

Connect to Care Providers for Behavioral Health



Independence Blue Cross (IBX) Medicare Advantage plans offer Connect to CareSM 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.

You can also find additional behavioral health resources at ibxmedicare.com/providerfinder, or call our Member Help Team at the number on the back of your member ID card. They are here to assist you seven days a week, from 8 a.m. to 8 p.m. (On weekends and holidays from April 1 through September 30, your call may be sent to voicemail.)

Resources for timely, high-quality behavioral health care

Author Health

Author Health offers specialized care for serious mental health conditions (including severe depression or anxiety, PTSD, bipolar disorder, and psychosis), concerns about substance use/addiction, and dementia. Services include psychiatry, individual and group talk therapy, and family/caregiver services. Author Health coordinates with your primary care provider, delivers care virtually, and can meet members in the home or doctor's office.

- Visit authorhealth.com/for-patients/#information
- Call **1-800-423-4400** (TTY/TDD: **711**), Monday through Friday, 8 a.m. to 5 p.m.



General mental health

Brightside Health

Brightside provides virtual care for moderate-to-severe conditions including depression, anxiety, bipolar disorder, panic, insomnia, mental health concerns resulting from 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 growtherapy.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 provides virtual care 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.



Substance use disorders

Crossroads

Crossroads provides in-person care for opioid use disorder, including 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 in-person locations 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.

Ophelia Health

Ophelia Health provides virtual treatment for 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 provides virtual care to help 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.

A copayment may be required depending on a members' benefit plan. The listed providers are not the only in-network providers available.

Author Health, Brightside Health, Crossroads, 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.

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