



Helpful Resources

Community Organizations

Aging Service Access Points (ASAPs)

<http://masshomecare.info/wp/wp-content/uploads/downloads/2015/03/ASAP-AAAs-by-City-Town-2014-10-14.pdf>
<https://www.mass.gov/service-details/aging-services-access-points-asap>

ASAPs provide the following direct and protective services: information and referral; interdisciplinary case management; intake and assessment; development and implementation of service plans; monitoring of service plans; reassessment of needs; and investigations of abuse and neglect of elders.

Independent Living Centers (ILCs)

https://www.mass.gov/independent-living-centers-0?_

If you have a disability, an Independent Living Center (ILC) can help you live on your own or be more independent while living with others.

Recovery Learning Communities (RLCs)

<https://www.mass.gov/service-details/recovery-learning-communities>

Recovery Learning Communities (RLCs) are consumer-run networks of self-help/peer support, information and referral, advocacy, and training activities. Training in recovery concepts and tools, advocacy forums, and social and recreational events are all part of what goes on in an RLC.

Massachusetts Clubhouse Coalition (MCC)

<https://www.massclubs.org/massachusetts-clubhouses>

MCC is dedicated to assisting adults with major mental illness to live full, productive, stable lives in the community. There are 36 community-based vocational and social rehabilitation centers, called "clubhouses." Membership in the MCC is awarded to clubhouses (and their members and staff) which achieve certification from the International Center for Clubhouse Development (ICCD) ensuring the quality of services provided by these rehabilitation centers.

Honoring Choices, MA

<https://www.honoringchoicesmass.com/>

Honoring Choices Massachusetts is a consumer-oriented, non-profit organization focused on the rights of every adult to direct their healthcare choices and to make a plan to receive the best possible care that honors their values and choices all through their lives.

Learn more:
PatientCareLink.org/AftertheHospital

Professional Organizations

Association for Behavioral Healthcare (ABH)

<https://www.abhmass.org/>

The Association for Behavioral Healthcare promotes and advocates for community-based mental health and addiction treatment services.

Home Care Alliance of Massachusetts (HCA of MA)

<https://www.thinkhomecare.org/page/about>

The alliance can provide a comprehensive list of home health and home care agencies searchable by geography or service. This is a trade association of home care agencies that promotes home care as an integral part of the healthcare delivery system; it provides essential and timely information and learning opportunities to members.

Hospice and Palliative Care Federation of Massachusetts (HPCFM)

<https://www.hospicefed.org/>

This is a professional membership organization for hospice and palliative care providers. This federation provides resources and referrals to patients and families.

LeadingAge Massachusetts

<https://www.leadingagemma.org/>

This is a membership organization supporting not-for-profit aging service providers offering tools, resources, and advocacy and education to members. In addition, LeadingAge of Massachusetts provides information and resources for consumers.

Massachusetts Association of Behavioral Health Systems (MABHS)

<https://www.mabhs.org/contact.htm>

The Massachusetts Association of Behavioral Health Systems (MABHS) is the only trade association in Massachusetts whose central mission is to focus on inpatient psychiatric and substance use issues. Originally founded in 1989 by the freestanding psychiatric hospitals, the MABHS has grown over the years and now consists of 50 inpatient facilities statewide, from the Berkshires to Cape Cod. Its member facilities have more than 2,000 beds, and admit more than 60,000 patients on an annual basis.

Massachusetts Assisted Living Association (Mass-ALA)

<https://www.mass-ala.org/>

This is a trade association providing information, education, and advocacy on behalf of assisted living communities in Massachusetts.

At the beginning of each year, Mass-ALA publishes an Assisted Living Resource Guide. It serves as a user-friendly list of certified Massachusetts assisted living residences that are part of Mass-ALA's membership. The guide includes useful information on selecting an assisted living community, as well as frequently asked questions, financing information, a consumer checklist, and additional information that can help individuals make an informed decision.

Learn more:
PatientCareLink.org/AftertheHospital

Massachusetts Health & Hospital Association (MHA)

<https://www.mhalink.org/>

The mission of the Massachusetts Health & Hospital Association is to advance the health of individuals and communities by serving as the leading voice for all Massachusetts hospitals, healthcare systems, and other care providers to help them provide high-quality, cost-effective, and equitable healthcare.

Massachusetts Senior Care Association

<https://www.maseniorcare.org/about-massachusetts-senior-care-association>

This is a membership organization that represents a wide range of providers and services that meet the needs of older adults and people with disabilities. In addition to providing advocacy and educational programs for care providers, the association offers information and referral services to consumers.

Massachusetts Organization for Addiction Recovery (MOAR)

<https://www.moar-recovery.org/resources>

This is an organization providing support to recovering individuals, families, and friends recovering from alcohol and other addictions.

Insurance Coverage

Massachusetts Division of Insurance (DOI)

<https://www.mass.gov/info-details/consumer-guide-to-understanding-health-insurance>

The DOI provides information on insurance requirements in Massachusetts and available options for coverage.

MassHealth

<https://www.mass.gov/topics/masshealth>

MassHealth can provide information about Medicaid, CHIP, and long-term care coverage for MassHealth applicants, members, and providers.

MassHealth Accountable Care Organizations (ACOs) and Managed Care Organizations (MCOs)

<https://www.mass.gov/service-details/full-list-of-masshealth-acos-and-mcos>

This website lists all MassHealth ACOs and MCOs.

MassHealth Long Term Services and Supports (LTSS)

<https://www.mass.gov/doc/powerpoint-an-introduction-to-masshealth-long-term-services-and-supports-for-acos-mcos-cps/download>

This is a guide that provides basic information about the range of state LTSS and other covered services through MassHealth for providers within ACOs.

Learn more:

PatientCareLink.org/AftertheHospital

MassHealth One Care Program

<https://www.mass.gov/one-care>

The One Care program is a way to get your MassHealth and Medicare benefits together. One Care offers services that you cannot get when your MassHealth and Medicare benefits are separate. With One Care, you have one plan, one card, and one person to coordinate your care.

MassHealth Senior Care Options (SCO)

<https://www.mass.gov/senior-care-options-sco>

Senior Care Options (SCO) is a comprehensive health plan that covers all services normally paid for through Medicare and MassHealth. This plan provides services to members through a senior care organization and its network of providers. It combines health services with social support services by coordinating care and specialized geriatric support services, along with respite care for families and caregivers. SCO offers an important advantage for eligible members over traditional fee-for-service care. There are no co-pays for enrolled members.

MassHealth Program of All-Inclusive Care for the Elderly (PACE)

<https://www.mass.gov/program-of-all-inclusive-care-for-the-elderly-pace>

The Program of All-inclusive Care for the Elderly (PACE) is administered by MassHealth and Medicare to provide a wide range of medical, social, recreational, and wellness services to eligible participants. You do not need to be on MassHealth to enroll in PACE. However, if you meet the income and asset guidelines, you may be eligible for MassHealth and MassHealth may pay your PACE premium.

Medicare Coverage

<https://www.medicare.gov/>

This website includes information about Medicare costs, coverage, and plans.

Medicare Appeals

<https://www.medicare.gov/claims-appeals/how-do-i-file-an-appeal>

This page has information about filing an appeal for a Medicare denial.

Medicare Hospice Benefits

<https://www.medicare.gov/Pubs/pdf/02154-medicare-hospice-benefits.pdf>

This website includes the Centers for Medicare & Medicaid Services' official booklet about Medicare hospice benefits, including eligibility, services, and local hospice providers.

Medicare Mental Health Resources

<https://www.cms.gov/files/document/medicare-mental-health.pdf>

This website includes the Centers for Medicare & Medicaid Services booklet about Medicare mental health benefits, including covered services, inpatient and outpatient treatment options, and opioid use disorder treatment programs.

Learn more:
PatientCareLink.org/AftertheHospital

Prescription Drug Assistance

<https://www.mass.gov/prescription-drug-assistance>

Prescription Advantage is a state-sponsored prescription drug program for seniors and people with disabilities. It provides financial assistance to lower prescription drug costs and fill gaps in coverage.

SHINE Program (health insurance counseling)

<https://www.mass.gov/health-insurance-counseling>

This program provides free Medicare health insurance information, counseling, and education to Massachusetts residents with Medicare and their caregivers.

Conditions

Alcoholics Anonymous (AA)

<https://www.aa.org/find-aa>

AA Massachusetts is a state-wide recovery resource devoted to supporting individuals in Massachusetts. AA Massachusetts helps individuals struggling with alcoholism find the help they need on a local basis. There are AA meetings per county or city, to help people to take the next step to overcome alcohol addiction.

Bureau of Substance Addiction Services (BSAS)

<https://www.mass.gov/orgs/bureau-of-substance-addiction-services>

BSAS oversees the statewide system of prevention, intervention, treatment, and recovery support services for individuals, families, and communities affected by gambling and substance addiction.

Brain Injury Association

<http://www.biama.org/>

The Brain Injury Association of Massachusetts provides support, information and resources to survivors, families, and medical professionals about brain injury.

Helpline Substance Use Disorder Treatment Hotline

<https://helplinema.org/>

The Helpline is the only statewide, public resource for finding licensed and approved substance use treatment and recovery services. 1-800-327-5050

Advocacy and Legal

Center for Public Representation (CPR)

<https://www.centerforpublicrep.org/>

CPR is dedicated to enforcing and expanding the rights of people with disabilities and others who are in segregated settings. CPR uses legal strategies, advocacy, and policy to design and implement systemic reform initiatives to promote their integration and full community participation. Working on state, national, and international levels, CPR is committed to equality, diversity, and social justice in all its activities.

Disability Law Center (DLC)

<https://www.dlc-ma.org/>

The Disability Law Center (DLC) is the federally mandated protection and advocacy (P&A) agency for Massachusetts. The P&A system is a national network of disability rights agencies investigating abuse and neglect and providing legal representation and other advocacy services to people with disabilities. To aid P&A systems in fulfilling their mandate, Congress gave them extensive access authority.

Health Care for All (HCFA)

<https://hcfama.org/>

Health Care For All advocates for health justice in Massachusetts by working to promote health equity and ensure coverage and access for all.

Health Law Advocates (HLA)

<https://www.healthlawadvocates.org/>

Health Law Advocates (HLA) is a 501(c)(3) public interest law firm whose mission is to provide pro bono legal representation to low-income residents experiencing difficulty accessing or paying for needed medical services. HLA is committed to ensuring universal access to quality health care in Massachusetts, particularly for those who are most at risk due to such factors as race, gender, disability, age, or geographic location. With its partner organization, Health Care For All, HLA combines legal expertise with grassroots organizing and policy reform to advance the statewide movement for universal healthcare access.

Mental Health Legal Advisors Corporation (MHLAC)

<https://mhlac.org/what-we-do/>

MHLAC provides legal and policy advocacy for people with mental health challenges throughout the Commonwealth of Massachusetts. A state agency, its central priority is to address those concerns that are most closely related to clients' ability to live full and independent lives. Like other legal services offices, MHLAC focuses on combating poverty, which is often characterized as a "social determinant" of mental illness. When clients are put in institutional settings, MHLAC seeks to protect them from abusive treatment that can often wreak permanent damage.

MOLST-to-POLST Transition: Medical Orders for Life-Sustaining Treatment (MOLST) to Portable Orders for Life-Sustaining Treatment (POLST)

<https://shorturl.at/iMChd>

The Massachusetts POLST program helps people living with serious illness and advancing frailty engage in care planning conversations with their clinicians and care teams to ensure that their treatment preferences are understood and honored across all care settings. The longstanding MOLST program is being transitioned to a digitally-based POLST starting in the summer of 2024.

Ombudsman Programs

<https://www.mass.gov/service-details/ombudsman-programs>

These programs help elders and their caregivers to resolve and address concerns with nursing homes, home healthcare agencies, MassHealth-funded home care, and assisted living communities.

Medicare Rights Center

<https://www.medicarerights.org/>

This is an independent source of Medicare information and assistance that provides counseling, advocacy, and education to help consumers and professionals understand and navigate Medicare.

The National Alliance on Mental Illness of Massachusetts (NAMI)

<https://namimass.org/>

The National Alliance on Mental Illness of Massachusetts (NAMI Massachusetts) is the state's voice on mental illness. The mission of NAMI Massachusetts is to improve the quality of life for people diagnosed with mental health conditions and their families. It seeks to improve the public's awareness and understanding of mental health conditions and ensure that all people affected by a mental health condition receive the support they need in a timely fashion.

Office of Patient Protection

<https://masshpc.gov/opp>

The Office of Patient Protection safeguards the rights of health insurance consumers by regulating the internal appeal process and administering external reviews for consumers with fully insured Massachusetts health insurance.

Parent/ Professional Advocacy League (PPAL)

<https://ppal.net/>

The Parent/Professional Advocacy League (PPAL) is a statewide family organization dedicated to improving the mental health and well-being of children, youth, and families through education, advocacy, and partnership.