



# REACH:

## Recovery, Education, and Access to Community Health

The REACH Program began in 2014 as a partnership between Blue Cross Blue Shield of Massachusetts and Beacon Health Strategies. Our goal is to offer innovative programs for adults and children who have significant and persistent behavioral health difficulties with mental illness and/or substance use disorders, and to improve their behavioral health and well-being.

### Eligibility

Members are eligible for this program if they:

- Live in Massachusetts
- Are fully-insured by an HMO or PPO plan
- Are currently in an inpatient setting and meet one of the following additional criteria:
  - Have at least one behavioral health or substance use inpatient admission in the last three years
  - Have a behavioral health diagnosis and a current length of stay projected to be seven days or more

All child admissions are considered.

### Program services

We offer traditional and non-traditional treatments, interventions, and support services, including:

- Individualized care planning
- Holistic assessment of member's health needs
- Referral to community-based services such as peer support, life skills training, family support groups, and other support services

Beacon actively manages a member's care for up to two years. Member participation is voluntary and there is no cost to join.

### Provider participation

We have a core group of providers across Massachusetts to ensure members have access to local support services. These providers may call hospitals to plan a member's discharge and program enrollment.

### Support from inpatient facilities

To support members who participate in our program, we ask inpatient facilities to:

- Share information about REACH with utilization reviewers, social workers, discharge planners, managers, and other key contacts.
- Identify a contact person who we can call about specific members and arrange in-person visits.
- Work with providers to plan discharge appointments and provide discharge information.

### Enrollment

Call us anytime at **1-855-371-3941** to verify the member's eligibility. We will connect you to a team that will work directly with the member.