

# Whole-Person Care

## A New Integrated Approach to Behavioral Health

Starting July 2023, all Tufts Health Plan members can access a comprehensive network of medical and behavioral health care providers, along with innovative programs and services<sup>1</sup>, to improve both physical and mental well-being in traditional and virtual settings. Our dedicated service navigation team will guide you from the first phone call to aftercare planning, to ensure that you receive “whole-person” care through an integrated approach. Our goal is to provide you and your family with a seamless, consistent, and compassionate experience to achieve optimal health and well-being.



### **NEW: Behavioral health service navigation**

Our specially trained Service Navigators provide personalized help to find and access the care that’s right for you and your dependents. They can help you:

- › Navigate the complex health care system through enhanced personalized interactions
- › Locate providers and obtain timely behavioral health appointments
- › Connect to Tufts Health Plans’ support and programs, such as care managers
- › Learn more about the innovative tools and services we offer to support your needs



### **Care management programs**

Our licensed care managers work with you and your providers to ensure optimal health and functioning through a variety of care management programs, including care coordination, complex care, addiction recovery, transition to home, emergency department readmission diversion, supportive care, post facility discharge and peer support.



### **Behavioral health programs and services**

Tufts Health Plan offers innovative behavioral health programs and services for children, adolescents, and adults:

- **Virtual therapy services** are available 7 days/week: to support your mental health and well-being. Our services include Teladoc<sup>2</sup> and Valera Health<sup>3</sup>, offering licensed coaching, talk therapy, medication management, and more
- **Quick and easy access to specialty providers** includes Cortica<sup>3</sup> and Springtide<sup>3</sup>, offering diagnostic, applied behavior analysis (ABA), occupational therapy, speech therapy and social skills under one roof. And to provide rapid access appointments, we have partnered with Transformations Care Network<sup>3</sup>, a virtual and in-person outpatient mental health clinic.
- **Substance use treatment services** are also available through multiple network providers including Spectrum Health and members are supported after inpatient treatment by our internal addiction recovery care management team.

**Help is just a phone call away. For assistance with accessing these innovative programs and services, please call Member Services at the number on your member ID card.**

**If you are experiencing a crisis or emergency, you should always call 911 or go to the nearest emergency facility right away.**

<sup>1</sup> The behavioral health programs and services including care management programs mentioned in this flyer reflect availability as of June 2023. Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits.

<sup>2</sup> Telehealth virtual health care services (provided by Teladoc®) are available to Tufts Health Plan commercial members that have this benefit (not including Tufts Health Direct). If you’re not sure whether your plan includes Teladoc virtual care services, please ask your employer. Cost share may apply.

<sup>3</sup> Valera Health services, Transformations Care Network, Cortica and Springtide autism services providers are located only in Massachusetts.