

Connecting with behavioral health resources

Your behavioral health journey is personal, but you're not alone. Through our partners, we deliver the support you and your family need. We encourage you to check out our menu of apps, digital tools and 24/7 support, so you can choose the path that's right for you. Here are the resources available to you as a Harvard Pilgrim member.

For more details about these and other resources, go to www.harvardpilgrim.org/behavioralhealth.



24/7 support: Behavioral Health Access Center

If you have questions about behavioral health and substance use treatment options, including finding a provider, call **(888) 777-4742** — licensed care advocates answer calls and can:

- Help you find an available behavioral health provider, including those who offer virtual visits
- Help you find Express Access providers, who offer routine appointments within five business days¹
- Provide information about local behavioral health resources and plan benefits
- Help you create an individualized plan of care
- Connect you with digital self-management assessments, tools and other educational materials

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



Live and Work Well

At www.liveandworkwell.com, you get 24/7, confidential access to professional care, self-help programs and information, wherever you are. Best of all, these resources are available at no cost to you and your family.

Learn how you can:

- Deal with major life changes
- Balance work and life
- Manage stress, depression, anxiety and other conditions
- Connect with behavioral health and substance use disorder resources, plus you'll have the added convenience of:
 - Online scheduling with virtual visit (telehealth) providers
 - Submitting and viewing claims
 - Accessing self-assessments, educational resources and digital tools

How to get started

Log in as a guest at www.liveandworkwell.com using company code **HPHC**.

Or, for a more personalized experience, including access to your plan benefits:²

- Go to www.harvardpilgrim.org/behavioralhealth
- Click on "Optum's Live and Work Well member website"
- Log in using your Harvard Pilgrim user ID and password

¹ Member cost sharing may apply.

² You must log in through your Harvard Pilgrim account to access online appointment scheduling, claims, your Explanation of Benefits (EOB) and other personalized plan information.



Digital tools and apps

Sanvello mobile app: on-demand stress management

Through our partnership with Optum³, you have access to the Sanvello mobile app.⁴ This easy-to-use online tool can help you dial down the symptoms of stress, anxiety and depression — anywhere, anytime.

Get started by downloading the app from **Google Play** or the **Apple App Store**. Once downloaded, enter your Harvard Pilgrim ID number for complimentary access to the premium version.

- You can also access the app at www.liveandworkwell.com. To browse as a guest, use access code **HPHC**.

Talkspace: Behavioral therapy with digital messaging

This digital therapy service lets you connect to licensed therapists and medication management providers via secure digital messaging on your computer, smartphone or tablet. Talkspace³ offers a convenient way to access outpatient therapy.

- To get started, visit www.talkspace.com/connect.
- Enter your insurance information, including member ID number.
- After filling out a brief assessment, you'll immediately be matched with three prospective therapists, based on your treatment preferences. No prior authorization or referral is necessary.
- Instructions for downloading the Talkspace app will be provided during the registration process.
- Cost sharing for outpatient behavioral health services may apply.



Confidential support 24/7

Emotional Support Helpline

(866) 342-6892

- Help with managing anxiety or stress
- Staffed by behavioral health clinicians
- Interpreter service available

Substance Use Treatment Helpline

(855) 780-5955

- Connect with an in-network provider within 24 hours
- Staffed by recovery advocates and licensed clinicians
- Interpreter service available

National Suicide Prevention Lifeline

(800) 273-TALK (8255);
TTY: (800) 273-8255

- Prevention and crisis resources for you or your loved ones
- Available in English and Spanish

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³ Harvard Pilgrim's behavioral health services are managed through an arrangement with Optum, a national leader in managing high-quality behavioral health care programs.

⁴ Sanvello and Talkspace are not affiliated with Harvard Pilgrim Health Care. Harvard Pilgrim has an arrangement with Sanvello and Talkspace to offer their respective services to current Harvard Pilgrim members.