

Get behavioral health care from where you are with virtual visits



Harvard Pilgrim members are covered to receive telemental health—virtual visits with licensed psychiatrists and therapists using a smartphone, tablet or computer—with Optum’s behavioral health network of approximately 4,000 contracted providers in all 50 states. The same cost sharing that applies to in-person behavioral health visits applies to virtual visits.¹

Virtual visits allow you to get help for things such as depression, anxiety, relationship issues and stress. Providers can evaluate and treat general mental health conditions, provide therapy, and when appropriate prescribe medications (subject to state licensure and regulatory requirements).

You can easily access behavioral health services through the following steps:

- Log on to www.liveandworkwell.com
- Under Quick Links, select “Find a Provider.”
- Click “VIRTUAL VISITS” to find a provider licensed in the state from which the member is calling.
- After selecting a physician from the search tool, members should call the provider to schedule the first appointment.



The benefits of virtual visits:

- ▶ The convenience of receiving care in the privacy of your home or office with just a device and an internet connection
- ▶ Less wait time
- ▶ Wide range of providers
- ▶ Easy appointment scheduling
- ▶ No need to travel to an office location
- ▶ You won’t need to find a babysitter



¹ Refer to your Schedule of Benefits for specific information about how these services are covered on your plan.



Harvard Pilgrim Health Care includes Harvard Pilgrim Health Care, Harvard Pilgrim Health Care of Connecticut, Harvard Pilgrim Health Care of New England and HPHC Insurance Company.