

# Connect to Care<sup>SM</sup> behavioral health providers for PPO members

Our team can help you get high-quality behavioral health care fast.

## Connecting you to care

Call our Behavioral Health Care Navigation team at **1-800-688-1911**, Monday through Friday, 8 a.m. to 6 p.m. Our specially trained team can offer support and guidance to make finding the right care easier. They can match you with an in-network provider, schedule an appointment for you, identify any urgent conditions, and provide in-the-moment support for tough times or crisis.

## Trusted in-network providers

This document lists our Connect to Care providers by area of focus. We work directly with Connect to Care providers to make sure you have access to high-quality care fast — in as quickly as 1 – 2 days. To find other in-network behavioral health providers, visit [ibx.com/providerfinder](https://ibx.com/providerfinder).

**Note:** Accessibility varies by provider and your plan. Check your benefits or call us to verify your coverage.

Provider	Ages treated	Contact information and description	Available locations
<b>General mental health</b>			
Thriveworks	5+ for talk therapy; 14+ for medication management	<b>1-855-205-9986</b> , <a href="https://thriveworks.com/partners/independence-blue-cross">thriveworks.com/partners/independence-blue-cross</a> <ul style="list-style-type: none"><li>In-person and virtual</li><li>Talk therapy and medication management</li></ul>	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+	<a href="https://growtherapy.com/ibx-members">growtherapy.com/ibx-members</a> <ul style="list-style-type: none"><li>In-person and virtual</li><li>Talk therapy and medication management</li><li>Focus on common conditions (e.g., anxiety, depression, family or relationship issues)</li></ul>	AK, AZ, CA, CO, CT, DE, DC, FL, GA, IL, IN, KY, ME, MD, MA, MI, MN, MO, NV, NH, NJ, NY, NC, OH, PA, TN, TX, VA, WA, WI
Headway	6+	<a href="https://headway.co">headway.co</a> <ul style="list-style-type: none"><li>Virtual</li><li>Talk therapy and medication management</li><li>Help with common conditions (e.g., anxiety, depression, family or relationship issues, grief, stress) and ongoing conditions, such as major depression and bipolar disorder</li></ul>	Nationwide
Spring Health	6+	<b>1-855-596-4890</b> , <a href="https://benefits.springhealth.com/insurance/ibx">benefits.springhealth.com/insurance/ibx</a> <ul style="list-style-type: none"><li>In-person and virtual</li><li>Talk therapy and medication management</li><li>Care for moderate to severe conditions, including bipolar disorder, eating disorders, suicidal ideation, and co-occurring substance use disorder</li><li>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)</li><li>Personalized care and self-management content for neurodiversity (ADHD, autism, OCD)</li></ul>	Nationwide

Provider	Ages treated	Contact information and description	Available locations
<b>General mental health (continued)</b>			
Brightside Health	13+	<p>415-360-3348,  <a href="https://app.brightside.com">app.brightside.com</a></p> <ul style="list-style-type: none"> <li>• Virtual only</li> <li>• Talk therapy, medication management, anytime messaging with provider</li> <li>• Specializing in moderate to severe conditions including depression, postpartum depression, bipolar disorder, anxiety, panic, trauma, insomnia, co-occurring mental and physical health conditions, behavioral health hospital follow-up care, and a specialized program for individuals (ages 18+) at risk for suicide</li> <li>• Teen care program (ages 13+) offering talk therapy and medication management for teens struggling with self esteem, relationships, social challenges, depression, and anxiety</li> </ul>	Nationwide
<b>Children, adolescents, and young adults</b>			
Little Otter	0 – 14	<p>415-449-2813,  <a href="https://littleotterhealth.com">littleotterhealth.com</a></p> <ul style="list-style-type: none"> <li>• Virtual</li> <li>• Therapy and psychiatry for children and their families</li> <li>• Helping families with a care team, customized approach, and platform that enables real-time support</li> </ul>	CA, CO, DC, DE, FL, GA, IL, MD, NC, NJ, NY, PA, TX, UT, VA
Bend Health	1 – 25	<p><a href="https://bendhealth.com">bendhealth.com</a></p> <ul style="list-style-type: none"> <li>• Virtual</li> <li>• For children, young adults, and families</li> <li>• Talk therapy, digital CBT, coaching, intensive outpatient program (IOP), EMDR, family systems therapies, care coordination, and medication management for children, young adults, and families experiencing anxiety, panic, ADHD, depression, and behavioral concerns</li> </ul>	Nationwide
Instride Health	7 – 22	<p>1-855-438-8331,  <a href="https://instride.health">instride.health</a></p> <ul style="list-style-type: none"> <li>• Virtual</li> <li>• Medication management, talk therapy, CBT, exposure coaching, and patient skills and family groups</li> <li>• For children and young adults with primary diagnosis of OCD or anxiety</li> </ul>	CT, MA, ME, NH, NJ, NY, OH, PA, RI, VA
Handspring Health	8 – 24	<p>1-855-467-1300,  <a href="https://handspringhealth.com">handspringhealth.com</a></p> <ul style="list-style-type: none"> <li>• Virtual</li> <li>• Individual therapy, family therapy, and medication management</li> <li>• For kids and young adults experiencing common conditions, including depression, anxiety, panic, bullying, trauma, family issues, anger management, and behavioral challenges</li> </ul>	DE, NC, NJ, PA
Blackbird Health	2 – 26	<p>484-202-0753,  <a href="https://blackbirdhealth.com">blackbirdhealth.com</a></p> <ul style="list-style-type: none"> <li>• In-person and virtual</li> <li>• Medication management and talk therapy</li> <li>• Diagnostic evaluations and treatment for children and young adults struggling with social, developmental, and school-related challenges</li> </ul>	PA

Provider	Ages treated	Contact information and description	Available locations
<b>Specialty care</b>			
Equip	All ages	<p>1-855-387-4378,  <a href="https://my.equip.health">my.equip.health</a></p> <ul style="list-style-type: none"> <li>• Virtual</li> <li>• Care for eating disorders using a family-based approach</li> <li>• Support from a care team that includes a therapist, dietitian, and medical provider</li> </ul>	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><a href="https://treatmyocd.com/calendar">treatmyocd.com/calendar</a></p> <ul style="list-style-type: none"> <li>• Virtual</li> <li>• Specialty therapy for OCD</li> <li>• Uses evidence-based therapies (e.g., exposure and response prevention, prolonged exposure therapy)</li> </ul>	Nationwide
Flowly	18+	<p><a href="https://portal.flowly.world/onboarding">portal.flowly.world/onboarding</a></p> <ul style="list-style-type: none"> <li>• Virtual</li> <li>• For people living with pain and anxiety who have struggled to find relief</li> <li>• Psychotherapy and resources for managing chronic pain, anxiety, and stress associated with non-structural pain (real, treatable pain where there is no specific structural cause)</li> </ul>	FL, MI, NC, PA
Marvin	18+	<p>1-888-780-6377,  <a href="https://meetmarvin.com">meetmarvin.com</a></p> <ul style="list-style-type: none"> <li>• In-person and virtual</li> <li>• Specializes in providing talk therapy services and support for health care employees</li> </ul>	DE, NJ, PA
Quartet Medical	18+	<p>1-833-258-8498</p> <ul style="list-style-type: none"> <li>• Virtual</li> <li>• Care for ongoing conditions, including bipolar disorder and major depression</li> </ul>	NJ, PA, WA
<b>Substance use disorders</b>			
Ethos	13+	<p>267-669-0300,  <a href="https://ethostreatment.com">ethostreatment.com</a></p> <ul style="list-style-type: none"> <li>• In-person and virtual</li> <li>• Treatment of substance use disorders and mental health conditions</li> <li>• Includes intensive outpatient group therapy, individual talk therapy, and medication management</li> </ul>	PA
Pelago	15+; 16+ for medication-assisted treatment	<p>1-877-349-7755,  <a href="https://my.pelagohealth.com/IBX">my.pelagohealth.com/IBX</a></p> <ul style="list-style-type: none"> <li>• Virtual</li> <li>• Treatment for alcohol or opioid use, including concurrent tobacco cessation</li> <li>• Care team provides assessment, medication-assisted treatment, and counseling</li> <li>• Online program helps prevent relapse and manage cravings and offers support via chat and a live care hotline</li> </ul>	Nationwide
Crossroads	16+	<p>1-800-805-6989,  <a href="https://crossroadtreatmentcenters.com">crossroadtreatmentcenters.com</a></p> <ul style="list-style-type: none"> <li>• In-person (multiple locations in PA and NJ)</li> <li>• Treatment for substance use disorders</li> <li>• Evidence-based treatments, including medication, peer support, and individual and group counseling</li> <li>• Onsite physicians direct medical care</li> <li>• Outpatient withdrawal management</li> </ul>	GA, KY, NC, NJ, PA, SC, TN, TX, VA

Provider	Ages treated	Contact information and description	Available locations
<b>Substance use disorders</b> (continued)			
Forge Health	18+	<p>1-888-224-7313,  <a href="https://forgehealth.com/contact-us">forgehealth.com/contact-us</a></p> <ul style="list-style-type: none"> <li>• In-person and virtual</li> <li>• Treatment for moderate substance use disorders and co-occurring medical health conditions</li> <li>• Withdrawal management, medication management, and individual and group therapy</li> </ul>	MA, NH, NJ, NY, PA
Ophelia	18+	<p>215-987-5514,  <a href="https://ophelia.com">ophelia.com</a></p> <ul style="list-style-type: none"> <li>• Virtual</li> <li>• Opioid use disorder (OUD) treatment and concurrent tobacco cessation</li> <li>• Medication for OUD, individual and group counseling, and care for behavioral health conditions</li> </ul>	CT, DE, MD, ME, MT, NJ, NY, PA, VA, WA
Pursue Care	18+	<p>1-866-799-9805,  <a href="https://pursuecare.com">pursuecare.com</a></p> <ul style="list-style-type: none"> <li>• In-person (Allentown, PA; Voorhees, NJ; Newark, DE) and virtual</li> <li>• Mild to moderate substance use disorders and co-occurring mental health conditions</li> </ul>	CT, DC, DE, KY, MA, MD, NJ, NH, OH, PA, RI, VA, VT, WV
Ria Health	18+	<p>1-866-974-3959,  <a href="https://riahealth.com/directory-referral">riahealth.com/directory-referral</a></p> <ul style="list-style-type: none"> <li>• Virtual</li> <li>• Focus on alcohol use</li> <li>• Evidence-based outpatient services (e.g., coaching, counseling, medication, and technology platform)</li> </ul>	CA, DE, NJ, PA

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



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