



Harvard Pilgrim  
Health Care

# "Accessing behavioral health care is easy with Harvard Pilgrim."

**Whether you're currently in treatment and/or  
looking for more support, your Harvard Pilgrim  
plan gives you lots of options.**

Once your Harvard Pilgrim membership is active, you have access to a vast network\* of behavioral health providers in all 50 states through our partner, United Behavioral Health (UBH).

These providers evaluate and treat general mental health conditions, such as depression and anxiety. This includes therapy – both in-person and "virtual" – and prescribing medication when appropriate and in accordance with regulatory requirements.

**Read on for more. ►**



\* Please check your Schedule of Benefits for providers available through your plan.

The individual shown is representative only. The comment is a composite of sentiments often expressed by our members.

Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of Connecticut, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.

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# Your behavioral health care treatment options with Harvard Pilgrim

We want to ensure you fully understand your behavioral health benefits and experience a smooth transition in care.

## Getting started: accessing behavioral health providers

### Here's how to find a provider:

Login to [harvardpilgrim.org](https://harvardpilgrim.org) and click **"Find a provider"** at the top of the page and select **"Behavioral Health."**

Here you can also filter for **"Virtual Visits"** if that's your preference for care.

### If your membership is active...

you can find a provider online whenever you're ready.

### Not sure if your membership is active?

Review these steps to check and be sure you're all set.

- 1 No Harvard Pilgrim ID #?**  
Call Harvard Pilgrim's SmartStart team at **(866) 874-0817** for assistance.
- 2 Got your ID # and just need to set up your online account?**  
It's easy. At [harvardpilgrim.org](https://harvardpilgrim.org), follow the simple steps after the **"Member Login"** prompt.



### Transition of care benefits: continuing care with a non-participating provider

Once you become an active member of Harvard Pilgrim you may request authorization to continue care with a non-participating provider for a transitional interval. Please be aware that authorization must be requested within 30 days of your enrollment effective date. To learn more about your transition of care benefits, please call our Behavioral Health Access Center at **(888) 777-4742** where licensed care advocates are available to answer your questions and assist you.

If you are not yet active with Harvard Pilgrim, you can still call the Behavioral Health Access Center to check whether or not your current provider is in our network.



### Virtual Visits: get care using your smart phone, tablet or computer

Did you know that Harvard Pilgrim's got you covered for routine behavioral health "virtual" care? Even better, the convenience doesn't cost you more. Find a virtual care provider at [harvardpilgrim.org](https://harvardpilgrim.org).

Another virtual option – for both routine or occasional behavioral health support – is Doctor on Demand. Get details and set up an account at [doctorondemand.com](https://doctorondemand.com).

These services are a convenient option for routine care and not meant for emergencies.

### 24/7 support

For non-emergent, routine behavioral health treatment issues, please contact your behavioral health provider. If you need more urgent help with questions about treatment or need to get started with a behavioral health provider, then please call the Behavioral Health Access Center at **(888) 777-4742** where licensed care advocates answer calls around the clock, seven days a week.

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