



## RIVERSIDE COLLABORATIVE CARE MANAGEMENT

Riverside Community Care provides innovative and flexible care management services. The Collaborative Care Management program consists of care coordination programs serving adults over 18 years old in the greater Boston and Central Massachusetts areas. Please contact us for information about members you believe will qualify for, and benefit from, these services.

### Community Support Program

The Community Support Program (CSP) is a community based mobile care management program available free of charge to qualified MassHealth members. The goal of CSP is to provide short-term care coordination, support, and connection to appropriate medical and behavioral health services based on the member's identified needs.

CSP aims to serve individuals being discharged from a psychiatric hospitalization, detox, or who are at risk of repeated psychiatric hospitalizations due to a gap in support services. CSP staff can provide help with daily living skills, transportation, connection to community based programs and resources, and coordinate care between the member's behavioral and medical care providers.

### Authorized Insurances

- Beacon/Fallon (Medicaid only) Beacon/NHP (Medicaid only) Beacon/BMC Healthnet (Medicaid)
- Celticare
- Commonwealth Care Alliance
- MBHP
- Tufts Health Plan (Network Health) Masshealth

### Here-For-You

The Here-For-You Program (HFY) is a care coordination model that provides an integrative approach to the delivery of focused interventions and targeted care coordination services.

The aim of the program is to provide holistic and patient-centered interventions to assist qualified NHP members access assistance to address immediate needs such as housing, food, transportation, and connection to community based services, as well as member's ongoing needs for comprehensive integrated behavioral and physical healthcare.

### Eligibility Requirements

Diagnosis of Bipolar and/or Schizophrenia

Minimum annual medical expenses between behavioral and medical health services, including inpatient and outpatient services as determined by Beacon/NHP

### Authorized Insurance

- Beacon/Neighborhood Health Plan (requires prior authorization) following a review of their annual medical expenses

### Referrals

Nora Kenny-Houser, LICSW

**Email:** [CSPreferral@riversidecc.org](mailto:CSPreferral@riversidecc.org) **Phone:** 781-247-0090 **Fax:** 781-355-4277

Referral forms can be downloaded via our website: [www.riversidecc.org/ccm](http://www.riversidecc.org/ccm)  
or by emailing [CSPreferral@riversidecc.org](mailto:CSPreferral@riversidecc.org)

# Riverside Community Care

THE HELP YOU NEED CLOSE TO HOME