



# Mass. Department of Public Health

## Division for Children & Youth with Special Health Needs

### Understanding Services & Benefits for Children & Youth with Special Health Care Needs

Help with your child and family's immediate needs

**1-800-882-1435**

Insurance, Financial Assistance, Direct Care, Service Coordination and Family Support:

#### US Social Security Administration

(800) 772-1213 (800) 325-0778 (TTY) [www.ssa.gov/pubs/10026.html](http://www.ssa.gov/pubs/10026.html)

- **Social Security benefits for children with disabilities**  
*Financial assistance (monthly payments) and MassHealth for disabled children with limited financial resources*

#### Mass. Commission for the Deaf and Hard of Hearing

(617) 740-1600 [www.mass.gov/mcdhh](http://www.mass.gov/mcdhh)

*Wide range of services including case management, interpreters, technology assistance, information, advocacy, training and support*

1-(800) 249-9949 [www.mass.gov/mcdhh](http://www.mass.gov/mcdhh)

**For emergencies support only.** *Services for sign language interpreters, medical and mental health support is available M-F 9-5, Legal services are offered 24/7*

#### Massachusetts Commission for the Blind

(800) 332-2772 [www.state.ma.us/mcb](http://www.state.ma.us/mcb)

*Specialized social and rehabilitative services, medical and financial assistance, and translation services in all languages*

#### Office of Medicaid

- **MassHealth** [www.mass.gov/masshealth](http://www.mass.gov/masshealth)
  - Enrollment center: (800) 408-1253 or (800) 231-5698 (TTY)
  - Customer service: (800) 841-2900, or (800) 497-4648 (TTY)
  - General line (888) 665-9993
- **MassHealth Standard**  
*Medical insurance available to children regardless of disability based on family income*
  - o In addition to SSI, MassHealth has 2 other programs for children with disabilities:
  - o **CommonHealth**  
A state program to purchase MassHealth for medically-eligible children for a premium based on gross income and family size (*regardless of finances*).
  - o **Kaileigh Mulligan (Home Care for Disabled Children)**  
(800) 408-1253 (800) 231-5698 (TTY)  
*Provides funding for in-home care of children who are dependent on invasive medical technology and have 2 separate nursing needs daily. Medically eligible children obtain MassHealth Standard regardless of parent's income or assets.*
  - o **MassHealth Standard CommonHealth Premium Assistance Program (MSCPA)**  
(800) 862-4840  
*Provides financial assistance to reimburse most employer based health insurance premiums. This program is administered separately from MassHealth CommonHealth and requires an additional application.*
  - o **Community Case Management**  
(800) 863-6068  
*Single point of entry for coordinated long-term care services for medically fragile children on MassHealth Standard eligible for continuous nursing services. Operated for the Office of Medicaid by the UMass Medical School*
  - o **Enhanced Coordination of Benefits**  
(617) 886-8200  
*Helps MassHealth members and their families with care coordination by identifying all benefits from MassHealth and private insurances and helping with application process for MassHealth, MSCPA, and COBRA.*
  - o **Children's Medical Security Plan**  
(800) 909-2677 or (888) 665-9993  
*Medical insurance available to otherwise uninsured children who do not qualify for Mass Health. Sliding scale fee.*

#### Massachusetts Dept. of Developmental Services (DDS)

formerly Dept. of Mental Retardation

[www.mass.gov/dds](http://www.mass.gov/dds)

*Creating innovative and genuine opportunities for individuals with developmental disabilities to participate fully and meaningfully in, and contribute to, their communities as valued members*

**Intake & Eligibility Metro Region:** Phone Referral: 781-314-7513

Fax Application: 781-314-7539

- **DDS General Family Support / Core Services**  
*Service planning and coordination, flexible funding stipends or payments for goods and services, paid respite, support workers for skill building and recreation, information and referral to community resources, projects to build family leadership and community involvement. Subject to available funding.*
- **DDS Enhanced Family Supports**
  - **Intensive Flexible Family Support and Medically Complex Programs** *provide direct assistance in critical situations where children are at risk for out of home placement due to intensive and complex needs or severe stress.*
  - **Family Support Centers** *across the state provide a local presence and act as a hub for offering a wide range of general family support services and activities to families of children and adults who are eligible for DDS services across the state. There is at least one Family Support Center in each DDS Area, with some Areas having more than one. These Centers are expected to do broad outreach and provide services to families from diverse cultural, ethnic and linguistic communities in the geographic area they are serving, which may involve creating partnerships with community organizations and other resources in order to provide culturally responsive services.*

#### Massachusetts Dept. of Public Health (DPH)

[www.mass.gov/dph](http://www.mass.gov/dph)

- **Community Support Line**  
(800) 882-1435 (617) 624-5992 (TTY)  
*Toll-free information on resources, public benefits, eligibility and referrals for families of children with special health care needs*
- **Early Intervention (EI)**  
Central directory provided for DPH by MassFamily TIES  
(800) 905-8437 [www.massfamilyties.org](http://www.massfamilyties.org)  
*Statewide, integrated, developmental service available to families of children between birth and three years of age for whom there are developmental concerns. EI provides family-centered services and service coordination that facilitate the developmental progress of eligible children.*
- **Metro West Regional Consultation Program. Step One Regional Consultation Program Kathy Haran-Kovacs 617-774-1048**  
[kharanko@ssmh.org](mailto:kharanko@ssmh.org) *Consultation for families and children birth to five years old with complex care needs. Services include parent and provider trainings, respite funding, equipment loan program and resource and referral information.*
- **Early Intervention Parent Leadership Project**  
(877)353-4757 [www.eiplp.org](http://www.eiplp.org)  
*Supports EI families, works to promote advocacy and leadership skills, supports the EI system to become increasingly family-centered*
- **Care Coordination Services**  
(800) 882-1435 (617) 624-5992 (TTY)  
*Free assistance obtaining and coordinating public and private services for children with complex special health care needs*

- **Catastrophic Illness in Children Relief Fund**  
(800) 882-1435 (617) 624-5992 (TTY) [www.mass.gov/cicrf](http://www.mass.gov/cicrf)  
*Financial assistance for families who have extraordinary out-of-pocket expenses relating to their child's special health care needs*
- **MASSTART (Massachusetts Technology Assistance Resource Team)**  
Denise Guilbeault (978) 851-7261 x 4022  
[Denise.Guilbeault@state.ma.us](mailto:Denise.Guilbeault@state.ma.us)  
*Free consultation and planning assistance to families and schools for children and adolescents with special health needs, especially those assisted by medical technology*
- **Pediatric Palliative Care Network (PPCN)**  
800-882-1435 [www.mass.gov/ppcn](http://www.mass.gov/ppcn)  
*Provides support and services to families caring for children with life-limiting illness.*

## Get information, support, training, referrals, and more

Educate yourself, connect with other parents. . . and when you're ready, get involved and advocate for change.

### The Federation for Children with Special Needs

(800) 331-0688 [www.fcsn.org](http://www.fcsn.org)

*Provides information, support and assistance to parents of children with disabilities, their professional partners and communities. Phone consultations, website, newsletter, trainings*

- **Family TIES of Massachusetts**

(800) 905-TIES (8437) [www.massfamilyties.org](http://www.massfamilyties.org)

*Statewide information and parent-to-parent support project for families of children with special needs and chronic illness. Central directory for Early Intervention information and referrals*

- **Parent-to-Parent Program**

(508) 792-7880, ext. 2335 [www.massfamilyties.org/p2p/p2p](http://www.massfamilyties.org/p2p/p2p)

*Program to bring together parents facing similar challenges in raising their children with special needs. Receive a phone call from a trained parent individually matched to you and your child's situation*

### Mass Family Voices

(800) 331-0688 ext. 301 [www.massfamilyvoices.org](http://www.massfamilyvoices.org)

*Parent run network of families, friends and professional partners brought together by the common concern*

*for children and youth with special health care needs Information center, online listserv, topical conference calls, workshops and conferences, get technical assistance related to Mass Health, health care financing and services, improving access to care, and more*

- **Mass Family Voices Listserv**

<http://health.groups.yahoo.com/group/massfamilyvoices>

*An active online forum of family members and friends speaking out and sharing information to support children with special health care needs. Post questions and review daily message and responses from others with common experiences.*

### PAL - The Parent/Professional Advocacy League

The Massachusetts branch of The Federation of Families for Children's Mental Health

(617) 542-7860 [www.ppal.net](http://www.ppal.net)

*A network of parents and professionals promoting a strong voice for families of children and adolescents with emotional, behavioral and mental health needs. PAL advocates for supports, treatment and policies that enable families to live in their communities in an environment of stability and respect.*

### Massachusetts Families organizing for change (MFOFC)

(800) 406-3632 (413) 752-9707 [www.mfofc.org](http://www.mfofc.org)

*Advocacy and leadership training in pursuit of high quality individualized community support for people with disabilities and their families*

- **Family Leadership Series**

*Workshop series to develop leadership and advocacy skills to initiate positive change at the family, community, state and federal levels.*

Kennedy Donovan Center 508-513-2542. [www.kdc.org](http://www.kdc.org). Local sites offer a wide range of support(assistance for families through education, advocacy and flexible services) and respite options for children and adults with developmental disabilities and their families.

### The ARC of the South Shore 781-335-3023 [www.arcsouthshore.org](http://www.arcsouthshore.org).

The ARC provides a wide array of residential, day, family support, autism, personal assistance and early intervention services.

The Charles River ARC 508-359-9990 [charlesriverpc@gmail.com](mailto:charlesriverpc@gmail.com). The ARC offers social and recreational opportunities, workshops, advocacy support, and more.

### Massachusetts Developmental Disabilities Council

(617) 770-7676 (617) 770-9499 (TTY) [www.mass.gov/mddc](http://www.mass.gov/mddc)

*Information, support, trainings, referral and advocacy to provide opportunities for people with disabilities and their families to enhance independence, productivity and inclusion*

- **Consumer Empowerment Funds Program**

(617) 770-7676, ext. 115 (617) 770-9499 (TTY) or email: [Harold.lieberman@state.ma.us](mailto:Harold.lieberman@state.ma.us)

*Program to reimburse up to \$500 in expenses for individuals with developmental disabilities and/or family members or guardians to attend relevant conferences, trainings and events.*

