



Connecting You to Whole-Person Care

A new integrated approach to behavioral health



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

Our team will guide you from the first phone call to aftercare planning, ensuring that you receive “whole person” care through an integrated approach.

Behavioral Health Service Navigation

Our specially trained Service Navigators provide personalized help to find and access the care that’s right for you and your dependents. They can help you:

Navigate the health care system through enhanced personalized interactions

Locate providers and obtain timely behavioral health appointments

Connect to support and programs such as care managers

Learn more about the innovative tools and services we offer to support your needs

Care Management Programs

Our licensed, integrated care managers will work with you and our network of providers to help you manage medical and behavioral health conditions, create an aftercare plan, and connect you with a variety of resources to ensure optimal health.

Care Coordination provides help in finding services for members with co-existing medical and/or behavioral health conditions.

Complex Care aims to achieve optimal health and functioning through a comprehensive assessment and tailored care plan based on the member’s/ guardian’s priorities for adults and children with complex and immediate needs.

Addiction Recovery offers information on personalized recovery plans and treatment programs for members who are taking steps towards recovery from substance use and have recently received inpatient treatment for substance use.

Transition to Home offers resources for aftercare plans to assist members who have recently been hospitalized and need help transitioning back home.

Emergency Department Readmission Diversion offers support and assistance for members who have recently visited the emergency room due to medical or behavioral health symptoms.

Supportive Care helps both adults and children achieve their health goals. This program is available to members who do not require complex care and may have recently received other treatment, such as in the emergency room.

Our care managers provide extended support for those who need additional assistance for a longer period. They also work with our behavioral health team to provide whole-person care for members who have both medical and behavioral health needs.

Post-Facility Discharge is designed to support members who have recently been discharged from an acute level of care for their behavioral health needs. Our care managers work to ensure follow-up needs are met and identify any risks for readmission, providing a smooth transition back to the community.

Peer Support provides members with access to community resources and support from a peer specialist who has personal experience with behavioral health issues. We also offer a peer support program for members in our Addiction Recovery program.

Connecting

For help accessing these programs and services, call Member Services at **1.800.818.8589**.

*If you're experiencing a crisis or emergency, call **911** or go to the nearest emergency facility right away.*

Behavioral Health Programs and Services

US Family Health Plan offers innovative behavioral health programs and services for children, adolescents, and adults. These programs are designed to provide personalized and effective care, with a focus on improving access to care and overall health outcomes.

Virtual Therapy Services

AbleTo can help our members with managing stress, changing unhealthy habits, improving mood, or managing time, by providing access to behavioral health support. AbleTo programs combine on-demand self-care tools and personalized virtual-therapy sessions. This helps ensure access to a range of options from enhancing mental resilience with self-care techniques to connecting with AbleTo licensed therapists for structured guidance and access.

Visit ableto.com/tuftshealthplan to get started.

Member cost sharing may apply.

Teladoc licensed providers can support you and your dependents for concerns such as anxiety, depression, seasonal affective disorder, medication management, or PTSD by video or phone visits. Appointments are confirmed in less than 72 hours.

Go to member.teladoc.com/USFHP or call **1.800.835.2362** to learn more.

Valera Health provides virtual therapy and psychiatry services for adults, children ages 6 and up, and adolescents in Massachusetts. From mild depression to severe schizophrenia, their expert clinicians have a collaborative approach, focused on needs and overall well-being.

Schedule a consultation with a Valera Health connector at valerahealth.com/consult.

Quick and Easy Access to Specialty Providers

Get started with Cortica, with a focus on a whole-child integrated care model, and Northeast Health Services (a member of Transformations Care Network), a virtual and in-person outpatient behavioral health clinic.

Cortica is a physician-led autism services provider in Massachusetts that offers advanced neurological therapies for children with autism spectrum disorder and other developmental differences.

They provide a whole-child integrated care model which aims to significantly reduce wait times for diagnostic assessments, medical care, applied behavior analysis, occupational therapy, speech therapy, social skills coaching, and counseling, all under one roof.

Families interested in receiving services can visit corticacare.com or call **888.885.5068** to schedule an appointment.

Northeast Health Services is a network of outpatient behavioral-health clinics that focuses on delivering timely access to high-quality psychiatry and therapy services for adults, children, and adolescents in Massachusetts. The network offers a hybrid of in-person and telehealth services to best serve your needs.

Schedule an appointment at nehs.transformationsnetwork.com.

Valera Health services, Cortica providers, and Northeast Health Services are located only in Massachusetts. Member cost sharing may apply.

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Substance Use Treatment

Available through multiple network providers, including Spectrum Health. Members are supported after inpatient treatment by our internal Addiction Recovery Care Management Team.

Addiction Recovery Care Management Team offers information and support on personalized recovery plans and treatment programs for members who are taking steps towards recovery from substance use and have recently received inpatient treatment for substance use.

Spectrum Health is a nonprofit organization dedicated to improving the lives of individuals affected by substance use, opioid addiction, and/or behavioral health disorders. They offer a range of evidence-based treatment options, including inpatient detoxification, residential treatment, medication for substance use disorders, outpatient counseling, and peer recovery support.

For more information, visit spectrumhealthsystems.org.



Better Life Partners delivers integrated health care. With an integration of primary and behavioral health care, members can truly focus on all aspects of recovery from medical and emotional well-being to substance-use disorder.

The close relationships with local community organizations add an extra layer of support for members. Members have access to a comprehensive support team of medical experts and specialized clinicians offering key benefits, including:

Rapid Withdrawal Relief. Access quickly to medication-assisted therapy.

Flexible Therapy. Choice of group or individual sessions.

Expert Counseling. Weekly and as-needed sessions with trained counselors.

All-in-One Health. Virtual and in-person primary care options.

Easy Communication. Reachable by phone, email, or text message.

Community Resources. Connection to local services tailored to unique needs.

Progress Tracking. Regular structured evaluations.

For more information, visit betterlifepartners.com.

Better Life Partners services are available in Massachusetts, New Hampshire, Maine, and Vermont. Member cost sharing may apply.

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