



MASSACHUSETTS

RECOVERY, EDUCATION, AND ACCESS TO COMMUNITY HEALTH (REACH) PROGRAM

REACH is an innovative program to improve mental health and well-being for adults and children who have significant and persistent mental health difficulties or substance use disorders. This program supports patients after discharge and is offered as a partnership between Blue Cross Blue Shield of Massachusetts and Carelon Behavioral Health.

ELIGIBILITY

Members are eligible for this program if they:

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

Carelon 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 for inpatient facilities

To support members, 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.

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