

A Guide to Simplifying Your Care Journey

Behavioral Health Service Navigation Program



Behavioral Health Service Navigation Overview

Behavioral Health Service Navigation is a cornerstone of Harvard Pilgrim's **whole-person care** approach. Our highly trained and dedicated teams are ready to **guide you from the very first phone call**, to help ensure a compassionate and streamlined experience for you and your covered family members. Our specially trained Behavioral Health Service Navigators provide personalized support and can help you:

- ✓ **Navigate** the complex health care system through enhanced, personalized interactions.
- ✓ **Locate** behavioral health network providers with availability, specialty, and cultural competency that supports your preferences.
- ✓ **Schedule** timely appointments for your new or ongoing health needs.
- ✓ **Connect** to exclusive resources, support tools and other services.

How does Service Navigation work?



Key Features

Harvard Pilgrim members of all ages can access a comprehensive network of medical and behavioral health care providers, along with innovative programs and services, to improve both physical and mental well-being in traditional and virtual settings.



Virtual therapy services: Access licensed therapy and medication management 7 days a week through Doctor On Demand¹, Valera Health², and AbleTo³.



Specialty providers: Access to advanced neurological therapies for children with autism spectrum disorder and other developmental differences from Cortica.² Plus, get timely appointments at outpatient clinics or virtual care from Northeast Health Services.²



Substance use treatment services: Available through our providers Spectrum Health² and Better Life Partners.⁴ Members are supported after inpatient treatment by our internal Addiction Recovery Care Management Team.



Care management programs encompass addiction recovery, post facility discharge, transition to home and more. Our internal team of clinicians and care managers will work closely with you and your providers to manage and coordinate your care. Supporting you and your covered family members at every stage.



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



Questions?

Call Member Services at the phone number on the back of your member ID card. Representatives are available Mondays, Tuesdays and Thursdays from 8 a.m. to 6 p.m.; Wednesdays from 10 a.m. to 6 p.m.; and Fridays from 8 a.m. to 5:30 p.m. For TTY service, call **711**.

¹ Doctor On Demand virtual care services are available to Harvard Pilgrim Commercial members that have this benefit. Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits.

² Valera Health services, Cortica providers, Spectrum Health and Northeast Health Services are located only in Massachusetts. These programs are available to Harvard Pilgrim commercial members. Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits.

³ AbleTo is available to Harvard Pilgrim commercial members beginning November 1, 2023. 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.

If you are experiencing a crisis or emergency, you should always call 911 or go to the nearest emergency facility right away. 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, sexual orientation, or gender identity. Por servicio de traducción gratuito en español, llame al número de su tarjeta de miembro.

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