



Massachusetts 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; children's benefits: www.ssa.gov/pubs/10026.html

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

Mass. Department of Developmental Services (DDS)

Central/West Region (Springfield) – Intake Referral Line

(413) 205-0940; (800) 328-3123; www.mass.gov/dds

Supporting individuals with developmental disabilities and their families to participate fully in their communities.

Mass. Dept. of Mental Health

Info & Referral Line: (413) 587-6200; www.mass.gov/dmh

Supporting children and adults with mental health concerns.

Children's Behavioral Health Initiative

www.mass.gov/eohhs/consumer/insurance/cbhi - click on "Find CBHI Provider" button.

Behavioral and mental health services for children enrolled in MassHealth, and support and training for families.

MassHealth/MA Office of Medicaid; www.mass.gov/masshealth

- Enrollment center: (800) 408-1253; (800) 231-5698 (TTY)

- Customer service: (800) 841-2900; (800) 497-4648 (TTY)

Also see Mass Family Voices (on reverse) for help with MassHealth information

- **MassHealth Standard**
Medical insurance for people with limited financial resources, including disabled and non-disabled children.
 - **Community Case Management**- operated for MassHealth by UMass Medical School; (800) 863-6068
Single point of entry for coordinated nursing services and long-term care for medically fragile children on MassHealth Standard.
 - **Kaileigh Mulligan (Home Care for Disabled Children)**
(800) 408-1253; (800) 231-5698 (TTY)
Provides funding for in-home care of children whose severe health care needs require care equivalent to a hospital or nursing facility. Medically eligible children are covered under MassHealth Standard regardless of family finances.
- **MassHealth CommonHealth** – use MassHealth numbers above
Medical insurance available to disabled children for a fee. (REGARDLESS OF FINANCES)
 - **MassHealth CommonHealth Premium Assistance**
(800) 862-4840
Offsets CommonHealth premium based on income and out of pocket insurance costs through subsidy for eligible commercial insurance premium. Requires application in addition to MassHealth CommonHealth application.
- **Enhanced Coordination of Benefits**
(800) 462-1120, option 5
Coordinates insurance benefits for members who have commercial insurance as well as MassHealth or CommonHealth, and complex coordination needs. Helps apply for MassHealth CommonHealth Premium Assistance.
- **Children's Medical Security Plan** (800) 841-2900
Medical insurance available to otherwise uninsured children who do not qualify for MassHealth. Sliding scale fee.

Mass. Commission for the Deaf and Hard of Hearing

(413) 788-6427 Voice/TTY; (413) 301-0915 video/phone;

www.mass.gov/mcdhh

Range of services including case management, interpreters, technology assistance, information, advocacy, training and support
Emergency support only (800) 249-9949 - *Services for sign language interpreters, medical and mental health support M-F 9-5, legal services 24/7.*

Massachusetts Commission for the Blind

(413) 781-1290; (800) 332-2772; www.state.ma.us/mcbb

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

Mass. Department of Early Education & Care

(617) 988-6600; (413) 788-8401; www.mass.gov/eec

Information on statewide childcare and early education services.

Mass. Department of Children and Families Child at Risk Hotline: (800) 792-5200; www.mass.gov/DCF

Parents Helping Parents/Parental Stress Line: (800) 632-8188

Charged with protecting children from child abuse and neglect.

Massachusetts Dept. of Public Health (DPH)

- **COMMUNITY SUPPORT LINE**
- your first call for info for child with special needs
(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.
- **Care Coordination Services**
(800) 882-1435; (617) 624-5992 (TTY)
Free assistance obtaining and coordinating public and private services for children with special health care needs.
- **Catastrophic Illness in Children Relief Fund**
(800) 882-1435; (617) 624-5992 (TTY); 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)**
(800) 882-1435; (617) 624-5992 (TTY); (Western Mass. contact) Carrie Somppi 413-794-9591 carrie.somppi@baystatehealth.org
Free consultation and health planning assistance to families and schools to assure health and safety in school 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
Support and services to families caring for children with life-limiting illness - physical, emotional, social, spiritual needs.
- **Early Intervention (EI)**
Central directory provided for DPH by MassFamily TIES
(800) 905-8437; www.massfamilyties.org
Statewide, integrated, developmental service available to families of children 0-3 years for whom there are developmental concerns. Family-centered services and service coordination that facilitate the developmental progress of eligible children.

Dept. of Public Health Cont'd

- **Early Intervention Parent Leadership Project**
(877) 353-4757; www.eiplp.org
Supports EI families, promotes advocacy and leadership skills, supports the EI system to become increasingly family-centered.

- **Thom Western Regional Consultation Program**
(413) 783-5500 x116; www.thomchild.org/regionalconsultation.htm
In western Mass., AClark@thomchild.org (Amy Clark)
Consultation for families and children with complex care needs, care coordination, resource and referral, and family support and training.

Get information, support, training, referrals, and more

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

The Federation for Children with Special Needs

(800) 331-0688; www.fcsn.org

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

- **Special Education Training and Advocacy** - (800) 331-0688
Training for parents and providers. Referrals to trained educational advocates.
- **Family TIES of Massachusetts** - (800) 905-TIES (8437); 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 x2335; www.massfamilyties.org/p2p/p2p.php
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 - *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, technical assistance related to MassHealth, 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.*

The Consortium (Western Massachusetts Training Consortium)

(413) 536-2401; (800) 894-2401; www.wmtcinfo.org - *Education, support and advocacy for people living with disabilities*

- **The Support Network for Families of Western Massachusetts** (Holyoke)
(413) 536-2401 x3007; www.wmtcinfo.org - *Support, information and advocacy for and by parents of children with mental health special needs. Join support groups, get funding to attend workshops and conferences, participate in legislative advocacy and DMH advisory boards.*

PAL - The Parent/Professional Advocacy League - The Mass. branch of The Federation of Families for Children's Mental Health
(617) 542-7832; (866) 815-8122; 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.*

Autism Connections (800) 892-7003; (413) 529-2428; <https://pathlightgroup.org/programs-and-services/autism-connections/>
- *Assists families, individuals, schools, agencies in W. MA with information & support for children with autism. English/Spanish-speaking advocates.*

Massachusetts Families Organizing for Change (MFOFC)

(774) 855-6001; (413) 782-2500 x321; 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.*

Massachusetts Developmental Disabilities Council

(617) 770-7676; (617) 770-9499 (TTY); 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.*

- **Council Empowerment Funds Program**
(617) 770-7676, ext. 115; (617) 770-9499 (TTY); or email: 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.*

