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Connecting You to Whole-Person Care

Personalized Support for Every Stage of Life



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At Harvard Pilgrim, we make behavioral health care easier to access with faster appointments, specialized services for children, teens and adults, and seamless connections to the provider that is right for you. This guide highlights our full range of behavioral health resources¹, designed to support you and your covered family members in improving your overall well-being, in both traditional and virtual settings.

From your first phone call to aftercare planning, our dedicated team is here to guide you every step of the way, ensuring you receive compassionate, coordinated whole-person care tailored to your unique needs.

Exclusive and Personalized Behavioral Health Service Navigation

Our Behavioral Health Service Navigation program offers a hands-on, personalized approach to make accessing behavioral health care faster and easier. With a 99% member satisfaction rate², this exclusive service helps you:

- Get appointments quickly—often within 6 days compared to typical 60-day waits²
- Access real-time telehealth options for timely care
- Find the right provider with help from dedicated Service Navigators who guide you every step of the way
- Navigate the complex healthcare system through personalized support and clear guidance
- Explore innovative tools and services tailored to your unique needs



"I always felt heard. Kaitlyn took my needs seriously, checked in frequently, and was very supportive. She helped me find the right providers — not just the first available ones — after I had given up trying on my own."

— **Harvard Pilgrim Member**

➤ For assistance, call the number on the back of your member ID card

Behavioral Health Programs and Services

Innovative collaborations expanding access and removing barriers to care

We continue to develop unique and innovative collaborations with leading providers. These programs and services are designed to enhance care delivery, improve accessibility, and address diverse needs—ensuring timely, personalized support across the full spectrum of behavioral health.

Digital Therapy Programs

Self-directed and structured virtual care for early intervention and moderate/severe conditions

Whether you're just starting your mental health journey or prefer flexible support before starting a structured care plan, our digital therapy programs provide a variety of tools designed to enhance daily well-being and foster emotional growth. From self-care activities and coping strategies to guided meditation and biofeedback, these programs offer accessible, evidence-based support anytime, anywhere.

AbleTo Self Care: A 24/7 digital app offering personalized self-care tools, mood and habit tracking, and therapist-designed guided activities to build coping skills and resilience.

➤ Visit ableto.com/harvardpilgrim to learn more.

Meru Health: A structured, 12-week evidence-based program combining therapist support, mindfulness lessons, and wearable biofeedback technology to promote lasting mental health improvements.

➤ Visit meruhealth.com/harvardpilgrim to learn more.

InStride Health: Specialized virtual therapy³ for children, teens and young adults (ages 7-22) with severe anxiety and OCD, offering a phased, family-centered approach that delivers rapid, effective care.

➤ Visit instridehealth.com to learn more.

Convenient Virtual Therapy Programs

Licensed therapy and medication management, including cultural competency and in-person options

Our virtual therapy options provide convenient, flexible access to licensed therapists and psychiatrists for a wide range of behavioral health needs. Members can connect from home or elsewhere, receiving personalized care that fits their schedule.

AbleTo: Provides weekly virtual therapy sessions based on cognitive behavioral therapy, paired with access to self-care digital resources to help manage mild to moderate anxiety, depression, and stress.

➤ Visit ableto.com/harvardpilgrim to learn more.

Doctor On Demand: Offers virtual therapy and medication management for members ages 6 and up, addressing conditions such as anxiety, depression, and PTSD. Members choose their provider and schedule appointments quickly, with a diverse provider network.

➤ Set up your account at doctorondemand.com/harvardpilgrim

Grow Therapy: Delivers virtual and in-person therapy and medication management for ages 6+, treating over 40 behavioral health conditions. Emphasizes culturally competent, personalized care.

➤ Visit growtherapy.com/members/harvardpilgrim

Valera Health: Offers comprehensive virtual outpatient behavioral health services⁴ for children (12+), adolescents, and adults, including therapy, medication management, and integrated case management.

➤ Visit valerahealth.com

Comprehensive Autism Care

Specialized pediatric developmental services and family support

In addition to a broad network of over 200 specialized autism care providers in New England, your Harvard Pilgrim plan benefits include access to Cortica—a physician-led autism services provider in Massachusetts. Cortica offers advanced neurological therapies and comprehensive, whole-child care⁵ for children from birth to 17 years old with autism spectrum disorder and other developmental differences.

Their integrated care model reduces wait times by delivering diagnostic assessments, medical care, applied behavior analysis (ABA), occupational therapy, speech therapy, social skills coaching, and counseling—all coordinated under one roof to support your child's unique needs. For added convenience, services are available at centers, via telehealth, and in-home.

➤ Families can schedule appointments easily online at corticacare.com/harvard-pilgrim-health-care OR by calling **888-885-5068**.

Comprehensive Resources for Pediatric Behavioral Health

If you're seeking support for developmental differences, emotional challenges, or want to proactively invest in your child's well-being, we offer access to specialized provider programs. These programs are designed to address the unique behavioral health needs of children, teens and young adults—with services available from birth for autism spectrum disorder, and age eligibility varying by program. Both in-person and virtual care options available for your convenience.

➤ To learn more visit our [behavioral health pediatric webpage](#).

"Our Grow Therapy provider has been working with my 7-year-old daughter for a couple of months now, and I am very happy with the care she's receiving. It feels reassuring knowing I can trust her provider and see the progress she's making. Overall, it's been a great experience, and I look forward to seeing all the growth my little one will continue to achieve."

— **Harvard Pilgrim Member**



Substance Use Disorder (SUD) Treatment Programs

Rapid access to medication-assisted treatment and community-based recovery support

Harvard Pilgrim offers access to a network of trusted providers delivering comprehensive substance use disorder care. From detoxification to ongoing recovery support, our programs integrate medical, behavioral, and community-based services to support your whole-person recovery journey.

Spectrum Health Systems

Spectrum Health Systems is a nonprofit dedicated to improving the lives of individuals affected by substance use, opioid addiction, and mental health disorders. Serving adolescents and adults across Massachusetts, Spectrum offers evidence-based treatment options including inpatient detoxification, residential treatment, medication for substance use disorders, outpatient counseling, and peer recovery support. Their community-based model promotes longer recovery and better health outcomes.

➤ Visit spectrumhealthsystems.org for more information.

Better Life Partners

Better Life Partners provides integrated health care⁵ combining primary and behavioral health services, allowing members to focus on all aspects of recovery. Their comprehensive care team offers rapid access to medication-assisted therapy (MAT), flexible individual or group therapy, expert counseling, and virtual or in-person primary care. Members benefit from easy communication via phone, email, or text, plus connections to local community resources tailored to their unique needs. Progress is regularly tracked through structured evaluations.

➤ Visit betterlifepartners.com/harvardpilgrim for more information.

Addiction Recovery Care Management Team

Our internal Addiction Recovery Care Management Team supports members after inpatient treatment by providing personalized recovery plans and guidance. They work closely with members to ensure ongoing support as they take steps toward sustained recovery.

Care Management Programs

Harvard Pilgrim's licensed, integrated care managers work closely with you and your providers to support the management of both medical and behavioral health conditions. They help create personalized aftercare plans and connect you with resources to promote your overall health and well-being.

Care Coordination: Provides assistance in finding and accessing services for members with co-existing medical and/or behavioral health needs.

Complex Care: Offers comprehensive assessments and individualized care plans for adults and children with complex or urgent health needs, focusing on the member/guardian's priorities to achieve optimal health and functioning.

Addiction Recovery: Supports members who are recovering from substance use, offering personalized recovery plans and guidance following recent inpatient treatment.

Transition to Home: Helps members recently discharged from the hospital by providing aftercare resources and support for a smooth transition back to home life.

Emergency Department Readmission Diversion: Provides personalized support for members who have recently visited the emergency room due to medical or behavioral health symptoms, aiming to reduce unnecessary readmissions.

Supportive Care: Designed for both adults and children who do not require complex care but need extended support after recent treatment, such as an emergency room visit. Care managers collaborate with behavioral health teams to deliver whole-person care addressing both medical and behavioral needs.

Post Facility Discharge: Assists members transitioning from acute behavioral health care by ensuring follow-up needs are met and identifying risks to prevent readmission, facilitating a smooth return to the community.

Peer Support: Connects members with community resources and provides support from peer specialists who have personal experience with mental health or substance use challenges. This includes dedicated peer support within the Addiction Recovery program.

➤ For assistance call the number on the back of your member ID card.



At Harvard Pilgrim, we are leading the way to better health by providing compassionate, equitable behavioral health care that supports you and your family's journey toward optimal well-being. We are committed to removing barriers and ensuring access to quality care for all our members.

➤ **For assistance accessing our behavioral health programs and services, please call the number on the back of your member ID card.**

- 1 Behavioral Health programs listed in this brochure are available to Harvard Pilgrim members with employer-sponsored coverage. Members' cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits. If you're 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.
- 2 Harvard Pilgrim data
- 3 InStride Health services are located in CT, MA, ME, NH, NJ, NY, OH, PA, RI, and VA
- 4 Valera Health services are located in MA, NJ, NY, VT, WA
- 5 Better Life Partners services are located in MA, ME, NH and VT



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