



Behavioral Health Programs and Resources

Harvard Pilgrim offers several programs and resources to support you and your loved ones. Our integrated approach to care allows us to help you improve both your physical and mental well-being for the best outcomes. This guide highlights our care programs, specialized provider, partner programs, and self-service tools.



24/7 support: Behavioral Health Access Center

If you have questions about behavioral health and substance use treatment options, including finding a provider, call **(888) 777-4742** — licensed care advocates answer calls and can:

- Help you find an available behavioral health provider, including those who offer virtual visits
- Help you find express access providers, who offer routine appointments within five business days¹
- Provide information about local behavioral health resources and plan benefits
- Help you create an individualized plan of care
- Connect you with digital self-management assessments, tools and other educational materials

¹ Member cost sharing may apply.



Live and Work Well

At liveandworkwell.com, you get 24/7, confidential access to professional care, self-help programs and information, wherever you are. Best of all, **these resources are available at no cost** to you and your family.

Learn how you can:

- Deal with major life changes
- Balance work and life
- Manage stress, depression, anxiety and other conditions
- Connect with behavioral health and substance use disorder resources, plus you'll have the added convenience of:
 - Online scheduling with virtual visit (telehealth) providers
 - Submitting and viewing claims
 - Accessing self-assessments, educational resources and digital tools

How to get started

Log in as a guest at liveandworkwell.com using company code **HPHC**. Or, for a more personalized experience, including access to your plan benefits:²

- Go to harvardpilgrim.org/behavioralhealth
- Click on "Optum's Live and Work Well member website"
- Log in using your Harvard Pilgrim user ID and password

Help is just a phone call away — at no cost. Call the Harvard Pilgrim Behavioral Health Access Center at (888) 777-4742



Self-service tools

Virtual Therapy services:

- › **AbleTo:** Need help managing stress, changing unhealthy habits, improving your mood or your time management? You can talk to a licensed coach, licensed therapist, or both, who will guide you through a personalized 8-week program³ proven to reduce depression, stress, and anxiety. You'll also have access to digital tools and activities that can help you learn skills to live better. Visit AbleTo.com/HarvardPilgrim to get started.
- › **Doctor on Demand:** From talk therapy to medication management, Doctor On Demand licensed providers are here to support you and your dependents with concerns such as anxiety, depression, seasonal affective disorder, 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:** Valera Health offers virtual therapy and psychiatry services for adults children 6+ and adolescents in Massachusetts. From mild depression to severe schizophrenia, Valera Health's expert clinicians have a collaborative approach, focused on your needs and overall wellbeing. Schedule a consultation with a Valera Health connector at valerahealth.com/consult

² You must log in through your Harvard Pilgrim account to access online appointment scheduling, claims, your Explanation of Benefits (EOB) and other personalized plan information. Harvard Pilgrim's behavioral health services are managed through an arrangement with Optum, a national leader in managing high-quality behavioral health care programs.

³ AbleTo Virtual Therapy is available to Harvard Pilgrim fully insured members. Cost share applies to members with high deductible plans with an HSA. Members should refer to their plan documents for details.

Quick and easy access to specialty providers for adults and children:

- › **Cortica:** 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, developmental therapies, and counseling. Families interested in receiving services can visit corticacare.com to schedule an appointment or call **(888) 885-5068**
- › **Transformations Care Network:** A network of outpatient mental health clinics that focus 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 transformationsnetwork.com



Confidential support 24/7

Substance Use Treatment Helpline: (855) 780-5955

- Connect with an in-network provider within 24 hours
- Staffed by recovery advocates and licensed clinicians
- Interpreter service available

National Suicide Prevention Lifeline: 988

- Prevention and crisis resources for you or your loved ones
- Available in English and Spanish

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