



Mass. Department of Public Health  
Division for Children & Youth with Special Health Needs  
**Understanding Services for Children & Youth with Special 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**  
1-833-886-3262  
*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.*

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

978-774-5000 Ext.850 [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*

- **DDS General Family Support / Limited**  
*Service planning and coordination, referral to local Family Support Centers, 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 Fragile Family Partnership 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*

**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)  
*If calling from out-of-state phone number: (617) 624-6060; 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.*
- **Northeast Regional Consultation Program**  
*The Professional Center for Child Development Rachel Daniels 978-475-3806 [rdaniels@thepccd.org](mailto:rdaniels@thepccd.org)*  
*Specialty service for children in EI with complex medical needs and/or multiple disabilities offering resources, referrals, trainings, assistive technology, parent events and family outings as well as assistance for any child struggling with transition from EI to public preschool*
- **Early Intervention Parent Leadership Project**  
Kris Martone-Levine 978-851-7261 x4057  
(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*
- **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.*
- **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)**  
(857) 218-4331  
*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.pediatric.palliative.care@state.ma.us](http://www.pediatric.palliative.care@state.ma.us)  
*Provides support and services to families caring for children with life-limiting illness*

## Massachusetts Department of Mental Health (DMH)

Northeast Area Phone (978) 863-5000 TTY (978) 640-1193 [www.mass.gov/dmh](http://www.mass.gov/dmh)

Please reference web site for application and send to: Service Authorization C/A Unit P.O. Box 387, Tewksbury, Massachusetts 01876

*Services for individuals with severe emotional disturbance/mental illness up to the age of 19.*

*Services include case management, intensive home based family treatment, mentoring, afterschool programming, residential, respite, camp funding, single service authorization, information and referral to other community resources including CSA and PAL. Subject to available funding*

### 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 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. 2175** [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. 210 [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.*

#### Family Resource Center @ MassGeneral for Children at North Shore Medical Center Education Series

Marguerite Roberts 978-354-2660 [www.nsmcfamilyresourcecenter.org](http://www.nsmcfamilyresourcecenter.org)

*The Family Resource Center is for children, adolescents, parents and professionals. It provides educational materials, links to community resources, conferences, and family support in all areas of children's developmental and behavioral health.*

#### Northeast ARC

978-762-4878 [www.nsarc.org](http://www.nsarc.org)

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

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