health Home-based School-based	
Children's Friend and Family Services	Salem	(978) 744-7905	Licensed Clinic Mental Health School-based Home-based	

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FACILITY	CITY/TOWN	PHONE #	SERVICE TYPE	AGES
Children's Friend and Family Services	Lynn	(781) 592-5691	Licensed Clinic Mental Health School-based Home-based	
Children's Friend and Family Services	Gloucester	(978) 283-1387	Licensed Clinic Mental Health School-based Home-based	
Children's Friend and Family Services	Haverhill	(978) 372-8517	Licensed Clinic Mental Health School-based Home-based	
Comprehensive Outpatient Services	Chelmsford	(978) 275-9444	Licensed Clinic Mental Health Home-based	
Comprehensive Outpatient Services	Lowell	(978) 459-2306	Licensed Clinic Mental Health Home-based	
Counseling Center of Child Development and Education	Malden	(781) 324-2381	Licensed Clinic Mental Health	
DCS Mental Health	Medford	(781) 396-1199	Licensed Clinic Mental Health	
Eliot Community Human Services	Lynn	(781) 397-2066	Licensed Clinic Mental Health Substance Use Home-based	
Eliot Community Human Services	Everett	(781) 388-6200	Licensed Clinic Mental Health Substance Use Home-based	
Family Continuity Program	Beverly Peabody	(978) 232-9600 (978) 927-9410	Licensed Clinic Mental Health School-based Home-based DBT	
Family Service, Inc.	Lawrence	(978) 683-9505	Licensed Clinic Mental Health	
Health and Education Services	Salem	(978) 745-2440	Licensed Clinic Mental Health School-based Home-based	
Health and Education Services	Beverly	(978) 921-1190	Licensed Clinic Mental Health School-based Home-based	
Health and Education Services	Ipswich	(978) 356-1776	Licensed Clinic Mental Health School-based Home-based	
Health and Education Services	Gloucester	(978) 283-0296	Licensed Clinic Mental Health School-based Home-based	

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FACILITY	CITY/TOWN	PHONE #	SERVICE TYPE	AGES
Health and Education Services	Haverhill	(978) 373-1126	Licensed Clinic Mental Health School-based Home-based	
Health and Education Services	Lawrence	(978) 683-3128	Licensed Clinic Mental Health School-based Home-based	
Lowell Community Health Center	Lowell 3 sites	(978) 746-7749 - intake	Licensed Clinic Mental Health Substance Use	
Lowell House	Lowell	(978) 459-8656	Licensed Clinic Substance Use	
Lynn Community Health Center	Lynn	(781) 581-3900 Ext. 540	Licensed Clinic Mental Health Substance Use	
Mental Health Association of Greater Lowell (Community Counseling Center)	Lowell	(978) 458-6282	Licensed Clinic Mental Health	
MSPCC	Lawrence	(978) 682-9222	Licensed Clinic Mental Health School-based Home-based	
North Shore Counseling Center	Beverly	(978) 922-2280	Licensed Clinic Mental Health	
North Shore Medical Center-Lafayette Street	Salem	(978) 744-4033	Licensed Clinic Mental Health	
North Shore Medical Center-Boston Street	Lynn	(781) 599-3109	Licensed Clinic Mental Health	
North Shore Medical Center-Children's Hospital	Salem	(978) 741-1215, Ext. 2700	Licensed Clinic Mental Health	
Project Cope	Lynn	(781) 581-9270	Licensed Clinic Substance Use Home-based	
Psychiatric Associates of Lynn	Lynn	(781) 268-2200	Licensed Clinic Mental Health	
The Psychological Center	Lawrence	(978) 685-1337	Licensed Clinic Mental Health Substance Use Home-based	
Psychiatric Group of the North Shore	Lynn	(781) 595-3003	Licensed Clinic Mental Health	
Psychiatric Management and Counseling Institute	Chelmsford	(978) 256-1444	Licensed Clinic Mental Health	
Riverside Community Care	Wakefield	(781) 246-2010	Licensed Clinic Mental Health	
St. Ann's Home	Methuen	(978) 682-5276	Licensed Clinic Mental Health	Ages 5+
South Bay Mental Health	Lowell	(978) 453-6800	Licensed Clinic Mental Health	
South Bay Mental Health	Lawrence	(800) 244-4691	Licensed Clinic Mental Health School-based Home-based	
Team Coordinating Agency	Haverhill	(978) 373-1181	Licensed Clinic Substance Use	

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Psychiatrists

PSYCHIATRISTS	PRACTICE	CITY/TOWN	PHONE #
Akabane, Yoshiharu		Lynn	(781) 595-3003
Albeck, Joseph		Malden	(781) 397-6789
Bond, Thomas		Malden	(781) 397-6789
Burke, John		Salem	(781) 820-3848
Cavanaugh, Raymond		Lynn/Lawrence	(978) 682-5404
Datta, Gouri		North Andover	(978) 317-8121
Dalby, Clive		Methuen	(978) 685-0400
Elman, Igor		Peabody	(617) 855-3692
Hanson, Charles		Chelmsford	(603) 930-9396
Hassan, Fida		North Andover	(978) 685-8800
Khajavi, Farrokh		Stoneham	(781) 662-6213
Kozitza, Katherine		Lynn	(781) 595-3003
Lipin, Alexander		Beverly	(978) 921-1293
Litwin, Peter		Amesbury	(978) 388-0799
Manigat, Ernst		Lynn	(781) 595-3003
Mayer, Pierre		Malden	(781) 397-6789
McCarthy, Francis		Wakefield	(781) 245-6300
Menitoff, Paul		Chelmsford	(978) 256-6579
Nguyen, Tuong		Malden	(781) 322-2002
Psychiatric Group of the North Shore		Lynn	(781) 595-3003
Psychiatric Associates of Lynn		Lynn	(781) 268-2200
Reimherr, J Phillip		Lynn	(781) 268-2200
Rosansky, Allan		Salem	(978) 745-6623
Rutrick, Daniel		Everett	(617) 387-2220
Shumway, David		Lynn	(781) 593-0071
Sihag, Neelam		Lowell	(978) 452-5485
Sioufi, Philippe		North Andover	(978) 685-8800
Sorenson, David		Merrimac	(978) 388-9880 (978) 388-5700
Talbot, Ralph		Lynn	(781) 595-3003
Van Wittenberghe, Robert		Marblehead	(781) 593-5110

Psychologists

PSYCHOLOGISTS	PRACTICE	CITY/TOWN	PHONE #
Alfred, Mary Carroll		Haverhill	(978) 373-8090
Baures, Mary		Beverly	(978) 927-4901
Begany, Joseph		Beverly	(781) 249-2901
Beilin, George		Beverly	(978) 922-6613
Bermont, Donald		Lowell	(978) 452-3711, Ext. 1
Bevis, Judith		Swampscott	(781) 599-6882
Cohen, Martin		Medford	(781) 393-8889
Cohn, Marilyn		Swampscott	(978) 354-2657
Cross, Robert		Lynn	(617) 362-3139
Cuetara, John		Medford	(781) 488-3294
Cunio, Maria		Everett/Lowell	(617) 387-5555

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PSYCHOLOGISTS	PRACTICE	CITY/TOWN	PHONE #
Demiany, Frances*		Wakefield	(781) 321-6421
Dhimitri, Patricio		Lawrence	(978) 687-6488
Dooley, Charles		Medford	(617) 939-3943
Doolin, Seth		Salem	(857) 205-3156
Fieman, Lawrence		Salem	(978) 745-9003, Ext. 103
Finkle, Michael		North Chelmsford	(978) 452-3711
Foster, Susan		Andover	(978) 475-7300
Gennaco, Vincent		Salem	(978) 745-5114
Goldfinch, James		Lawrence	(978) 691-5561
Golub, Herbert		Boxford	(978) 998-8840
Gorvin, John		Wakefield	(781) 246-4555
Gutierrez, Adriana		Everett/Lowell	(617) 387-5555
Hall, Albert		Hamilton	(978) 468-3056
Hernandez, Amado		Salem	(781) 913-4017
Hosking, Karen		Salem	(978) 741-3461
Jenkins, Donna		Groveland	(781) 224-9884
Kairys, Howard		Salem	(978) 741-7890
Kassissieh, Nicole		Salem	(978) 922-2280
Krueger, William		Lawrence	(978) 989-0069
Levy, Michael		Andover	(978) 470-3537
Machell, Stephanie		Saugus	(617) 776-4001
Martin, Lise		Marblehead/Danvers	(978) 741-7890, Ext. 3
Mathews, John		Topsfield	(978) 887-6173
Mendelsohn, Michael		Salem	(617) 566-3980
Mccormick, Paul		Stoneham	(781) 438-5550
Milgroom, Ann		Andover	(978) 453-5736
Monahan, Martha		Salem	(978) 745-5144
Morin, Gregory		North Reading	(978) 664-4112
Morocco, Daniel		Andover	(978) 247-6006
Mullaly, Robert		Marblehead	(781) 631-2114
Nealer, Jan		Newburyport	(978) 462-1888
O'laughlin, Kay		Gloucester	(978) 282-4343
Page, Robert		Danvers	(781) 592-6100
Penza, Frederick		Andover	(978) 475-5917
Perry, Jonathan		Salem	(978) 745-9003, Ext. 6207
Pleim, Eric		Danvers	(978) 762-7647
Pollets, Dan		Medford	(781) 391-8899
Posner, Laurence		Salem	(978) 741-0883
Royer, Marie		Wakefield	(781) 933-6111
Rudman, Susan		Salem	(978) 741-7897
Sandler, Paul		Billerica	(978) 663-7077
Schumer, Jeffrey		Lynnfield	(617) 257-3971
Shannon, Eva		Gloucester	(508) 269-5100
Shimer, John		Newburyport	(978) 465-3226
Stubenhaus, Eric		Andover	(978) 475-6622, Ext. 2
Wagner, Janis		Everett	(617) 387-2220
Wattenberg, Melissa		Melrose	(617) 248-1089
Wykoff, Whitney		Lynnfield	(781) 334-4005
Zabel, Danielle		Danvers	(978) 777-7188, Ext. 6

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PSYCHOLOGISTS	PRACTICE	CITY/TOWN	PHONE #
Zapf, Richard		Georgetown	(978) 352-6135
Zeren, Andrea		Salem	(978) 744-2405

*Specialty: Deaf/HOH

Registered Nurse Clinical Specialists

REGISTERED NURSE CLINICAL SPECIALISTS	PRACTICE	CITY/TOWN	PHONE #
Analoro, Gail	Family Psychiatric Services	Lynn	(781) 599-5050
Anscombe, Jean		Gloucester	(978) 559-0001
Bacheller, Cheryl		Salem	(978) 740-9590
Baisden, Nicole		Lynn	(781) 268-2000
Berkowitch, Gretchen		Salem	(978) 223-3681
Burke Regan, Margaret		Methuen	(978) 685-8800
Cannon, Marianne		Beverly	(978) 337-7706
Defort, Dale		Salem	(978) 740-9590
Dirks, Susan		Danvers	(978) 750-0755
Doughty, Lana		Gloucester	(978) 337-2437
Foulke, Karen		North Andover	(978) 685-8800
Kenney, Dezra		Reading	(781) 771-5364
Massey, David		Newburyport	(978) 270-5069
Ortiz, Maribel		Haverhill	(978) 521-1038
Raucci, Christine		Danvers	(978) 750-0755
Riel, Russell		Amesbury	(978) 388-0606, Ext. 14
Rosen, Sherryl		Lynn	(781) 268-2200
Stubenhaus, Barbara		Andover	(978) 475-6622
Trivers, Grace		Chelmsford	(978) 256-6579
Wangerin, Gail		Lawrence	(978) 682-8881

Licensed Independent Clinical Social Workers

LICENSED INDEPENDENT CLINICAL SOCIAL WORKERS	PRACTICE	CITY/TOWN	PHONE #
Aliaga, Martha		Lawrence	(978) 682-5113
Beilin, Stephanie		Beverly	(978) 922-6613, Ext. 31
Bettencourt, Michael		Melrose	(781) 665-8100
Browson, Robert		Lowell	(978) 479-2923
Busfield, Pandora		Chelmsford	(978) 251-3338
Cavanaugh, Jeanette		Marblehead	(781) 639-4944
Chapman, Kathryn		Tyngsboro	(978) 649-9980
Cheng, Wai Por		Malden	(781) 388-6931
Chong, Roberto		Lawrence	(978) 857-1553
Cintron, Mari Carmen		Haverhill	(978) 521-1038
Cipolla, Scott		Newburyport	(978) 376-8451
Collins, Rosanne		Melrose	(781) 665-0021
Donahue, Jonathan		Medford	(781) 395-3086
Dubowy, Deborah		Ipswich	(978) 395-5031
Dunlea, Robin		Danvers	(978) 777-3227
Dunn, Rosalyn		Salem	(978) 745-6230
Fitzgerald, Ann		Malden	(781) 397-0726
Ford, Marcia		Hamilton	(978) 239-3392
Freeman, Bruce		Swampscott	(781) 979-2367
Goldberg, Suzanne		Amesbury	(978) 388-0606

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

LICENSED INDEPENDENT CLINICAL SOCIAL WORKERS	PRACTICE	CITY/TOWN	PHONE #
Goncalves, Sandra		Lynn	(781) 268-2200
Harris, Helane		Beverly	(978) 927-9792
Hazelton, Cynthia		Rowley	(978) 948-3600
Hey, Thomas		North Andover	(978) 685-6556
Hoy, Stephen		Beverly	(978) 921-1335
Jordan, Susan		Chelmsford	(978) 256-1288, Ext. 204
Kashner, Franklin		Marblehead	(781) 654-5000
Keating, Giles		Salem	(978) 766-9600
Keegan, Kathleen		Beverly	(978) 927-9792
Kelliher-Ostrowski, Kathleen		Gloucester	(978) 223-3129
Kelly, Harvey		Saugus	(617) 957-1466
Koelsch, Denise		Beverly	(978) 969-2513
Kountz, Xochitl		Billerica	(781) 273-3399
Lewis, Linda		Rockport	(978) 546-6102
Lucas, Lindamae		Newburyport	(978) 463-6929
Mahlatini, Sithembile		Swampscott	(781) 254-1602
Malis, John		Newburyport	(978) 463-6929
Maynard, Gale		Malden	(781) 322-9100
Mcsweeney, Janet		Amesbury	(978) 388-0606, Ext. 12
Page, Fusako		Lynn	(781) 910-4483
Papadopoulos, Efimia		Westford	(978) 263-0919
Parks Jr, Daniel		Amesbury	(978) 388-5311
Pluhar, Madeleine		Dracut	(978) 934-9444, Ext. 7
Reis, Laura		Lowell	(978) 452-3711, Ext. 5
Romero, Samuel		Malden	(617) 968-0801
Ruggieri, Joseph		North Andover	(978) 686-5013
Ruskowski, Donna		Swampscott	(978) 317-4851
Saleme, Maria		Lynn	(781) 595-8080
Schrank, Angela		Rowley	(978) 374-8397
Schultz Bray, Jennifer		Tyngsboro	(978) 649-9980
Segal, Madeline		Salem	(978) 745-5114, Ext. 3
Stockwell, James		Boxford	(978) 887-5546
Sullivan, Kimberly		Melrose	(781) 308-0868
Sutcliffe, Carol		Lawrence	(978) 794-9968
Swartz, Ilene		Lynn	(617) 797-6528
Swicker, Karen		Rowley	(978) 815-7421
Tsarouhas, Catherine		Medford	(781) 396-5575, Ext. 1
Ure, Laurie		Gloucester	(978) 283-6733
Wallerstein, Patricia		Newbury	(978) 388-5311, Ext. 3
Wisniewski, Mary		Medford	(781) 395-1560, Ext. 16

* 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)

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

In general, a Member who can benefit from CSP services has a disorder that has required hospitalization or has resulted in serious impairment with a risk of hospitalization. CSP services are used to prevent hospitalization. They are designed to respond to the needs of the individuals 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: Referred through MBHP’s Care Management programs or Member’s PCC. One may also call the MBHP Clinical Assessment Unit to access this program (1-800-495-0086, press 1 for the English menu or 2 for the Spanish menu, then 2, then Ext. 455633).

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Eliot CHC	Lynn	(781) 581-4427	
Family Continuity Program (FCP)	Peabody	(978) 927-9410	
Family Continuity Program (FCP)	Lawrence	(978) 687-1617	
Health and Education Services	Salem	(978) 744-1585, Ext. 235	
Lowell Treatment Center	Lowell	(800) 727-6324	
MSPCC	Lawrence	(978) 681-9532	
Wayside Youth and Family	Malden	(781) 891-0556 (617) 441-1165 (after hours)	

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



FAMILY STABILIZATION TEAM (FST)

The Family Stabilization Team (FST) Program provides intensive, therapeutic services in the home setting to assist the family in stabilizing children and adolescents during a period of emotional, behavioral, and/or psychiatric disturbance, and secondarily, after out-of-home treatment, such as inpatient hospitalization or community-based acute treatment. This type of program is designed to treat all members of a family, not just the specific child/adolescent identified as being at risk for continued inpatient care, residential treatment, and/or out-of-home placement. Services are designed to prevent repeated hospitalizations or to enable children/adolescents to move to the least restrictive setting.

Supportive services are delivered during an acute psychiatric episode or following out-of-home treatment (e.g., inpatient care). Programs at this level of care typically use a team approach with both licensed and /or certified professionals and paraprofessionals, delivering a flexible variety of services under a comprehensive and coordinated treatment plan. Services may include counseling, crisis intervention, case management, skill building mentoring, and other non-traditional services. Family stabilization programs can be used as an independent level of care or as an adjunct to another level of care.

FST services may include (but are not limited to):

- Transportation to appointments and other activities
- Case management and advocacy
- Behavioral management training
- Parenting skills training
- Substance use disorder assessment
- Family therapy
- Coordination of all health care services
- Vocational guidance
- Problem solving
- Support in both crisis and non-crisis situations, and general assistance in handling day-to-day concerns

Family Stabilization Team programs can be used as an independent level of care or as an adjunct to another level of care.

Access to Service: Direct access, referral through MBHP's Care Management programs, or referral through an Emergency Service Provider (ESP) evaluation

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Eliot CHC	Lynn	(781) 581-4493	
Family Continuity Program (FCP)	Peabody	(978) 927-9410	
Family Continuity Program (FCP)	Lawrence	(978) 687-1617	
Health and Education Services	Lawrence	(978) 620-1770	
Lowell Treatment Center	Lowell	(800) 727-6324	
MSPCC	Lawrence	(978) 681-9532	
Wayside Youth and Family	Malden	(781) 891-0556, Ext. 17 (617) 441-1165 (after hours)	

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

INTENSIVE CARE COORDINATION (ICC)

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

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

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Children's Friend and Family Services	Lynn/Lawrence	(978) 979-5123	
Eliot Community Human Services	Lynn	(781) 581-4493	
Family Continuity	Lawrence	(978) 687-1617	
	Peabody	(978) 927-9410	
Health & Education Services, Inc.	Lawrence	(978) 620-1700	
Latin American Health Institute	Lowell	(978) 459-3366	
Lowell Treatment Center	Lowell	(800) 727-6324, Ext. 1	
MSPCC	Lawrence	(978) 681-9532	
NFI	Lowell	(978) 882-4831	
St. Ann's Home	Methuen	(978) 682-5276	
Wayside Youth & Family Support Network	Malden	(781) 891-0556	

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

FAMILY SUPPORT AND TRAINING (FS&T)

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

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

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Children's Friend and Family Services	Lawrence	(978) 682-7289	
CFFC	Lynn	(781) 593-7676	
Eliot	Malden	(781) 395-0632	
HES	Haverhill	(978) 374-0414	
HES	Cape Ann	(978) 922-0025	
The Learning Center for the Deaf, Walden School	Statewide	(508) 879-5110	Specialty CSA
MSPCC	Lowell	(978) 937-3087	

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

IN-HOME BEHAVIORAL SERVICES

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

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

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

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

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
North Suffolk Mental Health Association		(617) 912-7774	

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

THERAPEUTIC MENTORING SERVICES (TM)

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

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

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Children's Friend and Family Services	Lynn/Lawrence	(978) 979-5123	
Eliot Community Human Services	Lynn	(781) 581-4493	
Family Continuity	Lawrence	(978) 687-1617	
	Peabody	(978) 927-9410	
Health & Education Services, Inc.	Lawrence	(978) 620-1700	
Latin American Health Institute	Lowell	(978) 459-3366	
Lowell Treatment Center	Lowell	(800) 727-6324, Ext. 1	
MSPCC	Lawrence	(978) 681-9532	
NFI	Lowell	(978) 882-4831	
St. Ann's Home	Methuen	(978) 682-5276	
Wayside Youth & Family Support Network	Malden	(781) 891-0556	

* 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; Specializing (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 Service Provider) evaluation required

Child/Adolescent:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Health and Education Services	Beverly	(978) 524-0175	9 beds, co-ed ages 11-18
St. Ann's Home	Methuen	(978) 682-5276	10 beds, co-ed ages 5-18

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

INTENSIVE COMMUNITY-BASED ACUTE TREATMENT (ICBAT) FOR CHILDREN AND ADOLESCENTS

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

Access to service: ESP (Emergency Service Provider) evaluation required

Child/Adolescent:

PROVIDERS	CITY/TOWN	PHONE NUMBER	CONTACT PERSON	COMMENTS
Y.O.U., Inc. - Wetzel Center	Worcester	(508) 849-5640	Intake Staff	Child (ages 7-12) Adolescents (ages 12-17)

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

COMMUNITY-BASED FAMILY CARE (CBFC)

Community-Based Family Care is a program designed to provide highly intensive individualized treatment to children aged six to twelve residing in Central Massachusetts who have mental health, behavioral, developmental and/or adjustment disorders. These services will be provided in a structured home based setting within the community and are designed to serve as an alternative to inpatient psychiatric hospitalization/CBAT or as a step down from inpatient care. The program offers therapeutic home placement throughout the region.

Access to Service: ESP (Emergency Service Provider) evaluation required

Child/Adolescent:

PROVIDERS	CITY/TOWN	PHONE NUMBER	CONTACT PERSON
Devereux Foundation	Rutland	(508) 829-6769 (508) 886-4746 (after 5:00 p.m.)	Tim Kelly

* 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-IV 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-IV 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 Service Provider)

Adult:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Mental Health Association of Greater Lowell (Community Counseling)	Lowell	(978) 458-6282	
StoneyBrook Counseling	Lowell	(978) 275-9444	

* 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 Service Provider)

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
North Suffolk Mental Health Association	Chelsea	(617) 912-7989	
South Shore Mental Health	Quincy	(617) 689-8200	

* 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 Service Provider)

Adult:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Eliot CHS Adult Day Treatment	Lynn	(781) 596-9270	
Health and Education Services	Beverly	(978) 524-7133	Cape Ann Day Treatment
Health and Education Services	Haverhill	(978) 373-1126	Enhanced Cornerstone
Middlesex North Resource Center	Lowell	(978) 459-0389	Lowell Adult Day Treatment Program
Perspectives (Riverside MH Ctr)	Wakefield	(781) 246-2003, Ext. 6	Enhanced

Adolescent:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Wayside Youth and Family Support	Framingham	(508) 879-9800	Enhanced Contact: Dana Zais

* 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 Service Provider) evaluation

Child/Adolescent:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Lowell Treatment Center	Lowell	(800) 222-2237 (Westwood Pembroke Health System)	Ages 13-17
Salem Hospital	Salem	(978) 741-1215, Ext. 4600	Ages 13-17

Adult:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Anna Jaques Hospital	Newburyport	(978) 463-1066	Ages 16+
Arbour Counseling	Lawrence	(978) 686-8202, Ext. 35	Latino Program 24 hour access: (800) 828-3934 Ages 18+
Baldpate Hospital	Georgetown	(978) 352-2131	Ages 18+
Bay Ridge Hospital	Lynn	(781) 599-9200	Ages 18+
Beverly Hospital	Beverly	(978) 922-3000	Ages 18+
Lowell Treatment Center	Lowell	(800) 222-2237 (Westwood Pembroke Health System)	Ages 18+
Salem Hospital	Salem	(978) 741-1215, Ext. 4600	Ages 18+

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

PROGRAM FOR ASSERTIVE COMMUNITY TREATMENT (PACT)

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

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

Adult:

PROVIDERS	CITY/TOWN	PHONE NUMBER	COMMENTS
Eliot Community Human Services	Malden	(781) 338-8800	
Tri City Mental Health	Lowell	(978) 275-3879	
Vinfen Corporation	Lawrence/Haverhill	(978) 557-1165	

* 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 Service Provider) evaluation required

Child/Adolescent:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Anna Jaques Hospital	Amesbury	(978) 834-8448	Ages 4-17
Hampstead Hospital	Hampstead, NH	(603) 329-5311	Ages 10 -17 PDD and non-PDD
Lowell Treatment Center	Lowell	(800) 222-2237 (Access Line)	Ages 6-17
Salem Hospital - Hunt Center	Danvers	(978) 741-1215, Ext. 4550 (Access Line)	Ages 4-16

* 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 Service Provider) evaluation required

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Anna Jaques Hospital	Newburyport	(978) 463-1068	
Baldpate Hospital	Georgetown	(978) 352-2131	
Bay Ridge Hospital	Lynn	(781) 599-9200	
Beverly Hospital	Beverly	(978) 922-3000	
Hampstead Hospital	Hampstead, NH	(603) 329-5311	PDD Specialty
Holy Family Hospital	Methuen	(978) 688-0773	
Melrose-Wakefield Hospital	Melrose	(781) 979-3000	
Salem Hospital	Salem	(978) 741-1215	
Whidden Memorial Hospital (Cambridge Health Alliance)	Everett	(617) 389-6270	

* 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 Service Provider)

Adult:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Arbour Counseling Services	Malden	(781) 322-1503, Ext. 15	
Baldpate Hospital	Georgetown	(978) 352-2131	
CAB Health and Recovery	Lynn	(781) 592-3058	
Discover Program	Gloucester	(978) 283-4001	
Lowell House	Lowell	(978) 459-8656	

* 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:

PROVIDERS	CITY/TOWN	PHONE NUMBER	COMMENTS
Lowell House	Lowell	(978) 459-8656	
Team Coordinating Agency (TCA)	Haverhill	(978) 373-1181	
The Psychological Center	Lawrence	(978) 685-1337	

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

ENHANCED STRUCTURED OUTPATIENT ADDICTION PROGRAM FOR ADOLESCENTS (Enhanced SOAP)

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

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

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

Adolescent:

PROVIDER	CITY/TOWN	PHONE NUMBER	CONTACTS
Team Coordinating Agency (TCA)	Haverhill	(978) 373-1181	Adolescent Transportation provided
The Psychological Center	Lawrence	(978) 685-1337	Adolescent

* 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)

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

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

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

Adult:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Center for Addictive Behaviors	Danvers	(800) 323-2224	
Lowell Community Health Center	Tewksbury	(978) 858-0533	

* 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 Service Provider)

Adult:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Lowell Community Health Center	Lowell	(978) 937-9448	

* 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 Service Provider)

Adult:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
CAB Health and Recovery	Danvers	(978) 777-2121	15 beds co-ed

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

METHADONE TREATMENT

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

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

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

Adult:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Center for Addictive Behaviors	Danvers	(978) 777-2121	
Habit Management	Lowell	(978) 452-5155	
Habit Management	Lawrence	(978) 687-6300	
Habit Management/ Project Cope	Lynn	(781) 581-9270	
Health and Education Services	Gloucester	(978) 283-0296	

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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 Service Provider) evaluation required

Adult:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Adcare Hospital	Worcester	(800) 252-6465 (508) 799-9000	
Cambridge Health Alliance	Cambridge	(617) 591-4227	
Faulkner Hospital	Jamaica Plain	(617) 983-7711 (617) 983-7712	

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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. Acupuncture detoxification is indicated when the Member experiences physiological dysfunction during withdrawal but life or significant bodily functions are not threatened. The Member may or may not require medication, and 24-hour nursing is not required. Acupuncture detoxification services can be provided in an intensive outpatient program. The severity of the Member's symptoms will determine the setting, as well as the amount of nursing and physician supervision necessary during the course of treatment.

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

Adult:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Lowell Community Health Center	Lowell	(978) 937-9448	

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

ENHANCED ACUTE TREATMENT SERVICES (E-ATS) FOR INDIVIDUALS WITH CO-OCCURRING ADDICTION AND MENTAL HEALTH DISORDERS

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

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

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

Adult:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Baldpate Hospital	Georgetown	(978) 352-2131	
Bayridge Hospital	Lynn	(781) 599-9200	
Lowell Community Health Center	Tewksbury	(978) 858-0533	

Adolescents:

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Community Healthlink	Worcester	(508) 860-1244	Motivating Youth Recovery Program Admission Staff Ages 13 - 17

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

COMMUNITY SUPPORT SERVICES FOR SUBSTANCE USE DISORDERS FOR ADOLESCENTS (CSSSA)

Community Support Services for Substance Use Disorders for Adolescents (CSSSA) are programs designed for adolescents and provide a programmatic, therapeutic, 24-hour living situation with moderate levels of supervision, structure, restriction, intensity of treatment services, and continuity of care after Acute Treatment Services (ATS) for Substance Use detoxification has been completed. These programs provide moderate intensity and multidisciplinary treatment interventions. Although the emphasis is on group therapy and educational sessions, Members also receive individual, family, occupational and other forms of therapy. Linkage to aftercare, relapse components, and self-help groups, such as Alcoholics Anonymous (AA), are also included in the treatment and discharge plan.

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

PROVIDER	CITY/TOWN	PHONE NUMBER	COMMENTS
Gosnold Thorne Counseling Center	Centerville	(508) 862-9929	
Gosnold Thorne Counseling Center	Falmouth	(508) 540-6550, Ext. 201	

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