

MABHAccess Website

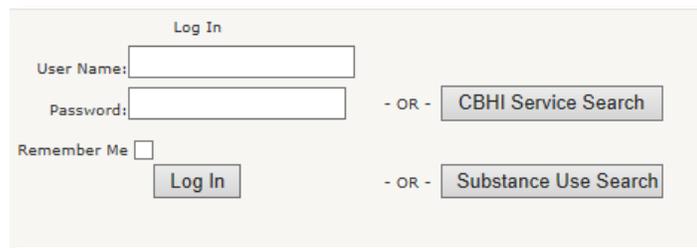
User Guide: Service Search

To search for all levels of care found on the MABHAccess website, please follow the steps outlined below.

1. Navigate to www.mabhaccess.com
2. Click *Login* near the top of the page.



3. Enter your username and password, then click the *Log In* button.



NOTE: clicking on the *CBHI Service Search* button allows you to search for CBHI services and Emergency Services Providers (ESPs) only. Clicking on the *Substance Use Search* button allows you to search for Substance Use services and ESPs only.

4. After logging in, the navigation menu near the top of the page will update to include *Service Search* and *Logout* links. Click *Service Search* to be directed to that page.



5. Enter your search criteria (all fields are required). Choose the service (level of care) and the age group from the dropdown menus; input the zip code you would like your results to be centered on; select the search radius (anywhere from 10 to 300 miles from the desired zip code); choose the sort filter (proximity, most recently updated, or available capacity) you would like to view your results in; click the *Search* button.

Service	CSS	
Service For	Adult 18+	
Zip	02135	Pittsfield:01201, 01202, 01203 Springfield:01101, 01119, 01199 Greenfield:01301, 01302 Gardner:01440, 01441 Worcester:01601, 01612, 01655 Framingham:01701, 01703, 01705 Boston:02110, 02130, 02297 Beverly:01915 Brockton:02301, 02303,02305 Taunton:02718, 02780, 02783 Fall River:02720, 02723, 02726 Barnstable:02630, 02634
Miles	100	
Sort By	<input checked="" type="radio"/> Proximity <input type="radio"/> Most recently updated <input type="radio"/> Available Capacity	
<input type="button" value="Search"/>		

6. After clicking *Search*, you will be brought to the search results page. Here you will find a list of providers that meet your search criteria: their location, available capacity (which includes the number of available beds as well as anticipated discharges), comments they may have made regarding their availability, current gender restrictions, distance in miles from the zip code you entered, and the amount of time that has passed since this information was updated by the provider. The results will be sorted by whichever filter you have applied to them (proximity, most recently updated, or available capacity). The top of the page will indicate the level of care and age group you have specified. You will also see a Google map with each provider's approximate location.

Search results for CSS Adult 18+
After selecting Provider, scroll down to see detail

	Facility	City	Available Capacity (Openings)	Referral Phone	Comments	Gender	Distance (Miles)	Last Updated
Select	Women's Renewal	Roxbury	0	617-442-8800 x1622		All	5.65	Never
Select	Phoenix House	Quincy	0	888-671-9392		All	6.58	Never
Select	Spectrum Health Systems	Weymouth	0	800-366-7732		All	15.19	Never
Select	CAB Post-Detox Step Down	Danvers	0	800-323-2224		All	17.61	Never
Select	Serenity Inn	Brockton	0	800-734-3444		All	18.47	Never
Select	Passages	Worcester	0	508-860-1200		All	35.97	Never
Select	High Point Treatment Center	Plymouth	0	800-233-4478		All	41.13	Never
Select	SSTAR	Fall River	0	508-324-7763		All	43.90	Never
Select	The Hope Center	Springfield	0	413-301-9500		All	75.98	Never

*Service availability is not guaranteed. Please call before going to facility

Print

Click facility name to view details

1. Women's Renewal
2. Phoenix House
3. Spectrum Health Systems
4. CAB Post-Detox Step Down
5. Serenity Inn
6. Passages
7. High Point Treatment Center
8. SSTAR
9. The Hope Center

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7. To view the provider's facility and contact information, click *Select* to the left of the facility name

	Facility	City	Available Capacity (Openings)	Comments	Gender	Distance (Miles)	Last Updated
Select	WAYSIDE YOUTH & FAMILY SUPPORT	Framingham	0	5/30/13 at 9:29am	All	16.33	2 hours ago
Select	YOUTH OPPORTUNITIES UPHELD, INC.- THE WETZEL CENTER- ICBAT	WORCESTER	0	Full	All	34.15	31 minutes ago

The selected facility will be highlighted in yellow, and contact and facility information as seen below will appear on the screen below the list of search results (**please note:** depending on how long the list of search results is, you may need to scroll down the page to view this information)

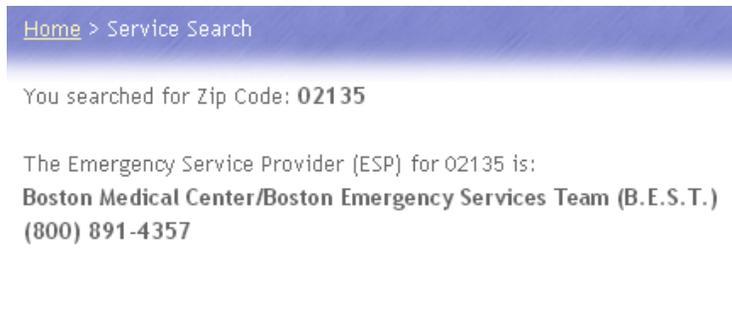
*Service availability is not guaranteed. Please call before going to facility

Facility Detail Information			
Arbour Counseling Services, Allston - IHT	Referral Phone: 617-782-0505	Toll Free:	
14 Fordham Rd	Fax: 617-782-6444	Email:	
Allston, MA 02134	Website:		
Contact Information			
Gina Desmond, Director of Community Services Michelle Prescott, Director of CBHI Services			
617-782-6460 x219			
gina.desmond@uhsinc.com; michelle.prescott@uhsinc.com			
Total Capacity:			
Service For	Available Capacity	Gender Restriction	Comments
Ages 0-20	0	All	
Primary Service Area:	All of Metro Boston		
Secondary Service Area:			
Referral Options:	Call intake line 617-782-0505 during business hours. After hours/weekends line is 617-782-3985.		
Who can get this service?	Ages 0-20,		
Level of Care Offered:	IHT		
Specialties:	Spanish, German, French, Italian, Haitian Creole, Turkish, Hebrew, Mandarin, Taiwanese, Yoruba, ASL		
Payment Options:	PCC Plan/MassHealth/MBHP , Neighborhood Health Plan/MassHealth/Beacon , Boston Medical Center HealthNet Plan/MassHealth/Beacon , Fallon Community Health Plan/MassHealth/Beacon , Network Health/MassHealth , Blue Cross/Blue Shield, Harvard Pilgrim, Tufts, United Behavioral Health, Neighborhood Health Plan/Commercial , Fallon Community Health Plan/Commercial , Self pay		

Repeat the steps above as needed. **NOTE:** information seen on MABHAccess may be out of date at the time of your search. Please call the facility to verify available capacity, etc. when making referrals.

- When searching for ESPs, repeat steps 1 through 5. The results page will provide you with the name and toll free number of the ESP that provides service to the zip code you entered

Service	ESP	
Service For	All	
Zip	02136	Pittsfield:01201, 01202, 01203 Springfield:01101, 01119, 01199 Greenfield:01301, 01302 Gardner:01440, 01441 Worcester:01601, 01612, 01655 Framingham:01701, 01703, 01705 Boston:02110, 02130, 02297 Beverly:01915 Brockton:02301, 02303,02305 Taunton:02718, 02780, 02783 Fall River:02720, 02723, 02726 Barnstable:02630, 02634
Miles	10	
Sort By	<input checked="" type="radio"/> Proximity <input type="radio"/> Most recently updated <input type="radio"/> Available Capacity	
<input type="button" value="Search"/>		



To search again, simply click the Service Search link in the navigation bar again.

If you are searching this website for a CBHI service and are unable to obtain access, please contact the MassHealth Managed Care Entity (MCE) that is insuring the youth for further assistance:

- Massachusetts Behavioral Health Partnership Access Line: 800-495-0086 (select prompts 1, 4, 2, 1)
- Health New England-Be Healthy: 800-495-0086 (select prompts 1, 4, 2, 2)
- Network Health: 888-257-1985
- Neighborhood Health Plan: 800-414-2820
- Boston Medical Center HealthNet Plan: 866-444-5155
- Fallon Community Health Plan: 888-421-8861

If you experience any difficulty with or have questions regarding the MABHAccess website, please contact Margaret Major at 617-350-1939 and/or margaret.major@valueoptions.com