

## WHAT IS A COMMUNITY PARTNER?

Community Partners, like the North Region LTSS Partnership, are community-based organizations that provide care management and coordination to select MassHealth members.

Under this program, doctors, health care providers, and Community Partners work together to better coordinate you or your child's healthcare needs.



**We are Trustworthy:** building relationships that are authentic and based on experience and caring.

**We are Reliable:** offering you care coordination that is based on research and knowledge of community resources.

**We are Nonjudgmental:** understanding the challenges you may have, and working with you to help accomplish your health goals.

## WHY THE NORTH REGION LTSS PARTNERSHIP?

We deliver the long-term services and supports (LTSS) to populations of all ages living with a range of challenges, including behavioral health.

### We uniquely offer:

- Flexible and individually-tailored supports and resources to help you manage the things that may be challenging your health and well-being. This can include providing resources to help with housing, food security, financial security, succeeding in school, getting and maintaining employment, transportation, getting help in the home, and getting the right adaptive equipment as appropriate.
- An assigned Care Coordinator who is part of a team that includes Nurses and Clinical Counselors to help you resolve many health-related social issues.
- Out-of-the box problem-solving that puts you in the driver's seat while also introducing you to many resources you may not know are available to you.
- Help children succeed in school, including supports to better understand IEPs.
- Care Coordinators that are supervised by Licensed Social Workers and/or Licensed Mental Health Counselors.

**For more information, call:**

**1-833-714-5437**



8 Silsbee Street,  
Lynn, MA 01901

**NORTH  
REGION LTSS  
PARTNERSHIP**



**[www.northregionltss.org](http://www.northregionltss.org)**

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**NORTH  
REGION LTSS  
PARTNERSHIP**

A proud **MassHealth Long-Term  
Services and Supports (LTSS)**  
Community Partner

**Toll Free: 1-833-714-5437**



**We meet you where  
you are, and move  
forward together!**

## HELLO!

Hello! We are the North Region LTSS Partnership (NRLP) – a Community Partner in the MassHealth Community Partner Program. We are formed by six of the region's most trusted and experienced human services agencies: Bridgewell, Disability Resource Center, Element Care, Greater Lynn Senior Services, Lynn Community Health Center, and Northeast Arc.



At the North Region LTSS Partnership, we coordinate care and access to the services and supports you need to stay healthy, feel well, and improve your quality of life.

We also advocate on your behalf – helping you stay connected with clinical and community based resources.

**For more information, call:**

**1-833-714-5437**



Or visit our website

[www.northregionltss.org](http://www.northregionltss.org)

## WHO WE SERVE

We serve members like you – people ages 3 to 64 who live in the North Shore and Merrimack Valley, and who have MassHealth ACO or MCO health plans. We often work with individuals living with autism spectrum disorder, physical disabilities, as well as intellectual and developmental disabilities.

**Call us or your MassHealth ACO or MCO to ask if you are eligible to participate. If you are eligible for this program, our services are free for you, and participation does not affect your current MassHealth benefits!**



## OUR APPROACH

MassHealth members who enroll in this program are assigned a Care Coordinator. That is someone who will work with you on all issues, big and small, to help you lead a healthier and less stressful lifestyle.

We work with you and your doctor to find the long-term services and supports you may want and need to stay healthy. We help you make problem-solving and daily routines a bit easier.

## WHAT ARE LONG-TERM SERVICES AND SUPPORTS, OR LTSS?

These are supports and services that help you manage your daily routines, stay healthy, and assist you with various tasks – like help with meals, bathing, laundry, shopping, and more.

Your Care Coordinator will help you address the issues that may be preventing you, your child, or your family from living a healthier lifestyle:

- ✓ Help with organizing your daily routines, including reminders for important appointments and coordinating with you or your child's doctors and social service providers.
- ✓ Finding housing, transportation, and affordable food. Explore finding resources to help with legal issues or finding and keeping a job. We also provide assistance with finding and completing training or education, including assistance for children under 18 years of age who require assistance with IEPs and school supports.
- ✓ General coaching, training, and education that support you or your child's goals.

Whatever you need to keep yourself healthy, we try to provide!

**Plus referrals for direct services like:**

- ✓ Help with household tasks like cooking, laundry, or shopping;
- ✓ Help with daily activities such as personal care, managing medications, bathing or dressing;
- ✓ Getting equipment such as wheelchairs, canes, or walkers; or devices that help you or your child communicate better.