

How Employers can support the emotional health of their population

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Agenda

1

Behavioral health trends and market forces

2

Supporting access to the right care, at the right time, in the right setting

3

Medical Behavioral Integration







4

The role of innovation to expand access

5

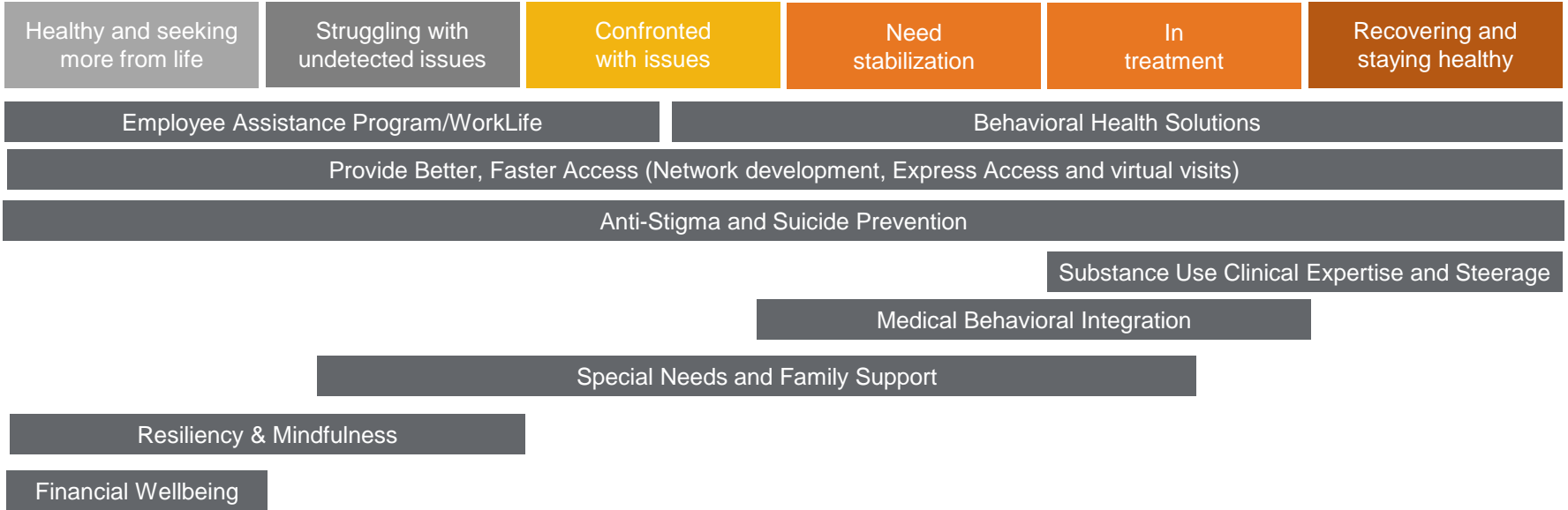
Actions employers can take

The behavioral health challenge in the U.S.

INDUSTRY ISSUES	BUYER ISSUES
<p>Widespread</p> <p>1 in 5</p>  <p>American adults is affected each year by mental health and substance use disorders</p>	<p>Network Access</p> <p>< 45%</p>  <p>of the demand for psychiatrists is being met in the U.S. with critical provider gaps in several states and rural areas</p>
<p>Unaddressed</p> <p>60%</p>  <p>of adults with any mental illness didn't receive mental health services in the previous year</p>	<p>Navigation</p> <p>\$50B</p>  <p>Of \$360B industry-wide spend for Behavioral Health services is wasted by a fractured, inefficient, and confusing to navigate system</p>
<p>Costly</p> <p>>20%</p>  <p>Of America's total health care spend is associated with Behavioral Health issues</p>	<p>Trend</p> <p>250%</p>  <p>Higher total costs of care with limited visibility to ROI for members with a mental health condition</p>

Components of comprehensive emotional health support

Emotional Health Spectrum



Start with a broad, yet specialized, network

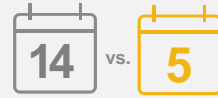
High-quality services within close reach

The nation's largest **performance-tiered** network¹



195,000
providers domestically²

Get people into care fast



The industry standard for treatment is **14 days** for a routine appointment.³

4,400 Express Access providers offer appointment times within **5 days**.

Care from any location

Members with faster access to behavioral care have **higher levels of engagement and better treatment outcomes**⁴



More than 5,000 contracted **virtual visits** health providers across all 50 states

Medication-Assisted Treatment (MAT)



50% greater chance of remission (no opioid misuse) than detoxification or psychosocial treatment alone³



5,200+ Providers/locations nationally, with **90%** of our members having access within 20 miles to access care locally

Specialty services



4,100+ Autism/Applied Behavior Analysis (ABA) practices
Specialists who focus on **treating eating disorders**

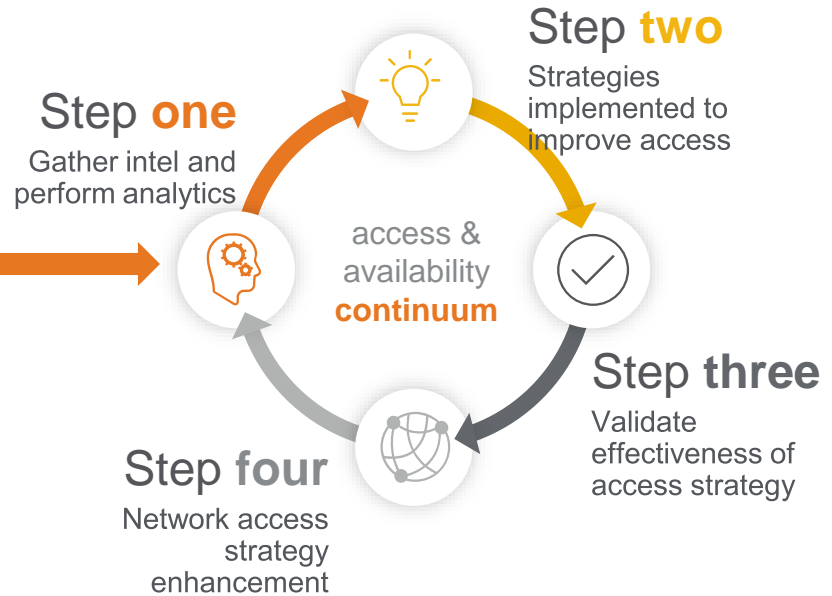
1. Based on an Optum competitive study through a national third-party research firm, September 2015. 2. Optum national behavioral provider network count as of May 2019, August 2018. 3. Members referred to a Platinum provider; savings reflect the difference in mean paid between preferred and non-preferred providers (2017 data); Mao/Janowski, August 2018. 4. Optum provider analysis, Mao/Janowski, August 2018. 5. Members referred to a Platinum network facility; savings reflect the difference in mean paid per admission between Platinum and "preferred status not met" facilities (2017 data); Mao/Janowski, August 2018.

Take a modern approach to network development

Traditional approach



Modern approach



Modernize the clinical case management approach to deploy appropriate support

Supporting access



Apply clinical expertise to substance use disorder

Facility benefit inquiry

Triggers member outreach to guide people to Optum network providers for SUD treatment

57%

member acceptance rate to in-network facility referrals

SUD treatment helpline

Expert decision support and connection to immediate clinical evaluations

60%

member acceptance rate to in-network facility referrals

Preferred SUD network

Top-performing SUD providers that demonstrate proven outcomes and efficiencies

20-40%

lower cost per episode versus a non-preferred SUD facility

Medication- assisted treatment

Integrating medications and counseling to help members sustain recovery

50-60%

recovery rate vs. 10% for traditional therapy

Program Network Integrity

Investigation and prevention of inappropriate care practices, as well as fraud, waste and abuse

66%

reduction in average monthly SUD lab test spending

Substance use disorder: Using EAP to drive network utilization

Initiatives

Network Team launched face-to-face meetings with on-site EAPs to promote in-network utilization to preferred providers

	2013	2014	2015	2016
Paid PMPM	\$6.21	\$7.08	\$9.94	\$6.11
SUDs PMPM	\$1.64	\$2.30	\$3.99	\$1.61
SUDs %	26.4%	32.5%	40.1%	26.4%

Results

Overall,
in-network utilization
increased by

5.5%

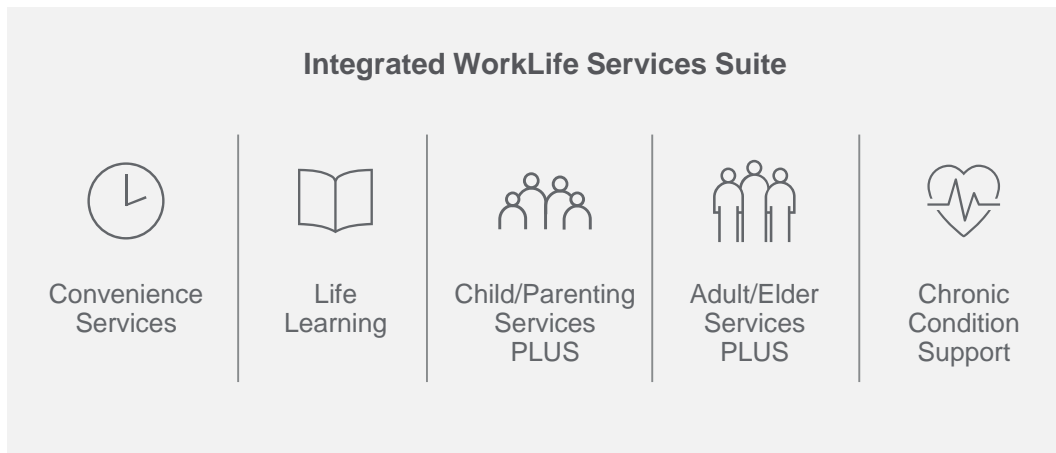
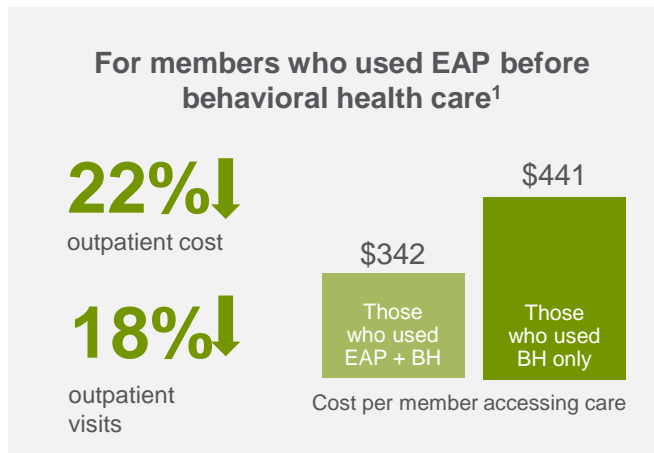
Location A
in-network utilization
improved from


from **69%**
to **90%**


Location B
in-network utilization
improved from

from **54%**
to **100%**

Embed EAP and integrate worklife services within Behavioral Health




 **CASE STUDY** Global information technology company with ~25,000 U.S. employees covered by five medical carriers achieving success in addressing the impact of behavioral health on productivity through the following strategies.

 **GOALS**

To help employees, regardless of medical carrier, manage the challenges posed by a particularly fast-paced, competitive, high-pressure environment and meet their full potential.

- Create a culture of health
- Remove cost barriers
- Increase access to care
- Increase responsiveness to special needs

 **SOLUTION**

- EAP for all employees globally — seamlessly integrated with behavioral health
- EAP benefits include five face-to-face visits and behavioral health benefits include another five face-to-face visits — at no cost
- No deductible for services provided by network providers
- On-site EAP counselors in five states
- Enhanced care advocacy provided access to Optum counselor to assist with care, claims and questions
- Early adopter of ABA benefits for autism

 **RESULTS**

13% EAP utilization rate¹
140% above national average

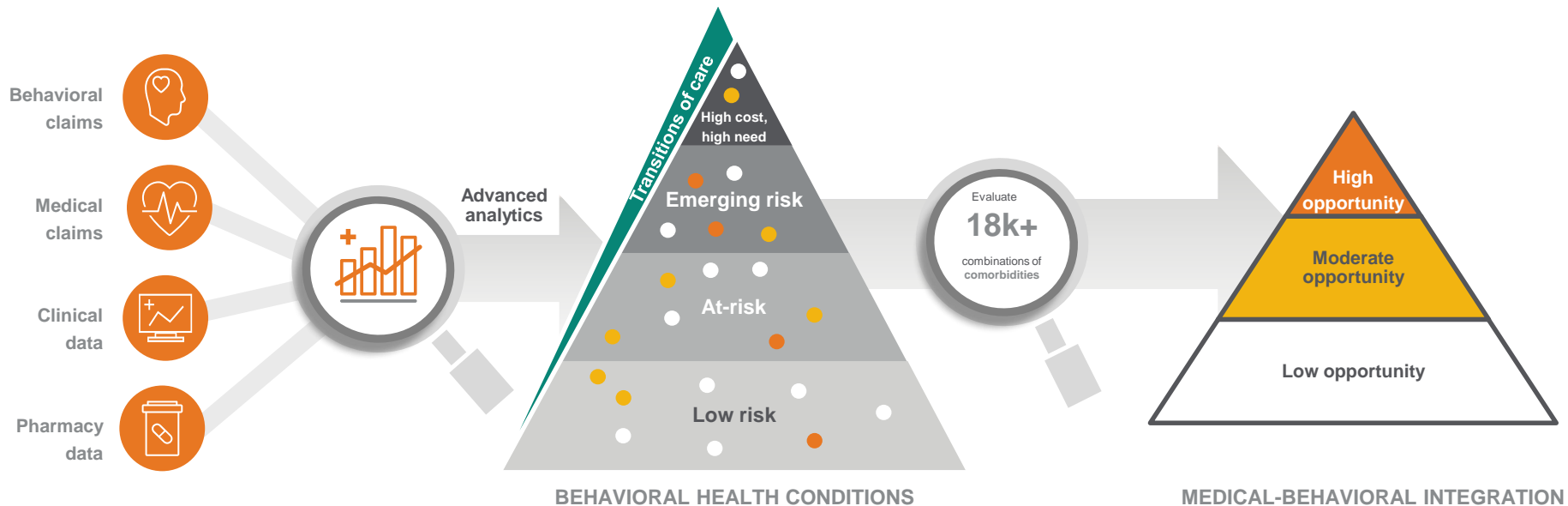
Annual autism claim costs of approximately **\$19K** were **less than half** of the CDC national cost estimates*

96% of employees would use EAP again¹

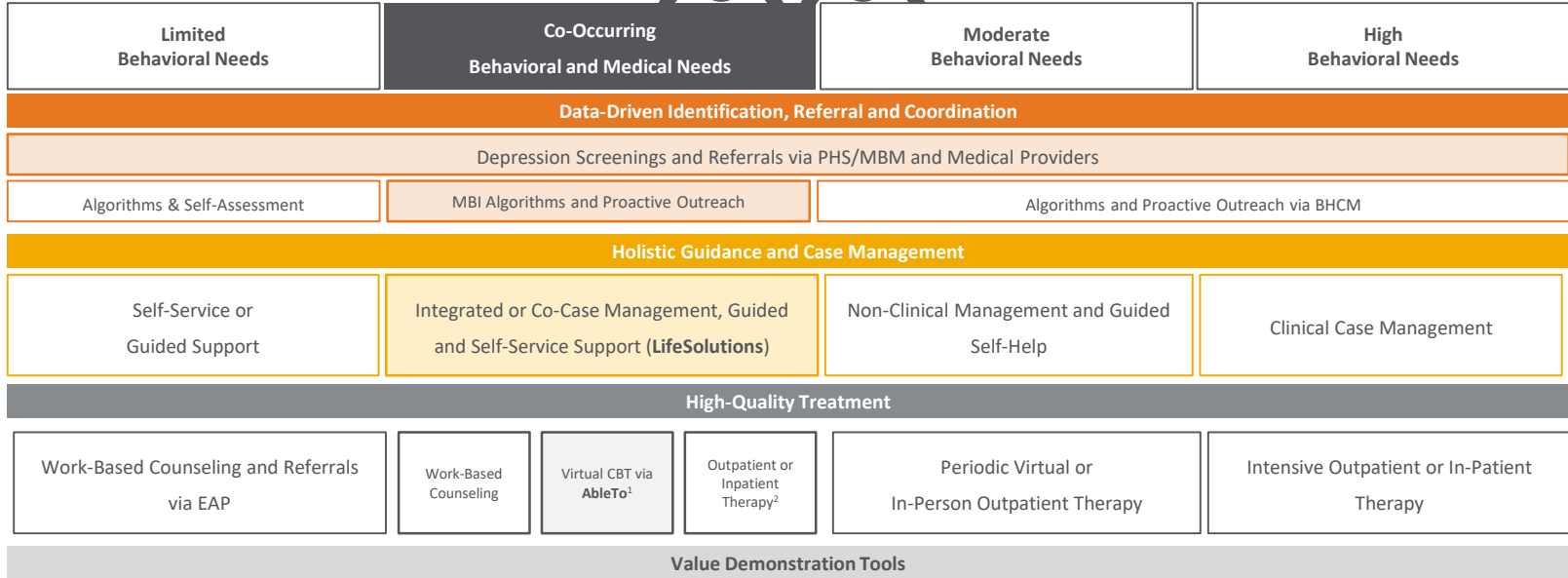
34% reduction in absences¹

85% of employees feel more effective at work¹

Use data and algorithms to find those with behavioral conditions...and find those with co-morbid conditions



And apply the right resources for members



Innovate to expand access for members

Access

to the **RIGHT CARE**

- Clinical programs
- Education
- Member experience
- Provider fit

at the **RIGHT TIME**

- Care engagement and monitoring
- Network modernization
- Predictive analytics
- Provider availability and scheduling

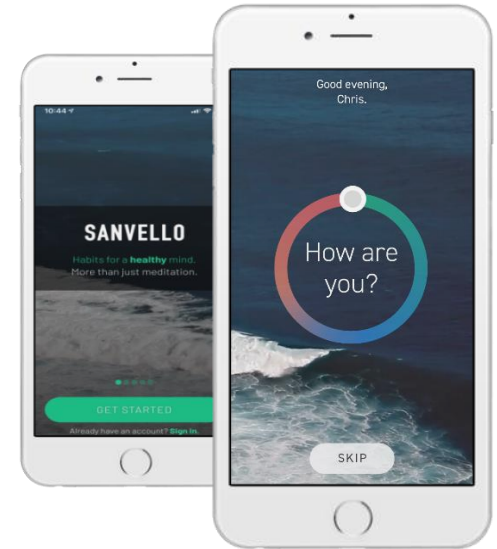
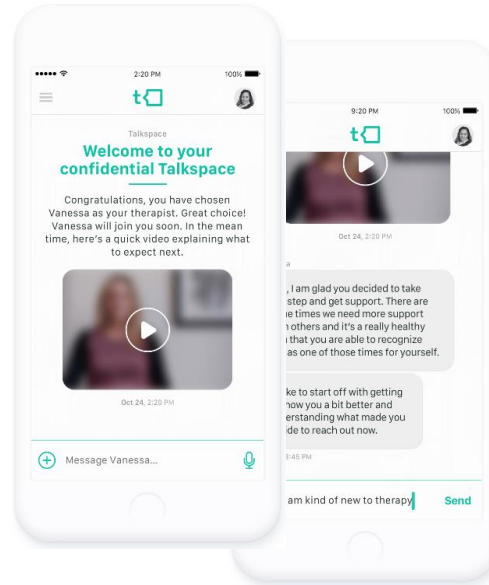
in the **RIGHT SETTING**

- Care management integration
- Data and analytics platform
- Digital access
- Primary care integration

Innovation Examples



Consumer and Provider Education



Foster an anti-stigma environment

Start with leadership

- Break down barriers by engraining anti-stigma messages into company's culture.

Brand it

- Keep the conversation going by making a recognizable, consistent look and feel.

Create an open dialogue

- Use internal communications channels to build a community of support.

Build a community

- Encourage employees to share their stories to create a culture of empowerment and support.

Provide ongoing education

- Continue talking about behavioral health conditions to break down stigma and build understanding.

Promote suicide awareness



RECOGNIZE



IDENTIFY



INTERVENE



TREAT



SUPPORT

Recognize

Equip and empower employees and their families with resources to recognize significant personal problems and seek support as early as possible.

- Management and employee toolkits
- Communications
- Liveandworkwell.com content
- Foundational resiliency webinar
- Self service tools
- Storytelling
- Social responsibility opportunities

Identify

Use vast data and analytics resources to understand who is at risk.

- Warning sign education
- Promotion of safe disclosure
- Self service tools
- Social media monitoring and response
- Behavioral and Rx claims data monitoring

Intervene

Prepare employees and their families to help themselves and others who are seeking support.

- Implement employee and manager training and guidelines
- Connect individuals to care options
- Help employees effectively use and maximize benefits

Treat

Provide high-quality treatment options for those who are struggling.

- Make finding treatment easier
- Make employees aware that policies are aligned to protect those in treatment
- Provide self service tools
- Promote community resources

Support

Support long-term recovery through various resources and channels.

- Promote peer support “ambassadors”
- Offer “post-vention” support
- Provide critical incident response

Implement innovative plan designs

OPPORTUNITY AREA	RECOMMENDED DESIGNS
Treatment (in-network choices)	Favor in-network choices through benefits and authorization protocols (e.g., member outreach triggered by eligibility requests from non-network providers)
Local providers	Closer to home (e.g. < 90 miles)
Providers of excellence (quality)	Tiered benefits and navigation tools to promote choices (including referrals); bundled pricing for greater utilization and affordability
Integrated program delivery	Leverage EAP to encourage utilization, and RX programs to identify and address consumers at risk
Education	Family support, easy access (e.g., toll-free number), segmented communication strategy
Path to recovery (resources/incentives)	Reward recovery milestones; Promote long term support
Pain management (evidence-based)	Make evidence-based alternatives more compelling, affordable and convenient to choose