

Care Coordinators are also located at the following collaborating medical practices:

Baystate Ambulatory Pediatrics  
Springfield (413) 794-2445  
TTY: (413) 794-2764

Nashaway Pediatrics  
UMass Memorial Healthcare  
Community Medical Group  
Sterling (978) 422-6900  
TTY: (800) 439-0183

Greater Lawrence  
Family Health Center  
Lawrence (978) 689-2400 ext. 223  
TTY: (978) 683-0797

Harvard-Vanguard Medical Associates  
Quincy (617) 774-0524  
TTY: (617) 774-0846

Bridgewater Goddard Park  
Medical Associates  
Brockton (508) 894-0320

Boston Medical Center  
Department of Pediatrics  
Boston (617) 414-4768

Massachusetts General Hospital  
Chelsea Health Center  
Chelsea (617) 884-8300

Care Coordinators are located in all six DPH Regional Offices

**Western Regional Office**  
23 Service Center  
Northampton, MA 01060  
(413) 586-7525 / (800) 445-1255  
TTY: (800) 769-9991

**Central Regional Office**  
180 Beaman Street  
West Boylston, MA 01583  
(508) 792-7880

**Northeast Regional Office**  
Tewksbury Hospital  
East Street  
Tewksbury, MA 01876  
(978) 851-7261  
TTY: (978) 851-0829

**Metro West Regional Office**  
5 Randolph Street  
Canton, MA 02021  
(781) 774-6604  
TTY: (781) 774-6619

**Southeast Regional Office**  
109 Rhode Island Road  
Lakeville, MA 02347-1349  
(508) 947-1231 / (617) 727-1440  
TTY: (508) 947-0977

**Greater Boston Regional Office**  
10 Malcolm X Boulevard - Suite G1  
Roxbury, MA 02119  
(617) 541-2860  
TTY: (617) 541-8314

Children with Special Health Care Needs

CARE COORDINATION PROGRAM

A Resource for Parents and Providers



June 2003

Massachusetts Department of Public Health  
Bureau of Family and Community Health  
Division for Special Health Needs

## Care Coordination Program

Experienced program staff are located in regional health offices and selected local pediatric practices in each part of the state. In addition to helping families obtain and monitor services, care coordinators can provide Family Support Funds for certain specific supplies and services. These funds may also enable families to pay for short-term home care or respite services.

Regional care coordinators provide:

- Information and referral to community services
- Case-specific consultation to parents, educators, and medical and social service providers in home and agency settings
- Training on public benefits to parents' groups and agency staff

## Services for Parents

If your child has a special health care need--for example, a chronic illness, a disabling condition, or a frequent need for medical technology--it can be difficult and frustrating to get the information, care, and services needed. DPH can assist you in this effort. Specifically, care coordinators can help you:

- Identify the needs of your child and family
- Understand the full range of available public benefits
- Identify community resources to assist you
- Gain access to specific programs and services
- Become a more effective advocate
- Connect with other families who face similar challenges

**For General Information  
on SSI eligibility:  
1-800-882-1435  
TTY: 617-624-5992**

## Services for Providers

Medical, social service, and educational providers may be unfamiliar with or confused about benefits and community-based services available to children with special health care needs. The Care Coordination Program is a resource you can use for information and referral.

Specifically, we can help you:

- Understand existing entitlements and how to gain access to them
- Obtain services and benefits for families
- Identify appropriate community-based resources
- Become a better advocate for the families you serve

The Care Coordination Program is part of the Division for Special Health Needs, Bureau of Family and Community Health within the Massachusetts Department of Public Health. The Division coordinates a broad range of activities for children with special health care needs and is funded by the Commonwealth of Massachusetts and the federal Maternal and Child Health Bureau.