

Behavioral health 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 they can access care quickly — usually within 7 days. This team also offers clinical assessments to connect members with appropriate treatment options and get them 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.

Note: Accessibility may vary by provider. Please check your benefits to make sure these resources are covered under your health plan.

Provider	Ages treated	Description	Contact
General mental health			
Thriveworks	5+ for talk therapy; 14+ for medication management	<ul style="list-style-type: none">• In-person and virtual• Talk therapy and medication management• Also accepts IBX Medicare members	1-855-205-9986, thriveworks.com/partners/independence-blue-cross
Grow Therapy	6+	<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)• Also accepts IBX Medicare members	growththerapy.com
Headway	6+	<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	headway.co
Teladoc Health	13+	<ul style="list-style-type: none">• Virtual• Convenient access to board-certified psychiatrists, psychologists, and therapists• Help with stress, anxiety, grief, depression, and more• Also accepts IBX Medicare members	Visit teladochealth.com , download the Teladoc app, or call 1-800-835-2362.

Provider	Ages treated	Description	Contact
Children, adolescents, and young adults			
Little Otter	0 – 18	<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 	415-449-2813, littleotterhealth.com
Hopscotch	1 – 26	<ul style="list-style-type: none"> • Virtual • Talk therapy and play therapy services • Parental training to caregivers of children in care 	617-333-8740, joinhopscotch.com
Blackbird Health	2 – 26	<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 • Also accepts IBX CHIP members 	484-202-0753, blackbirdhealth.com
Instride	7 – 22	<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 	1-855-438-8331, instride.com
Handspring Health	8 – 24	<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 	1-855-467-1300, handspringhealth.com
Joon	13 – 26	<ul style="list-style-type: none"> • Virtual • Model of care designed for teens and young adults • Treats common conditions that include anxiety, depression, stress • Mobile app and online therapist platform include online modules to support skill development and staying on track between sessions 	215-647-0198, joon.com/partners/ibx
Specialty care			
Equip	All ages	<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 	1-855-387-4378, my.equip.health
NOCD	5+	<ul style="list-style-type: none"> • Virtual • Specialty therapy for OCD • Uses evidence-based therapies (e.g., exposure and response prevention, prolonged exposure therapy) 	treatmyocd.com/calendar
Marvin	18+	<ul style="list-style-type: none"> • In-person and virtual • Specializes in providing talk therapy services and support for health care providers 	1-888-780-6377, meetmarvin.com
Quartet Medical	18+	<ul style="list-style-type: none"> • Virtual • Care for ongoing conditions, including bipolar disorder and major depression • Also accepts IBX Medicare members 	1-833-258-8498

Provider	Ages treated	Description	Contact
Substance use disorders			
Ethos	13+	<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 	267-669-0300, ethostreatment.com
Pelago	15+; 16+ for medication-assisted treatment	<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 	1-877-349-7755, my.pelagohealth.com/IBX
Crossroads	16+	<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 Also accepts IBX Medicare members 	1-800-805-6989, crossroadstreatmentcenters.com
Forge Health	18+	<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 Also accepts IBX Medicare members 	1-888-224-7313, forgehealth.com/contact-us
New Life	18+	<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 Also accepts IBX Medicare members 	856-942-3700, newlifecenters.com
Ophelia	18+	<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 Also accepts IBX Medicare members 	215-987-5514, ophelia.com
Pursue Care	18+	<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 Also accepts IBX Medicare members 	1-866-799-9805, pursuecare.com
Ria Health	18+	<ul style="list-style-type: none"> Virtual Focus on alcohol use Evidence-based outpatient services (e.g., coaching, counseling, medication, and technology platform) Also accepts IBX Medicare members 	1-866-974-3959, riahealth.com/directory-referral

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

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