



## 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](http://www.ssa.gov); children's benefits: [www.ssa.gov/pubs/10026.html](http://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](http://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](http://www.mass.gov/dmh)

*Supporting children and adults with mental health concerns.*

#### Children's Behavioral Health Initiative

[www.mass.gov/eohhs/consumer/insurance/cbhi](http://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.*

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#### MassHealth/MA Office of Medicaid; [www.mass.gov/masshealth](http://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  
*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](http://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.*

#### Mass. Commission for the Blind

(413) 781-1290; (800) 332-2772; [www.mass.gov/mcb](http://www.mass.gov/mcb)

*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](http://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](http://www.mass.gov/dcf)

*Charged with protecting children from child abuse and neglect.*

#### Parents Helping Parents/Parental Stress Line

(800) 632-8188; [www.parentshelpingparents.org](http://www.parentshelpingparents.org)

*Need someone to talk to? Free & Confidential 24/7*

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

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

- **COMMUNITY SUPPORT LINE FOR CHILDREN 3 AND OVER**  
**- Your first call for info for child with special needs (800) 882-1435**  
*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; [www.mass.gov/dph/specialhealthneeds](http://www.mass.gov/dph/specialhealthneeds)  
*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; [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)**  
[katja.gerhardt@mass.gov](mailto:katja.gerhardt@mass.gov)  
*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](http://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](http://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](http://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**  
In western Mass (413) 783-5500 x. 116  
Melody Robbins, [mrobbins@thomchild.org](mailto:mrobbins@thomchild.org)  
<https://www.thomchild.org/locations/springfield-infant-toddler-services/#rc>  
*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](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.*

- **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](http://www.massfamilyties.org)  
*Statewide information and parent-to-parent support project for families of children with special needs and chronic illness. Directory for Early Intervention information and referrals.*
  - **Parent-to-Parent Match Program** - (800) 905-TIES (8437);  
[www.massfamilyties.org/parent-to-parent-program/](http://www.massfamilyties.org/parent-to-parent-program/) *Brings together parents facing similar raising their children with special needs. Receive a phone call from a trained parent matched to you and your child's situation.*

### Mass Family Voices

(800) 331-0688 ext. 301; <https://fcsn.org/mfv> - *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** – email [massfv@fcsn.org](mailto:massfv@fcsn.org) to be added to the list - *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](http://www.wmtcinfo.org) - *Education, support and advocacy for people living with disabilities*

- **The Support Network for Families of Western Massachusetts** (Holyoke)  
(413) 536-2401 x3005; [www.wmtcinfo.org](http://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. Family Voice for Children's Mental Health

(866) 815-8122; [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.*

### Autism Connections/Pathlight (413) 732-0531; <https://www.autismconnectionsma.org>

- *Assists families, individuals, schools, agencies in W. MA with information & support for children with autism. English/Spanish-speaking advocates.*

### MassFamilies

(774) 855-6001; (413) 782-2500 x321; <https://massfamilies.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](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.*

- **Council 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 \$250 in expenses for individuals with developmental disabilities and/or family members or guardians to attend relevant conferences, trainings and events.*

