

RIVERSIDE COMMUNITY PARTNERS

A Behavioral Health Community Partners Program

Riverside Community Partners is a community-based care coordination service to help MassHealth enrollees improve their health and reach their goals for quality of life and well-being.

Our Care Coordinators engage with enrollees and work collaboratively with medical, behavioral health providers, and community organizations to support our enrollees by integrating their care.

How We Improve Patient Outcomes

- Coordinate communication between enrollees and care team providers
- Reduce missed appointments by assisting enrollees with scheduling, transportation, and other supports
- Help enrollees understand and manage their prescription medications
- Connect enrollees to social and community supports, including housing assistance, food stamps, and in-home services
- Provide health and wellness coaching for enrollees or support their wellness goals by connecting them to nutrition or smoking cessation services

The Physician's Role in the Community Partners (CP) Program

We need your help! Here is how you can ensure your patients are able to receive care coordination services:

- Participate in the care planning process
- Review and sign your patient's person-centered treatment plan
- Provide us with updated medical history or contact information as needed
- Encourage your eligible patients to enroll in the CP Program
- Contact us if you notice a CP member has an unmet need

Members are far more likely to engage with this program when their physicians encourage their enrollment.

Riverside Community Partners

781-619-5000

BHCP_Admin@riversidecc.org

www.riversidecommunitypartners.org

Who We Serve

Riverside Community Partners serves adult MassHealth members who are enrolled in a MassHealth ACO or MCO and have significant behavioral health and/or complex medical needs including serious mental illness and addiction. In addition, members who receive services in the Department of Mental Health's Adult Community Clinical Services (ACCS) are also eligible for services.

How To Refer a Patient

If you think that your patient would benefit from care coordination services, call us at: 781-619-5000 or email BHCP_Admin@riversidecc.org.

We can help you submit a request on behalf of your patient to their ACO for community partner services.

Our Partners



Riverside Community Care

About Riverside Community Partners

We bring together the expertise of five community health, mental health and addiction providers in order to provide knowledgeable and community-based care coordination to MassHealth members in Eastern and Central Massachusetts.

Riverside Community Care

- **Service area:** Greater Boston, Metrowest, Blackstone Valley, North Shore, and Southeastern MA
- **Populations served:** Adults, children and families, community
- **Unique services:** Domestic Violence services, Traumatic Brain Injury, Trauma Center, School-based services, Connect2Recovery, Community Behavioral Health Centers
- **Language Capacity:** Spanish-speaking staff and interpreter services available

Bay State Community Services

- **Service area:** Quincy, Brockton
- **Populations served:** Adults, children and families, community
- **Unique Services:** Community-based and school-based mental health services
- **Language Capacity:** Various language support available onsite

The Edinburg Center

- **Service area:** Middlesex County
- **Populations served:** Adults, children and families
- **Unique services:** Emergency respite, First Episode of Psychosis, In-Home Behavioral/ABA services, Brain Injury, Employment
- **Language Capacity:** English only

North Suffolk Community Services

- **Service area:** Greater Boston, North Shore
- **Populations served:** Adults, children and families, individuals with substance use disorders, Individuals with Developmental Disabilities, Individuals with Behavioral Health Needs, Transitional Aged-Youth
- **Unique services:** CBHC, Outpatient and Community Services for Deaf and Hard of Hearing, Recovery Learning Center, Youth Elemento for Adolescents, Early Childhood, Recovery Coaching, Therapeutic Community and Co-Occurring Residential, Emergency Respite (site-based and mobile).
- **Language Capacity:** American Sign Language, Cambodian/Khmer, Vietnamese, Spanish

Upham's Corner Health Center

- **Service area:** Dorchester and surrounding neighborhoods
- **Populations served:** All local residents, regardless of ability to pay
- **Unique Services:** Medical care, home health care, Community Health Advocacy
- **Language capacity:** Onsite interpreter services: Spanish, Portuguese

