

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

Members can call our Behavioral Health Care Navigation team at **1-800-688-1911** for help finding in-network behavioral health providers and scheduling services. Our team can directly schedule an appointment or connect members with an in-network behavioral health provider so that care can be accessed quickly. This team also offers clinical assessments to connect members 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 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 virtualTalk 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 virtualTalk therapy and medication managementFocus 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">VirtualTalk therapy and medication managementHelp with common conditions (e.g., anxiety, depression, family or relationship issues, grief, stress) and ongoing conditions, such as major depression and bipolar disorder	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
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

Provider	Ages treated	Contact information and description	Available locations
Substance use disorders (continued)			
Forge Health	18+	1-888-224-7313, forgehealth.com/contact-us <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
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			
Teladoc Health — Mental Health Coaching	18+	teladochealth.com or use the Teladoc app <ul style="list-style-type: none"> Answer a series of questions and you'll get a plan designed just for you Explore self-guided digital activities and resources based on your goals and needs Calm yourself down, shift your thinking, get inspired, and feel more hopeful Access care when you need through the Teladoc app 	Nationwide

**A dedicated Customer Service
Champion is here to support you.
To speak to a Champion, please call
1-833-444-BLUE (2583).**

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

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