

In-network options for Medicare Advantage patients in need of care for substance use disorders



Current as of November 2025

Independence Blue Cross (IBX) has contracted with several in-network providers who currently have openings to deliver comprehensive care for substance use disorders.

Your patients, our members, have access to a robust, high-quality, and culturally responsive network that includes specialized providers in substance use care.

Below are providers for patients in need of outpatient or inpatient substance use care, offering timely and high-quality behavioral health care in the IBX local service area. Members and providers of IBX Medicare Advantage Plans can call Customer Service at **1-800-688-1911** to connect with a knowledgeable care navigator who can assist in facilitating services for patients, including those with concerns about substance use.

Outpatient Resources

Crossroads

Crossroads is an in-person care provider for patients with opioid use disorder. Evidence-based services include medical treatment, peer support, individual counseling, and group counseling. On-site physicians oversee medical care during withdrawal management and medication-assisted treatment. The care coordination team connects patients with comprehensive local resources. There are multiple locations for in-person care in PA and NJ.

- Call 1-800-805-6989 (TTY/TDD: 711)
Monday through Saturday, 9 a.m. to 5 p.m., or
Sunday, 10 a.m. to 2 p.m.
- Visit [crossroadstreatmentcenters.com](https://www.crossroadstreatmentcenters.com)

New Life

New Life offers in-person care for substance use disorders and co-occurring mental health conditions in Marlton NJ, with robust intake to support fast entry and accurate level of care. Services include outpatient withdrawal management, individual counseling, and intensive outpatient group therapy. New Life can provide transportation within a 25-mile radius. They are open seven days a week and can see members within 24 hours of call.

- Call 1-856-942-3700 (TTY/TDD: 711)
7 days a week, 9 a.m. to 9 p.m.
- Text 1-833-494-4831
- Visit [newlifecenters.com](https://www.newlifecenters.com)

Ophelia Health

Ophelia Health is a virtual care provider specializing in treating opioid use disorder (OUD). Services include medication for opioid use disorder (MOUD), individual and group counseling, and care for behavioral health conditions. Ophelia also supports concurrent smoking cessation during OUD treatment.

- Call 215-987-5514 (TTY/TDD: 711) Monday through Saturday, 8 a.m. to 8 p.m.
- Visit ophelia.com

Pursue Care

Pursue Care provides virtual and in-person treatment for adults with mild-to-moderate substance use disorders and co-occurring mental health conditions. Services include withdrawal management, medication management, individual counseling, and case management.

In-person care is available at offices in Allentown, PA; Voorhees, NJ; and Newark, DE.

- Call 1-866-799-9805 (TTY/TDD: 711) Monday through Friday, 7 a.m. to 10 p.m.
- Visit pursuecare.com

Substance Use Disorder Facility Providers*

Avenues Recovery Medical Center at Valley Forge

Avenues Recovery Medical Center at Valley Forge provides inpatient detoxification and rehabilitation for adults with acute medical needs and substance use disorders. Services include post-recovery care and case management. The inpatient facility is located at 1033 W. Germantown Pike in Norristown, PA.

- Call 610-539-8500 (TTY/TDD: 711)
- Visit vmfc.net

Ria Health

Ria Health is a virtual care provider focused on helping members change their relationship with alcohol. Evidence-based outpatient services combine coaching, counseling, medication, and a technology platform that makes getting help with alcohol easy.

- Call 1-866-974-3959 (TTY/TDD: 711) Monday through Friday, 8 a.m. to 5 p.m.
- Visit riahealth.com/directory-referral for online scheduling

Eagleville Hospital

Eagleville Hospital provides inpatient detoxification and rehabilitation for adults with acute mental health and substance use disorders. Services include medication-assisted treatment and individual and group counseling, along with care for co-occurring mental health disorders. The inpatient facility is located at 100 Eagleville Road in Eagleville, PA.

- Call 1-800-255-2019, 24 hours a day, 7 days a week
- Visit eagleville.org

*Services vary by provider

Crossroads, New Life, Ophelia, Ria Health, and Pursue Care are independent companies.

Independence Blue Cross offers products through its subsidiaries Independence Assurance Company, Independence Hospital Indemnity Plan, Keystone Health Plan East, and QCC Insurance Company — independent licensees of the Blue Cross and Blue Shield Association.