

INDEPENDENCE ADMINISTRATORS



Connect to Care: Personalized Behavioral Health Support

CONNECT TO CARE

Connect to Care makes it easy for you and your family to access high-quality, culturally responsive behavioral health care—quickly and confidentially. This program connects you with psychiatrists, psychologists, and counselors, including Connect to Care providers, who offer fast access to care for:

- General mental health conditions (anxiety, depression, stress)
- Specialty conditions (substance abuse, eating disorders, OCD, bipolar disorder, and child Behavioral Health)

Call **844.864.4352** to speak to the Behavioral Health Care Navigation team for personalized support. They will match you with an in-network provider, schedule an appointment within 7 days, and assess urgent needs to ensure you receive the right care. Visit ibx.com/bhcare to search for Connect to Care providers or to request direct scheduling.

SUBSTANCE USE DISORDER SUPPORT

Drug, alcohol, and tobacco misuse can impact individuals and families of all ages. The Independence Administrators Substance Use Disorder Care Navigation Helpline connects you with a licensed clinician who will listen to your unique needs, explain available care options, and help you access care within 48 hours. A behavioral Health case manager will follow up to ensure you are on the right path to recovery. They are available 24/7 at **844.864.4352**.

Pelago Virtual Clinic provides 24/7, confidential, evidence-based care for alcohol and opioid use, all accessible through a convenient mobile app. Employees can receive fast, personalized support from licensed counselors, coaches, and physicians, and can also access digital tools such as goal tracking, Cognitive Behavioral Therapy (CBT), and medication-assisted treatment, if appropriate. To get started, visit my.pelagohealth.com/IBX or call **877.349.7755**.

NEW! FLOWLY PROGRAM

Science-backed, personalized approach to pain and anxiety management

Flowly is designed for people living with pain and anxiety who have struggled to find relief. The program offers psychotherapy and resources to help manage chronic pain, anxiety, and stress associated with non-structural pain—real, treatable pain that does not have a specific structural cause. Flowly provides personalized support and evidence-based techniques to address both the physical and mental challenges of persistent pain. You will work one-on-one with a licensed therapist in a personalized 14-week program designed to help manage pain and anxiety. Click [HERE](#) to get started.

Currently available only in select states: FL, MI, NC, and PA

