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**WEBINAR**



Thursday, March 21, 2024  
11 a.m.

# Building a Resilient Workplace: Strategies for Supporting Your Team's Mental Health

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## Meet the Panelists:



**Caitlin McCormick**

*Vice President, Sales &  
Account Management*  
UnitedHealthcare



**Maria Proulx**

*President*  
Anthem Blue Cross  
and Blue Shield



This discussion will be moderated  
by Yankee Publishing | New Hampshire  
Group Publisher and Vice President  
Ernesto Burden.

# Americans are facing a mental health crisis



1 National Institute of Mental Health: *Mental Illness* (accessed March 14, 2023): [nimh.nih.gov/health/statistics/mental-illness](https://nimh.nih.gov/health/statistics/mental-illness).

2 Anthem internal data, commercial 12 months between July 2021 to June 2022.

3 Anthem internal data, commercial rolling 12 months claims from December 2021 to November 2022 with runout through December 2022.

4 Large Group employer survey 2023

By treating mental health as primary care and expanding provider networks, we can increase access and affordability while reducing the stigma

70%

of primary care visits are driven by mental health concerns



**Virtual Primary Care** ensures coordinated and collaborative care between behavioral health and primary care to address whole health within one medical group.



**Cost shares lowered** for behavioral health visits to at or below primary care visits.

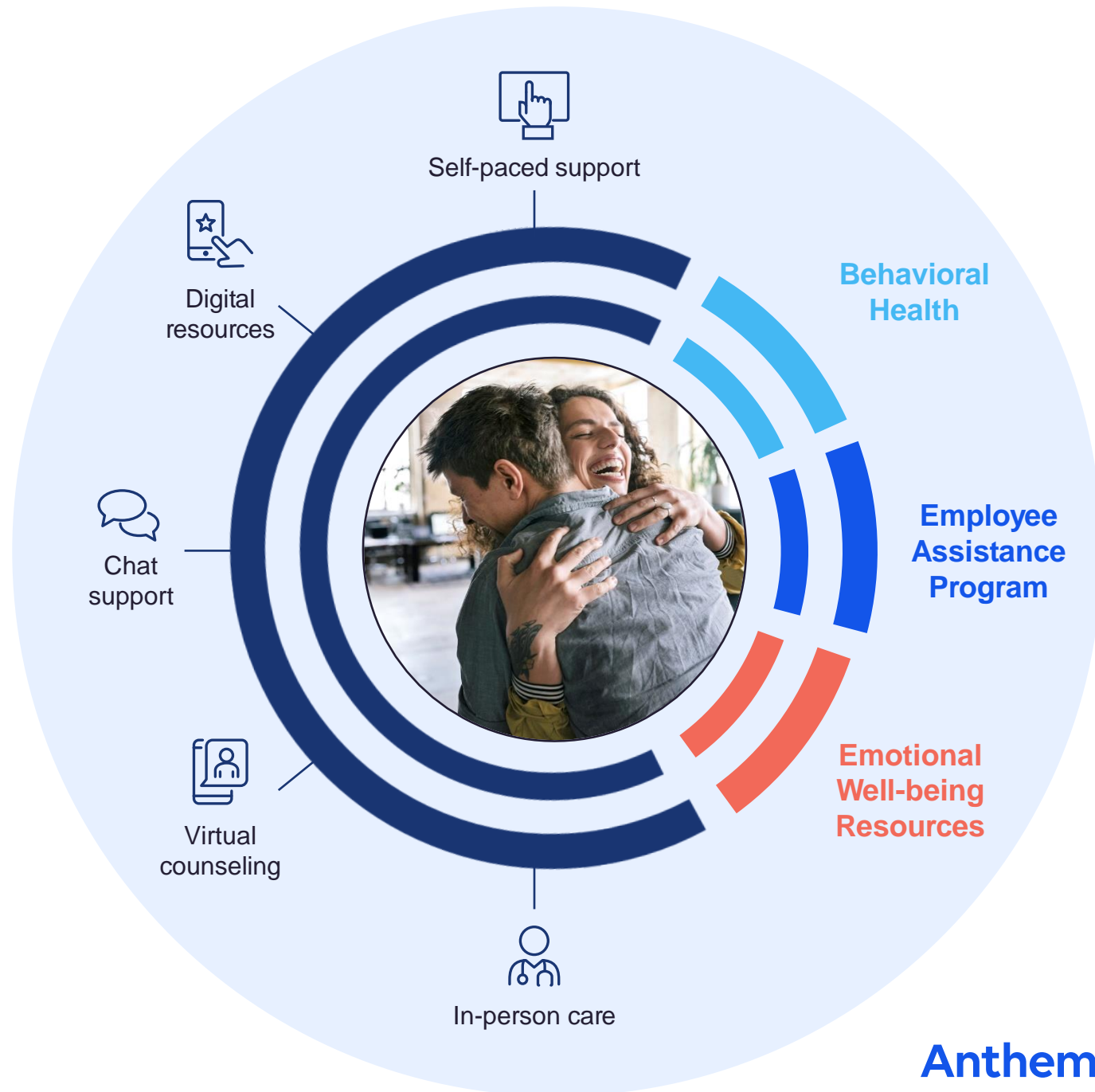


**Expanded network of behavioral health providers**, including innovative solutions that offer in-home and virtual care options for mental health and substance use disorders for children and adults.

# Comprehensive solutions to serve complex needs

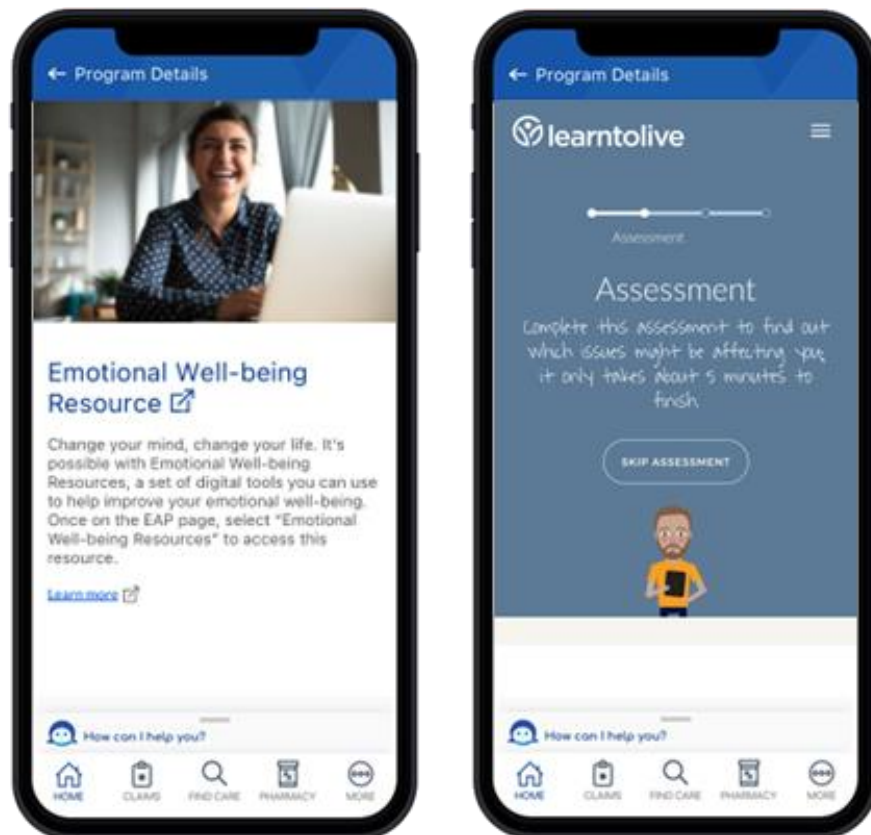
Connect employees to **customized behavioral health programs and personalized treatment** to meet their unique needs before, during, and after physical and mental health events.

Behavioral healthcare is woven into all of Anthem's foundational programs.



# Emotional well-being resources offering self-guided cognitive behavioral therapy for employees

Expanding access to support services and resources — anytime, anywhere



**A comprehensive self-assessment** identifies emotional needs and generates program recommendations for employees and their household members (age 13+).

**Personalized care modules** promote skill-building, resiliency, and mindfulness.

**Master's-level clinical coaches** drive more program success with engagement opportunities via text, email, and phone.\*

**Family, friends, and peer-to-peer communities** encourage additional social connection.

**Post-program surveys**, mindfulness moments, and webinars support ongoing care.

\* Learn to Live internal data.

# Supplying employers with toolkits and turnkey communications to help promote healthy messaging in the workplace and increase awareness of mental health services available to employees



**Provide articles and videos** that deepen knowledge around mental health conditions and treatments, with tips and techniques to empower employees to put their well-being first.



**Increase awareness** of new and innovative mental health providers, services and programs available through their health plan benefits.



**Reduce barriers and bridge gaps** with multiple ways employees can connect with Emotional Well-being Resources and EAP services.



# The pandemic reinforced the need for faster, easier access to mental health support



**90%**

of consumers said the U.S. needs more accessible mental health services<sup>1</sup>



**4 in 10**

of U.S. adults reported feeling anxious or depressed during the pandemic<sup>2</sup>



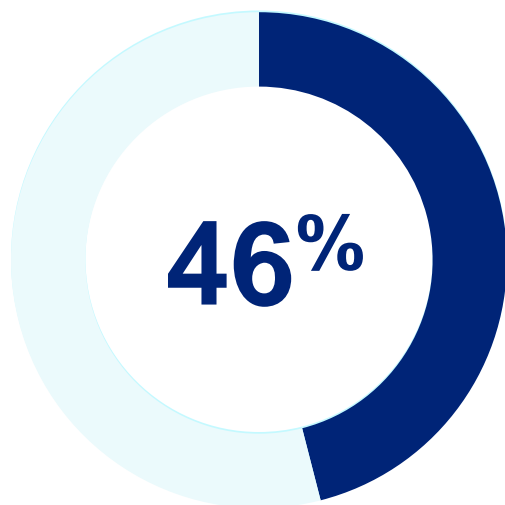
**85%**

of consumers said mental health issues were disrupting their daily life<sup>3</sup>

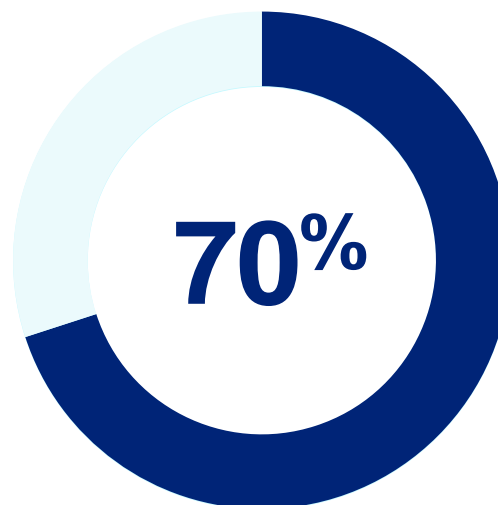
<sup>1</sup> Kantar 2018 U.S. Monitor. <sup>2</sup> The implications of COVID-19 for mental health and substance use. Kaiser Family Foundation. Feb. 10, 2021. <sup>3</sup> AI@Work Study 2020: As Uncertainty Remains, Anxiety and Stress Reach a Tipping Point at Work. Artificial intelligence fills the gaps in workplace mental health support. Oracle Workplace Intelligence, 2020.



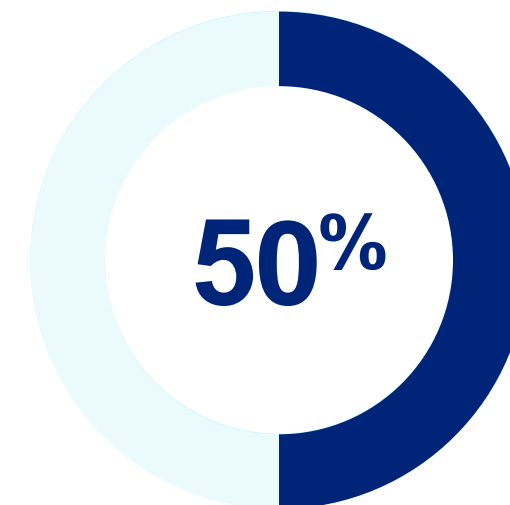
# Youth may need mental health support more than ever



of teens have shown signs of a new or worsening mental health condition<sup>1</sup>



of American counties do not have a child psychiatrist<sup>2</sup>



of lifetime cases of mental illness begin by age 14<sup>3</sup>

<sup>1</sup> Mostafavi B. National poll: Pandemic negatively impacted teens' mental health. University of Michigan Health. March 15, 2021. <sup>2</sup> Axelson, D MD. Beyond a bigger workforce: Addressing the shortage of child and adolescent psychiatrists. Pediatrics Nationwide. April 10, 2020. <sup>3</sup> Improving the mental and brain health of children and adolescents. World health Organization.



# How children's mental health impacts the workforce



At least once a month:

**75%** of parents missed work (full or partial day)

**72%** of parents had work interrupted

**58%** of parents felt like work quality was negatively affected

**50%** felt unprepared in a meeting

**50%** fell behind on workload

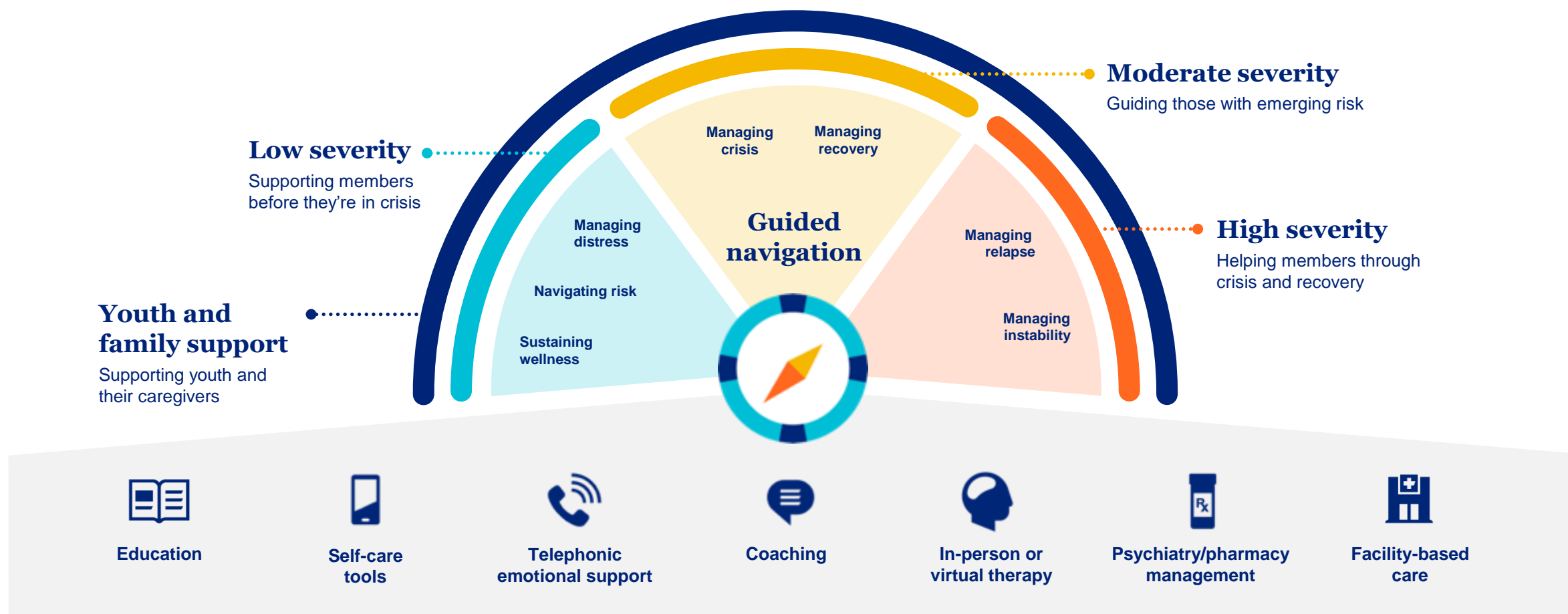
\*The Great Collide 2022 report. On Our Sleeves: The Movement for Children's Mental Health.



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# Guiding adults, youth and caregivers to the right care for their unique needs across a full range of behavioral health solutions



# Putting quality first



Working with provider groups to pilot and test **measurement-based care**



Creating more **value-based arrangements** with facility partners and expanding quality measures into outpatient programs



**Clinically informed guidance** offered through resources and tools on **myuhc.com**



## 42%

reduction in anxiety through virtual behavioral coaching<sup>1</sup>

## 14%

lower readmission rates per inpatient episode<sup>2</sup>



## \$2,991

average savings per inpatient episode<sup>3</sup>

## \$16,000

average savings per SUD case per year<sup>4</sup>

<sup>1</sup> Data represent mean individual percentage change in PHQ-9, GAD-7 and SPIN scores among a cohort of participants that consecutively initiated use between Jan. 1, 2020, and June 30, 2020, and completed at least 3 modules. <sup>2</sup> Members referred to a network Platinum Facility; savings reflect the difference in mean readmission rates between Platinum Facilities and Non-Platinum Facilities (2021 data); Mao, May 2022. <sup>3</sup> Members referred to a network Platinum Facility; savings reflect the difference in mean paid per admission between Platinum Facilities and Non-Platinum Facilities (2021 data); Mao, May 2022. <sup>4</sup> Comparison of average 90-day episode-of-care cost for out-of-network residential treatment (\$31,377) to that for in-network residential treatment (\$15,390); episode of care is defined as claims between 3 days before admission through 90 days after discharge (2021 discharges); Bolstrom, Behavioral Value and Benefits Management, March 2022.



# Improving access by going beyond traditional network approaches



**Expanding care options that support members before they are in crisis**

Offering solutions for self-help, in-the-moment telephonic support, coaching and educational tools



**Adding more providers to serve a diverse set of needs**

Specializing in substance use, serious mental illness and pediatrics, and cultural sensitivity training to help providers deliver more personalized care



**Curating networks to meet the needs of our customers and members**

Bringing together providers that agree to fast-access and measurement-based care, enticing out-of-network providers to join, building configurable solutions to meet specific goals



# EAP: Helping remove barriers to care

The EAP is built to help employees by offering and empowering them with resources:



Strong focus on employees with additional support for management



Access to emotional and mental health support from over 299,000<sup>1</sup> network clinicians nationwide



Unlimited, 24/7 access to an EAP specialist who can help in the moment



Relevant community and social resources

<sup>1</sup> Optum U.S. EAP monthly/quarterly performance review, 2023.



# EAP: Strengthening your management teams

We help managers and HR administrators address employee and workplace challenges by offering:



Unlimited phone consultations with clinically licensed consultants



Assistance with management referrals to the EAP



Coordination of compliance with organization policies



## Top client issues in 2023<sup>1</sup>

- Anxiety
- Emotional
- Depression
- Marital/primary relationship
- Grief and loss

<sup>1</sup> UnitedHealthcare book-of-business results, 2023.



# The future of better behavioral health care



**With capabilities spanning across the entire health care system, UnitedHealthcare is uniquely positioned to build a better future for behavioral health care**



# Thank you for attending today's webinar

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