

A Guide to Simplifying Your Care Journey

Behavioral Health Service Navigation Program



Behavioral Health Service Navigation Overview

Behavioral Health Service Navigation is a cornerstone of Tufts Health Plan'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 specially trained Behavioral Health Service Navigators provide personalized support and can help you:

- ✓ **Navigate** the complex health care system through enhanced, personalized interactions.
- ✓ **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.
- ✓ **Connect** to exclusive resources, support tools and other services.

How does Service Navigation work?



Key Features

Tufts Health Plan members of all ages can access a comprehensive network of medical and behavioral health care providers, along with innovative programs and services, to improve both physical and mental well-being in traditional and virtual settings.



Virtual therapy services: Access licensed therapy and medication management 7 days a week through Teladoc¹, Valera Health², and AbleTo³.



Specialty providers: Access to advanced neurological therapies for children with autism spectrum disorder and other developmental differences from Cortica.² Plus, get timely appointments at outpatient clinics or virtual care from Northeast Health Services.²



Substance use treatment services: Available through our providers Spectrum Health² and Better Life Partners.⁴ Members are supported after inpatient treatment by our internal Addiction Recovery Care Management Team.



Care management programs⁵ encompass addiction recovery, post facility discharge, transition to home and more. Our internal team of clinicians and care managers will work closely with you and your providers to manage and coordinate your care. Supporting you and your covered family members at every stage.



For assistance with accessing these innovative programs and services, please call member services at the phone number listed on your member ID card.



Contact us

Member Services

800-462-0224 (TTY: 711)

Monday – Thursday 8 a.m. – 7 p.m.

Friday 8 a.m. – 5 p.m.

¹ Telehealth virtual health care services (provided by Teladoc®) are available to Tufts Health Plan commercial members (not including Tufts Health Direct) that have this benefit. Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits. If you're not sure whether your plan includes Telehealth by Teladoc please ask your employer.

² Valera Health services, Cortica providers, Spectrum Health and Northeast Health Services are located only in Massachusetts. These programs are available to Tufts Health Plan commercial members (not including Tufts Health Direct). Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits.

³ AbleTo is available to Tufts Health Plan commercial members (not including Tufts Health Direct) beginning November 1, 2023. Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits.

⁴ Better Life Partners services are available in Massachusetts, New Hampshire, Maine and Vermont. Member cost sharing may apply. Members should refer to their plan documents for specific details regarding their coverage and benefits.

⁵ Members already currently enrolled in Care Management are not eligible as they're already receiving more intensive, personalized support from their Care Manager.

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