



Harvard Pilgrim
Health Care

Connecting You to Whole-Person Care

A new integrated approach to behavioral health



Starting November 1, 2023 all Harvard Pilgrim members can access a comprehensive network of medical and behavioral health care providers, along with innovative programs and services, to improve physical and mental well-being in traditional and virtual settings.¹ Our dedicated team will guide you from the first phone call to aftercare planning, to ensure that you receive whole-person care through an integrated approach.



¹ The behavioral health programs and services including care management programs mentioned in this flyer reflect availability as of November 1, 2023. Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits. Harvard Pilgrim, a Point32Health company, complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Por servicio de traducción gratuito en español, llame al número de su tarjeta de miembro. 若需免費的中文版本, 請撥打ID卡上的電話號碼。



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



Connect to Harvard Pilgrim's support and programs, such as care managers



Locate providers and obtain timely behavioral health appointments



Learn more about the innovative tools and services we offer to support your needs



Care Management Programs

Our licensed, integrated care managers have extensive experience and will work with you and our network of providers to help you manage medical and behavioral health conditions, create an aftercare plan and connect you with a variety of resources to ensure optimal health.

Care Coordination offers assistance in finding services for members with co-existing medical and/or behavioral health conditions.

Complex Care aims to achieve optimal health and functioning through a comprehensive assessment and tailored care plan based on the member/guardian's priorities for both adults and children with complex and immediate needs.

Addiction Recovery offers information on personalized recovery plans and treatment programs for members who are taking steps towards recovery from substance use and have recently received inpatient treatment for substance use.

Transition to Home offers resources for aftercare plans to assist members who have recently been hospitalized and need help transitioning back home.

Emergency Department

Readmission Diversion offers support and assistance for members who have recently visited the emergency room due to medical or behavioral health symptoms.

Supportive Care is designed to assist both adults and children in achieving their health goals. This program is available to members who do not require complex care and may have recently received other treatment, such as in the emergency room. Our care managers provide extended support for those who need additional assistance for a longer period of time. They also work in tandem with our behavioral health team to provide whole-person care for members who have medical and behavioral health needs.

Post Facility Discharge is designed to support members who have recently been discharged from an acute level of care for their behavioral health needs. Our care managers work to ensure follow-up needs are met and identify any risks for readmission, providing a smooth transition back to the community.

Peer Support provides members with access to community resources and support from a peer specialist who has personal experience with mental health issues. We also offer a peer support program for members in our Addiction Recovery program.





Behavioral Health Programs and Services

Harvard Pilgrim offers innovative behavioral health programs and services for children, adolescents and adults. These programs are designed to provide personalized and effective care, with a focus on improving access to care and overall health outcomes.

Virtual Therapy Services

Available seven days a week to support your mental health and well-being. Our services include AbleTo,² Doctor on Demand and Valera Health,³ and offer licensed coaching, talk therapy, medication management and more.

AbleTo Need help managing stress, changing unhealthy habits, improving your mood or managing your time? Starting November 1, 2023, Harvard Pilgrim members have access to mental health support from AbleTo. These programs aim to seamlessly combine on-demand self-care tools and personalized virtual therapy sessions, helping to ensure access to a range of options from enhancing mental resilience with self-care techniques to connecting with AbleTo licensed therapists for structured guidance and access.

➤ Visit ableto.com/harvardpilgrim to get started.

Doctor On Demand licensed providers can support you and your dependents for concerns such as anxiety, depression, seasonal affective disorder, medication management or PTSD by video or phone visits. Appointments are confirmed in less than 72 hours.

➤ Set up your account at doctorondemand.com/harvard-pilgrim.

Valera Health provides virtual therapy and psychiatry services for adults, children aged 6+ and adolescents in Massachusetts. From mild depression to severe schizophrenia, their expert clinicians have a collaborative approach, focused on your needs and overall well-being.

➤ Schedule a consultation with a Valera Health connector at valerahealth.com/consult.

² AbleTo Virtual Therapy will be available to Harvard Pilgrim members with employer-sponsored coverage starting November 1, 2023. Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits.

³ Valera Health services, Cortica providers, Spectrum Health Systems and Northeast Health Services are located only in Massachusetts. Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits.



Quick and Easy Access to Specialty Providers

Get started with Cortica,³ with a focus on a whole-child integrated care model and Northeast Health Services,³ a virtual and in-person outpatient mental health clinic.

Cortica is a physician-led autism services provider in Massachusetts that offers advanced neurological therapies for children with autism spectrum disorder and other developmental differences. They provide a whole-child integrated care model which aims to significantly reduce wait times for diagnostic assessments, medical care, applied behavior analysis, occupational therapy, speech therapy, social skills coaching and counseling – all under one roof.

- Families interested in receiving services can visit corticacare.com to schedule an appointment or call **888-885-5068**.

Northeast Health Services is a network of outpatient mental health clinics that focuses on delivering timely access to high-quality psychiatry and therapy services for adults, children and adolescents in Massachusetts. The network offers a hybrid of in-person and telehealth services to best serve your needs.

- Schedule an appointment at nehs.transformationsnetwork.com.

Substance Use Treatment

Available through multiple network providers, including Spectrum Health Systems.³ Members are supported after inpatient treatment by our internal Addiction Recovery Care Management Team.

Spectrum Health Systems is a nonprofit organization dedicated to improving the lives of individuals affected by substance use, opioid addiction and/or mental health disorders. They offer a range of evidence-based treatment options, including inpatient detoxification, residential treatment, medication for substance use disorders, outpatient counseling and peer recovery support.

➤ For more information, visit spectrumhealthsystems.org.

Better Life Partners⁴ delivers integrated health care, with an integration of primary and behavioral health care, members can truly focus on all aspects of recovery from medical and emotional well-being to substance use disorder. The close relationships with local community organizations add an extra layer of support for members. Members have access to a comprehensive support team of medical experts and specialized clinicians offering key benefits including:

- **Rapid Withdrawal Relief:** Access to medication assisted therapy quickly
- **Flexible Therapy:** Choice of group or individual sessions
- **Expert Counseling:** Weekly and as-needed sessions with trained counselors
- **All-in-One Health:** Virtual and in-person primary care options
- **Easy Communication:** Reachable via phone, email or text message
- **Community Resources:** Connection to local services tailored to unique needs
- **Progress Tracking:** Regular, structured evaluations

➤ For more information, visit: betterlifepartners.com

Our Addiction Recovery Care Management Team offers information and support on personalized recovery plans and treatment programs for members who are taking steps towards recovery from substance use and have recently received inpatient treatment for substance use.

³ Valera Health services, Cortica providers, Spectrum Health Systems and Northeast Health Services are located only in Massachusetts. Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits.

⁴ Better Life Partners services are available in Massachusetts, New Hampshire, Maine and Vermont. Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits.

We strive to provide a comprehensive and integrated approach to care, supporting you and your family in achieving optimal health and well-being through a seamless, consistent and compassionate experience. Our programs reflect our commitment to health equity by removing barriers to care and ensuring that everyone has access to the quality care they deserve.



Help is just a phone call away

For assistance with accessing these innovative programs and services, please call the number on the back of your member ID card.



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