

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 services¹, to improve both physical and mental well-being in traditional and virtual settings. 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. Our goal is to provide you and your family with a seamless, consistent, and compassionate experience to achieve optimal health and well-being.



Behavioral health service navigation

Our specially trained service navigators provide personalized help to navigate the complex health care system, locate providers, connect to internal supports and programs, and learn more about innovative tools and services.



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

Harvard Pilgrim 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 AbleTo², Doctor on Demand, and Valera Health³, offering licensed coaching, talk therapy, medication management, and more
- **Quick and easy access to specialty providers** includes Cortica³ 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 Network³, a virtual and in-person outpatient mental health clinic.
- **Substance use treatment services** are also available through multiple network providers including Spectrum Health³ 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 the number on the back of your ID card.

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

¹ 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.

² AbleTo Virtual Therapy will be available to Harvard Pilgrim members with employer-sponsored coverage. Cost share applies to members with high deductible plans with an HSA.

³ Valera Health services, Transformations Care Network, Spectrum Health Systems and Cortica autism services providers are located only in Massachusetts.