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A Guide to Simplifying Your Care Journey

Behavioral Health Service Navigation Program



Exclusive and Personalized Behavioral Health Service Navigation.

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 Behavioral Health Service Navigators provide personalized support and can help you:

- **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—often within 6 days compared to typical 60-day waits.¹
- **Access** real-time telehealth options for timely care.
- **Navigate** the complex health care system through enhanced, personalized interactions.
- **Connect** and educate members on to exclusive resources, support tools and other services.



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

How does Service Navigation work?

1. Contact us

Call our Integrated Member Services Team for all your physical and behavioral health needs.



2. Connect

If you still have questions, you'll be connected to our behavioral health service navigators.



3. Address

Discuss with your service navigator personalized solutions that can help you close gaps in your behavioral health care journey and improve your health outcomes.



4. Engage

Our internal team of medical and behavioral health clinicians will work closely with you and your providers to coordinate your care and create an aftercare strategy.



5. Follow-up

Your dedicated service navigator will reach out to you to ensure that all of your concerns and needs were (or have been) addressed.



Behavioral Health Programs and Services

At Harvard Pilgrim we continue to develop unique and innovative collaborations with leading providers. These programs and services² are designed to enhance care delivery, improve access, and address diverse needs—ensuring timely, personalized support across the full spectrum of behavioral health.

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.

Virtual Therapy: Programs provide convenient, flexible access to licensed therapists and psychiatrists for a wide range of behavioral health needs. Members can connect from home or anywhere from the U.S., receiving personalized care that fits their schedule.

Comprehensive Autism Care: Along with a broad network of 200+ specialized providers across New England, members have access to Cortica—a physician-led autism services provider in Massachusetts offering advanced neurological therapies and whole-child care for children from birth to 17 years old with autism and other developmental differences.

Substance Use Disorder (SUD) Treatment Programs: provide access to a network of trusted providers delivering comprehensive care. From detoxification to ongoing recovery support, our programs integrate medical, behavioral, and community-based services to support the whole-person recovery journey.

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

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.

➤ Visit harvardpilgrim.org/behavioral-health to learn more.



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 Harvard Pilgrim data is available to Harvard Pilgrim Commercial members with employer-sponsored coverage. Member's cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits.

² Behavioral Health programs and services.

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. 若需免費的中文版本, 請撥打ID卡上的電話號碼。

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