

Behavioral health services for Medicare Advantage members



Independence Blue Cross (IBX) Medicare Advantage plans offer care navigation services to help you access the right behavioral health services at the right time.

Call **1-800-688-1911** (TTY/TDD: **711**), Monday to Friday, 8 a.m. to 6 p.m., to reach our Behavioral Health Care Navigation team, who can assess your needs, directly schedule an appointment or connect you with appropriate treatment options, and provide in-the-moment support when needed.

You can also find additional behavioral health resources using our Provider Finder at ibxmedicare.com/providerfinder, or call our Member Help Team at the number on the back of your member ID card.

Our Member Help Team is here to assist you seven days a week, from 8 a.m. to 8 p.m. Please note that on weekends and holidays from April 1 through September 30, your call may be sent to voicemail, but we will get back to you as soon as we can.

Resources for timely, high-quality behavioral health care

Below are a few providers to access timely and high-quality behavioral health care.



General mental health

Brightside Health

Brightside provides virtual care for moderate to severe conditions including depression, anxiety, bipolar disorder, panic, insomnia, mental health concerns as a result of physical health problems, and a specialized program for adults with suicidal ideation.

- Visit app.brightside.com.
- Call **1-415-360-3348** (TTY/TDD: **711**), Monday through Friday, 9 a.m. to 6 p.m.

Grow Therapy

Grow Therapy offers talk therapy and medication management for mental health conditions such as anxiety, depression, and improving relationships. You can access care both in-person and virtually.

- Visit growththerapy.com/ibx-members for online scheduling.

Spring Health

Get virtual or in-person talk therapy and medication management for common conditions such as anxiety, grief, depression, bipolar disorder, suicidal ideation, and co-occurring substance use conditions. (Spring Health does not prescribe controlled substances.)

- Visit care.springhealth.com/register.
- Call **1-855-596-4890** (TTY/TDD: **711**), seven days a week, from 8 a.m. to 8 p.m. to schedule a session.

Thriveworks

Thriveworks offers in-person and virtual care services including talk therapy and medication management for depression, anxiety, trauma, grief/loss, coping with medical and health issues, and other common mental health challenges.

- Visit thriveworks.com/partners/independence-blue-cross.
- Call **1-855-205-9986** (TTY/TDD: **711**) Monday through Friday, 8 a.m. to 9:30 p.m.; Saturday, 9 a.m. to 5 p.m.; and Sunday, 10 a.m. to 2 p.m. to schedule services.



Specialty conditions

Quartet Medical

Quartet Medical is a virtual provider specializing in caring for ongoing mental health conditions, including bipolar disorder and major depression. Talk therapy, medication treatment, and case management services are provided.

- Call **1-833-258-8498** (TTY/TDD: **711**)
Monday through Friday, 8 a.m. to 6 p.m.
for more information.

Flowly

Flowly provides virtual psychotherapy and tools for adults afflicted by chronic pain that is real and treatable, but not caused by a physical injury.

- Visit portal.flowly.world/onboarding/program-overview.
- Call **1-323-545-3659** (TTY/TDD: **711**)
Monday through Friday, 9 a.m. to 5 p.m.



Substance use disorders

Crossroads

Crossroads is an in-person care provider for patients with opioid use disorder. Evidence-based services include medical treatment, peer support, and individual and group counseling. On-site physicians oversee medical care during withdrawal management and medication-assisted treatment. The care coordination team connects patients with comprehensive local resources. There are multiple locations for in-person care in PA and NJ.

- Visit crossroadstreatmentcenters.com.
- Call **1-800-805-6989** (TTY/TDD: **711**)
Monday through Saturday, 9 a.m. to 5 p.m.,
or Sunday, 10 a.m. to 2 p.m. for more information.

Brightside Health, Crossroads, Flowly, Grow Therapy, Ophelia Health, Pursue Care, Quartet Medical, Ria Health, Spring Health, and Thriveworks are independent companies. Accessibility may vary by provider. Independence Blue Cross offers PPO, HMO-POS, and HMO Medicare Advantage plans with a Medicare contract. Enrollment in Independence Blue Cross PPO, HMO-POS, and HMO Medicare Advantage plans depends on contract renewal.

Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.

Ophelia Health

Ophelia Health is a virtual care provider specializing in treating opioid use disorder (OUD). Services include medication for opioid use disorder (MOUD), individual and group counseling, and care for behavioral health conditions. Ophelia also supports concurrent smoking cessation during OUD treatment.

- Visit ophelia.com.
- Call **215-987-5514** (TTY/TDD: **711**)
Monday through Saturday, 8 a.m. to 8 p.m.

Pursue Care

Pursue Care provides virtual and in-person treatment for adults with mild-to-moderate substance use disorders and co-occurring mental health conditions. Services include withdrawal management, medication management, individual counseling, and case management. In-person care is available at offices in Allentown, PA; Voorhees, NJ; and Newark, DE.

- Visit pursuecare.com.
- Call **1-866-799-9805** (TTY/TDD: **711**)
Monday through Friday, 7 a.m. to 10 p.m.

Ria Health

Ria Health is a virtual care provider focused on helping members change their relationship with alcohol. Evidence-based outpatient services combine coaching, counseling, medication, and a technology platform that makes getting help with alcohol easy.

- Visit riahealth.com/directory-referral for online scheduling.
- Call **1-866-974-3959** (TTY/TDD: **711**)
Monday through Friday, 8 a.m. to 5 p.m.