

Behavioral health care navigation services and resources

We help members get behavioral health care quickly when they need it, including scheduling appointments with an in-network provider within 7 days.

Personalized connection to care

Call our Behavioral Health Care Navigation team at **1-800-688-1911**, Monday – Friday, 8 a.m. – 6 p.m., for help finding in-network behavioral health providers and scheduling services. Our team can directly schedule an appointment or connect you with an in-network behavioral health provider so that care can be accessed quickly. This team also offers clinical assessments to connect you with appropriate treatment options and provide in-the-moment support, when needed.

Connect to Care providers

Independence Blue Cross has relationships with the Connect to Care providers listed in this document to ensure that our members have timely access to high-quality behavioral health care. Visit ibx.com/providerfinder to look for additional in-network behavioral health providers and resources.

Provider	Ages treated	Contact information and description	Available locations
General mental health			
Thriveworks	5+ for talk therapy; 14+ for medication management	1-855-205-9986 , thriveworks.com/partners/independence-blue-cross <ul style="list-style-type: none"> In-person and virtual Talk therapy and medication management 	AL, AK, AZ, AR, CA, CO, CT, DC, DE, FL, GA, HI, ID, IL, IN, IA, KS, KY, LA, ME, MD, MA, MI, MS, MO, MT, NE, NV, NH, NJ, NC, OH, OK, PA, RI, SC, TN, TX, UT, VA, WA
Grow Therapy	6+	growththerapy.com <ul style="list-style-type: none"> In-person and virtual Talk therapy and medication management Focus on common conditions (e.g., anxiety, depression, family or relationship issues) 	CA, DE, FL, IL, IN, MA, MD, NJ, PA, TX, VA
Headway	6+	headway.co <ul style="list-style-type: none"> Virtual Talk therapy and medication management Help with common conditions (e.g., anxiety, depression, family or relationship issues, grief, stress) and ongoing conditions, such as major depression and bipolar disorder 	Nationwide
Spring Health	6+	1-855-596-4890 , benefits.springhealth.com/insurance/ibx <ul style="list-style-type: none"> In-person and virtual Talk therapy and medication management Care for moderate to severe conditions, including bipolar disorder, eating disorders, suicidal ideation, and co-occurring substance use disorder Digital self-management tools for common concerns like parenting, anxiety, grief, depression, and coping with physical health conditions (e.g., maternal health, insomnia, chronic pain) Personalized care and self-management content for neurodiversity (ADHD, autism, OCD) 	Nationwide

Provider	Ages treated	Contact information and description	Available locations
Children, adolescents, and young adults			
Little Otter	0 – 14	415-449-2813, littleotterhealth.com <ul style="list-style-type: none"> • Virtual • Therapy and psychiatry for children and their families • Helping families with a care team, customized approach, and platform that enables real-time support 	CA, CO, DC, DE, FL, GA, IL, MD, NC, NJ, NY, PA, TX, UT, VA
Bend Health	1 – 25	bendhealth.com <ul style="list-style-type: none"> • Virtual • For children, young adults, and families • Talk therapy, CBT, EMDR, family systems therapies, care coordination, and medication management for children, young adults, and families experiencing anxiety, ADHD, depression, and behavioral concerns 	Nationwide
Hopscotch	1 – 26	617-333-8740, joinhopscotch.com <ul style="list-style-type: none"> • Virtual • Talk therapy and play therapy services • Parental training to caregivers of children in care 	DE, FL, NC, NJ, NY, OH, PA, TX, WV
Blackbird Health	2 – 26	484-202-0753, blackbirdhealth.com <ul style="list-style-type: none"> • In-person and virtual • Medication management and talk therapy • Diagnostic evaluations and treatment for children and young adults struggling with social, developmental, and school-related challenges 	PA
Instride	7 – 22	1-855-438-8331, instride.com <ul style="list-style-type: none"> • Virtual • Medication management, talk therapy, CBT, exposure coaching, and patient skills and family groups • For children and young adults with primary diagnosis of OCD or anxiety 	CT, MA, ME, NH, NJ, NY, OH, PA, RI, VA
Handspring Health	8 – 24	1-855-467-1300, handspringhealth.com <ul style="list-style-type: none"> • Virtual • Individual and family therapy • For kids and young adults experiencing common conditions, including depression, anxiety, panic, bullying, trauma, family issues, anger management, and behavioral challenges 	DE, NC, NJ, PA
Joon	13 – 26	215-647-0198, joon.com/partners/ibx <ul style="list-style-type: none"> • Virtual • Model of care designed for teens and young adults • Treats common conditions that include anxiety, depression, and stress • Mobile app and online therapist platform include online modules to support skill development and staying on track between sessions 	CA, DE, NY, OR, PA, TX, WA

Provider	Ages treated	Contact information and description	Available locations
Specialty care			
Equip	All ages	<p>1-855-387-4378, my.equip.health</p> <ul style="list-style-type: none"> • Virtual • Care for eating disorders using a family-based approach • Support from a care team that includes a therapist, dietitian, and medical provider 	CA, CT, DE, GA, ID, IN, KY, MA, ME, MO, NJ, NV, NY, OH, OR, PA, RI, SC, UT, VA, WA, WI
NOCD	5+	<p>treatmyocd.com/calendar</p> <ul style="list-style-type: none"> • Virtual • Specialty therapy for OCD • Uses evidence-based therapies (e.g., exposure and response prevention, prolonged exposure therapy) 	Nationwide
Marvin	18+	<p>1-888-780-6377, meetmarvin.com</p> <ul style="list-style-type: none"> • In-person and virtual • Specializes in providing talk therapy services and support for health care providers 	DE, NJ, PA
Substance use disorders			
Ethos	13+	<p>267-669-0300, ethostreatment.com</p> <ul style="list-style-type: none"> • In-person and virtual • Treatment of substance use disorders and mental health conditions • Includes intensive outpatient group therapy, individual talk therapy, and medication management 	PA
Pelago	15+; 16+ for medication-assisted treatment	<p>1-877-349-7755, my.pelagohealth.com/IBX</p> <ul style="list-style-type: none"> • Virtual • Treatment for alcohol or opioid use, including concurrent tobacco cessation • Care team provides assessment, medication-assisted treatment, and counseling • Online program helps prevent relapse and manage cravings and offers support via chat and a live care hotline 	Nationwide
Crossroads	16+	<p>1-800-805-6989, crossroadstreatmentcenters.com</p> <ul style="list-style-type: none"> • In-person (multiple locations in PA and NJ) • Treatment for substance use disorders • Evidence-based treatments, including medication, peer support, and individual and group counseling • Onsite physicians direct medical care • Outpatient withdrawal management 	GA, KY, NC, NJ, PA, SC, TN, TX, VA
Forge Health	18+	<p>1-888-224-7313, forgehealth.com/contact-us</p> <ul style="list-style-type: none"> • In-person and virtual • Treatment for moderate substance use disorders and co-occurring medical health conditions • Withdrawal management, medication management, and individual and group therapy 	MA, NH, NJ, NY, PA

Provider	Ages treated	Contact information and description	Available locations
Substance use disorders (continued)			
New Life	18+	856-942-3700, newlifecenters.com <ul style="list-style-type: none"> In-person (transportation available up to 25 miles of Marlton, NJ) Substance use disorders and co-occurring mental health conditions Robust intake process for fast entry (within 24 hours of calling) and to determine right level of care Outpatient withdrawal management, individual counseling, and intensive outpatient group therapy 	NJ
Ophelia	18+	215-987-5514, ophelia.com <ul style="list-style-type: none"> Virtual Opioid use disorder (OUD) treatment and concurrent tobacco cessation Medication for OUD, individual and group counseling, and care for behavioral health conditions 	CT, DE, MD, ME, MT, NJ, NY, PA, VA, WA
Pursue Care	18+	1-866-799-9805, pursuecare.com <ul style="list-style-type: none"> In-person (Allentown, PA; Voorhees, NJ; Newark, DE) and virtual Mild to moderate substance use disorders and co-occurring mental health conditions 	CT, DC, DE, KY, MA, MD, NJ, NH, OH, PA, RI, VA, VT, WV
Ria Health	18+	1-866-974-3959, riahealth.com/directory-referral <ul style="list-style-type: none"> Virtual Focus on alcohol use Evidence-based outpatient services (e.g., coaching, counseling, medication, and technology platform) 	CA, DE, NJ, PA

Digital tools

Self Care from Spring Health	18+	<ul style="list-style-type: none"> Activate your account at benefits.springhealth.com/insurance/ibx or using the Spring Health app Self-guided digital content available 24/7 through Spring Health's mobile app and website A library of 1,000+ video and audio-based exercises and articles designed to build healthy mental health habits, bring immediate relief from pressing concerns, and develop long-term skills for mental wellness For daily use, no matter how you're feeling, to help you become more resilient and empowered to navigate mental health challenges 	Nationwide
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A dedicated Customer Service Champion is here to support you. To speak to a Champion, please call 1-833-444-BLUE (2583).

Headway, Spring Health, Instride, Marvin, New Life, Ophelia, Ethos, Grow Therapy, Thriveworks, LifeStance Health, Vital HealthCare Solutions, Equip, NOCD, Little Otter, Bend Health, Handspring Health, Joon, Hopscotch, Blackbird Health, Ria Health, Pursue Care, Forge Health, Pelago, and Crossroads are independent companies.

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