



Guide for Primary Care Clinicians to Access Outpatient Behavioral Health Services for PCC Plan Members

Service	Description	Where to find more information
Outpatient Services	<ul style="list-style-type: none"> • Behavioral health (BH) services provided in an ambulatory setting, such as an office, clinic, or Member’s home • Focus on restoring, enhancing, or maintaining a Member’s level of functioning and alleviating symptoms that interfere with functioning in his/her life 	<p>Find a Behavioral Health Provider search function on MBHP website</p> <ul style="list-style-type: none"> • www.masspartnership.com/member/FindBHProvider.aspx <ul style="list-style-type: none"> ○ Scroll down to and select the “Contracted Services” field and choose the service you are looking for from the drop-down menu <p>MBHP Clinical Access Line</p> <ul style="list-style-type: none"> • 1-800-495-0086 (available 24/7/365)
Urgent Outpatient Services (UOS)	<ul style="list-style-type: none"> • For Members who are NOT experiencing a mental health or substance use disorder emergency but are unable to wait for a routine outpatient appointment • Appointments available within one business day 	
Community Support Program (CSP)	<ul style="list-style-type: none"> • For Members with: <ul style="list-style-type: none"> ▪ psychiatric or substance use disorders; and/or ▪ complex medical issues that put them at risk for medical hospitalization, for which they have been unable to get appropriate treatment, due to issues including transportation, linkages to community services, housing, or access to mental health treatment • CSPs assist Members in obtaining services by: <ul style="list-style-type: none"> ▪ Providing service coordination and linkages to community services and behavioral health providers ▪ Providing temporary assistance with transportation to medical appointments ▪ Assisting with obtaining benefits, housing, and health care • Intended to complement other clinical services 	

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Emergency Services Program (ESP)	<ul style="list-style-type: none"> • For Members experiencing a behavioral health crisis • Provides community-based BH services when a hospital ED visit may not be required • Can meet with Members at the PCC's office, the Member's home, or at the ESP office • Provides crisis assessment and intervention within 60 minutes 	Statewide ESP Toll-Free Number <ul style="list-style-type: none"> • 1-877-382-1609 (available 24/7/365) • Enter the zip code where the Member is located
Children's Behavioral Health Initiative (CBHI)	<p>The Children's Behavioral Health Initiative (CBHI) is an interagency effort of the Commonwealth's Executive Office of Health and Human Services. As part of CBHI, MassHealth behavioral health services for certain children and youth under the age of 21 include, when medically necessary, home- and community-based services including:</p> <ul style="list-style-type: none"> • Intensive Care Coordination (ICC) • Family Support and Training (FS&T) • Mobile Crisis Intervention (MCI) • In-Home Behavioral Services (IHBS) • Therapeutic Mentoring (TM) • In-Home Therapy (IHT) 	Children's Behavioral Health Initiative Overview on MBHP website <ul style="list-style-type: none"> • www.masspartnership.com/provider/CBHIOverview.aspx MBHP Clinical Access Line <ul style="list-style-type: none"> • 1-800-495-0086 (available 24/7/365)