



# Massachusetts: Important information for you

We want to share details on Behavioral Health Child and Adolescent Services that are part of your plan. Your plan documents outline the treatment provided for these services.

## Intermediate care and outpatient services

- In-home behavioral services must be provided where the child lives. They include:
  - Watching a child's behavior in the home and/or community setting
  - Doing a behavioral assessment
  - Creating a behavior plan
  - Having the child's parent or caregiver put the behavior plan into practice
  - Providing therapy that address actions that get in the way of a child's successful functioning. This includes:
    - o Supervising and coordinating of interventions to address specific behavioral goals or acts, including developing a crisis-response plan
    - o Short-term counseling and assistance
  
- In-home therapy must be provided where the child lives. It includes:
  - Therapeutic clinical intervention such as:
    - o A structured and consistent therapeutic relationship between a licensed clinician, a child, and the child's family to treat the child's mental health needs. This includes improvement of the family's ability to provide effective support for the child and promotion of healthy functioning of the child within the family.
    - o Creation of a treatment plan
    - o Use of proven psychotherapeutic methods, working with the family or a part of the family to enhance:
      - Problem solving
      - Limit setting
      - Communication
      - Emotional support
      - Other family or individual functions
  - Ongoing therapeutic training and support services that carry out a treatment plan in accordance with therapeutic clinical intervention, including but not limited to:
    - o Teaching the child to understand, direct, interpret, manage and control feelings and emotional responses to situations
    - o Assisting the family in supporting the child and addressing the emotional and mental health needs of the child

- Mobile crisis intervention is a short-term, face-to-face therapy for a child having a behavioral health crisis. It occurs at the child's location. It is offered 24 hours a day, 7 days a week. It must:
  - Provide these services:
    - Identify, assess, treat and stabilize a situation
    - Reduce the immediate risk of danger to the child or others
    - Make referrals and contacts to the right level of behavioral health care services and support
  - Be consistent with the child's risk management or safety plan, as needed
  - Do crisis assessment, which may result in creating or updating a crisis safety plan
  
- Intensive care coordination provides case management services to children and teens with serious emotional issues as well as conditions that occur at the same time. It should meet the complete medical, behavioral and social needs of a child or teen and their family. Services may be provided in office, home or other settings, as clinically appropriate. They include:
  - An assessment
  - A personalized care plan
  - Referrals to the right levels of care
  - Monitoring of goals
  - Working with other services, social supports and state groups
  
- Community-based acute treatment (CBAT): for children and adolescents. These mental health services are provided 24 hours a day in a safe and secure setting. It also provides intensive therapeutic services. These include, but are not limited to:
  - Daily monitoring of drugs
  - Psychiatric assessment
  - Nursing availability
  - Specialized services (as needed)
  - Individual, group and family therapy
  - Case management
  - Family assessment and meeting
  - Discharge planning
  - Psychological testing, as needed
  
- Intensive community-based treatment (ICBAT) for children and adolescents provides the same services as CBAT but is more intense. This includes:
  - More frequent psychiatric and psychopharmacological testing and treatment
  - More intensive staffing and services

ICBAT programs can:

- Admit those with more acute symptoms than CBAT

- Treat those with clinical needs like inpatient mental health services but can be safe in an unlocked setting
- Admit directly from the community as an option to inpatient hospitalization
- Not be used as a step-down placement after discharge from a locked, 24-hour setting.

For details on any benefit maximums and the cost sharing under your plan:

- Refer to your plan documents
- Visit **aetna.com**
- Call the Member Services number on your ID card

The benefits outlined in your health plan govern if they differ from this information.

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We provide free aids/services to people with disabilities and to people who need language assistance.

If you need a qualified interpreter, written information in other formats, translation or other services, call the number on your ID card.

If you believe we have failed to provide these services or otherwise discriminated based on a protected class noted above, you can also file a grievance with the Civil Rights Coordinator by contacting:

Civil Rights Coordinator,  
P.O. Box 14462, Lexington, KY 40512 (CA HMO customers: PO Box 24030 Fresno, CA 93779),  
1-800-648-7817, TTY: 711,  
Fax: 859-425-3379 (CA HMO customers: 860-262-7705), CRCoordinator@aetna.com.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, or at 1-800-368-1019, 800-537-7697 (TDD).

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TTY: 711

English	To access language services at no cost to you, call the number on your ID card.
Spanish	Para acceder a los servicios lingüísticos sin costo alguno, llame al número que figura en su tarjeta de identificación.
Portuguese	Para aceder aos serviços linguísticos gratuitamente, ligue para o número indicado no seu cartão de identificação.
Chinese Traditional	如欲使用免費語言服務，請撥打您健康保險卡上所列的電話號碼
French Creole (Haitian)	Pou ou jwenn sèvis gratis nan lang ou, rele nimewo telefòn ki sou kat idantifikasyon asirans sante ou.
Vietnamese	Để sử dụng các dịch vụ ngôn ngữ miễn phí, vui lòng gọi số điện thoại ghi trên thẻ ID của quý vị.
Russian	Для того чтобы бесплатно получить помощь переводчика, позвоните по телефону, приведенному на вашей идентификационной карте.
Arabic	للحصول على الخدمات اللغوية دون أي تكلفة، الرجاء الاتصال على الرقم الموجود على بطاقة اشتراكك.
Mon-Khmer, Cambodian	ដើម្បីទទួលបានសេវាកម្មភាសាដែលឥតគិតថ្លៃសម្រាប់លោកអ្នក សូមហៅទូរសព្ទទៅកាន់លេខដែលមាននៅលើប័ណ្ណសម្គាល់ខ្លួនរបស់លោកអ្នក។
French	Pour accéder gratuitement aux services linguistiques, veuillez composer le numéro indiqué sur votre carte d'assurance santé.
Italian	Per accedere ai servizi linguistici senza alcun costo per lei, chiami il numero sulla tessera identificativa.
Korean	무료 다국어 서비스를 이용하려면 보험 ID 카드에 수록된 번호로 전화해 주십시오.
Greek	Για πρόσβαση στις υπηρεσίες γλώσσας χωρίς χρέωση, καλέστε τον αριθμό στην κάρτα ασφάλισής σας.
Polish	Aby uzyskać dostęp do bezpłatnych usług językowych, należy zadzwonić pod numer podany na karcie identyfikacyjnej.
Hindi	बिना किसी कीमत के भाषा सेवाओं का उपयोग करने के लिए, अपने आईडी कार्ड पर दिए नंबर पर कॉल करें।
Gujarati	તમારે કોઈ પણ જાતના ખર્ચ વિના ભાષા સેવાઓ મેળવવા માટે, તમારા આઈડી કાર્ડ પર રહેલ નંબર પર કોલ કરવો.

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