



Take charge of your mental health

Mental health is a key part of your overall well-being—and we're here to help. Below you'll find useful resources, support, programs, coaching, information, and more.

Lyra mental health support

- Effective January 1, 2023, Lyra's full range of remote, in-person and self-guided mental health services are available on an easy-to-navigate platform. Access Lyra's services by logging in to the member portal at Member.MassGeneralBrighamHealthPlan.org.
- Get personalized recommendations for the care that's right for you.
- Schedule virtual or in-person appointments online with therapists, health coaches, or others, often within 1-3 days.
- Access support for the whole family, including children and adolescents.

Behavioral health resources by Optum

Optum behavioral health benefits are available to you and your covered family members.

- Search for providers who offer treatments including mental healthcare, outpatient services, day programs, residential programs, autism care and support, substance use and recovery services, and more.
- Browse Optum's www.liveandworkwell.com website for articles, self-care tools, providers and other mental health and substance use disorder resources. Create an account with your member ID number or browse as a guest with access code: allwaysma.

Connect with support to manage your care remotely

If you need support when it comes to managing your behavioral health care, you can reach out to the licensed care managers on the Optum Telephonic Behavioral Health Care Management team.

They will conduct an assessment to help remotely coordinate your individual care needs.

Connect with the team at care.coordination@optum.com or by calling the number on the back of your ID card and asking about behavioral health care management.

More ways to support your health and wellbeing

Talk with a recovery coach

Recovery isn't something to face alone. Our recovery coaches understand the hurt caused by stigma and shame and can thoughtfully act as guides, mentors, and advocates. Recovery coaching is available to all plan members.

Talk with a health coach about your wellness goals

If you're looking for some personal support to help you achieve your wellness goals, our Health Coaches are here to help. For no additional cost, you can talk to a health coach about any health and wellness topic that's on your mind, like how to eat more vegetables, quit tobacco, or integrate walking into your daily routine. Just email us at HealthandWellness@allwayshealth.org or call the Customer Service number on the back of your member ID card and ask to talk to a Health Coach.

Get help addressing your complex care needs

The Your Care Circle (YCC) program is designed to help members with complex, overlapping care needs manage their physical and behavioral health at no additional cost. A team of behavioral health care managers and registered nurses will work with you to develop an appropriate care plan to address your health challenges, coordinate communication among your providers, and ensure your best health. The YCC program also includes Peer Recovery Coaches who have lived experience with substance use disorder and can guide and support members before, during, after, and instead of treatment. You can self-refer to this program when you email yourcarecircle@allwayshealth.org or call the number on the back of your member ID card and ask about the Your Care Circle care management program.

Start your very own personalized wellness plan with Virgin Pulse

- Virgin Pulse can provide you with a unique, personalized experience that maps to your goals and encourages you every step of the way. Challenges help you track your journey and get encouragement and support. Get started by filling out the health assessment in the member portal at Member.MassGeneralBrighamHealthPlan.org.
- Start a health journey that connects to your personal fitness tracker.
- Engage with wellness challenges that help you eat better, become more active, improve sleep, quit smoking, lose weight, cope with grief, reduce alcohol or tobacco use, and more.
- Join an online community to connect with others on similar wellness journeys.

Join our virtual wellness workshops

Our free webinar series is focused on promoting health and wellness for the community. These workshops are open for anyone to join, not just the Plan members. You can watch past recordings of workshops on topics like recovering from burnout, healthy eating, mindful parenting, and more at our Youtube channel. Search for Mass General Brigham Health Plan at youtube.com.



To get full details about your plan, log in to Member.MassGeneralBrighamHealthPlan.org or call the customer service number on the back of your member ID card.