



A guided experience

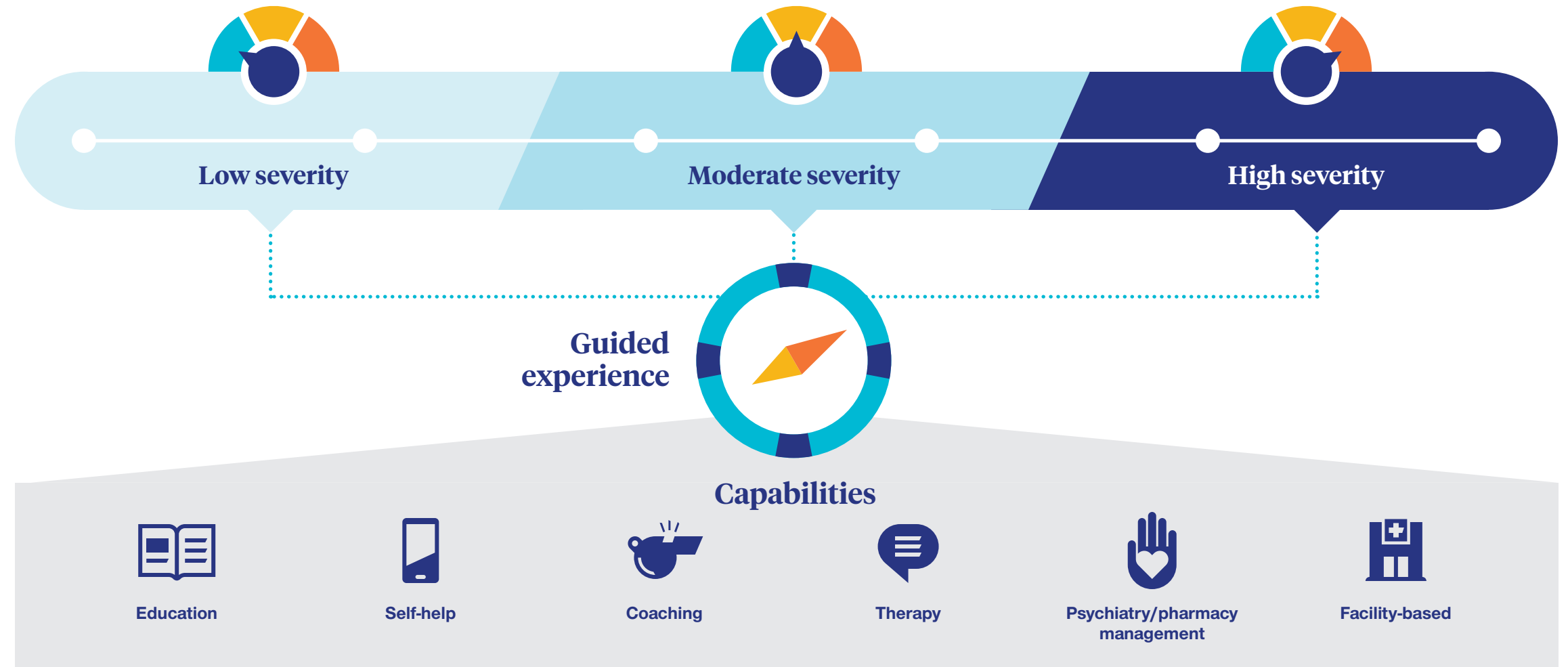
Your employees can find care more quickly with a guide by their side

What does it mean to have a guide by your side? With UnitedHealthcare, it means your employees get easier access to a continuum of solutions, including quality clinical care, virtual services, mobile apps and more. Plus, our behavioral health advocates, clinicians and thousands of preferred providers nationwide are here to help guide them every step of the way with understanding, compassion and support.

United
Healthcare

Behavioral health solutions designed to meet the needs of your employees and their families

Behavioral health care continuum



21M+
member interactions¹

We're committed to simplifying the health care experience and helping suggest appropriate care settings. Thousands of advocate advisors and clinicians and a host of digital resources and tools engage and empower millions of employees and their families every year.

24/7
support for behavioral needs

Employees have access to a 24/7 crisis line, appointments within 24 hours for urgent needs—or within 5 days for non-urgent needs—with a network of 269K+ providers nationwide that continues to grow.²

73K+
virtual care providers²

With one of the largest virtual care networks, we've grown in response to the growing consumer adoption of these services.² Virtual care aims to help expand access, reduce stigma, improve outcomes and lower costs for everyone.

56%
reduction in depression³

Collaborating with preferred providers, we continually assess the impact of our programs. For example, data showed that our virtual behavioral therapy and coaching program delivered over 50% reductions in depression and anxiety.³

¹ UnitedHealthcare Behavioral Health Solutions, book-of-business reporting, 3Q2021.

² UnitedHealthcare Behavioral Health Source of Truth; SURE Network Summary Dashboard, Q32021.

³ AbleTo® book-of-business outcomes, 2019.



Helping guide your employees and their families to care

Your employees have different needs—and different preferences for when and how to receive care. With UnitedHealthcare, they get access to one of the nation’s largest networks of behavioral care providers, innovative new ways to connect to services and targeted interventions across the care continuum. And the best part? We’re here to answer their questions every step of the way.

Contact your broker, consultant or UnitedHealthcare representative

United Healthcare

The Sanvello Mobile Application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The information contained in the Sanvello Mobile Application is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used as a substitute for your provider’s care. Please discuss with your doctor how the information provided may be right for you. Premium access is available for members at no additional cost as part of their benefit plan. Sanvello premium is not available for all groups in New York and is subject to change. Refer to your plan documents for specific benefit coverage and limitations or call the toll-free member phone number on your health plan ID card. Participation in the program is voluntary and subject to the terms of use contained in the Application. Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

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Behavioral health solutions in action

Member example	Joe	Sara	Jessie	Jessie’s family
Condition	Anxiety	Depression	Self-harm	Stress
Severity level	Low	Moderate	High	Moderate
Guided experience	<p>An advocate helps:</p> <ul style="list-style-type: none"> Joe understand the importance of treating his whole body Direct Joe to the Sanvello™ app to learn techniques to manage his anxiety 	<p>An advocate reaches out to:</p> <ul style="list-style-type: none"> Tell Sara more about a virtual cognitive behavioral therapy program Help Sara enroll to begin therapy and coaching to manage her condition 	<p>A clinical coordination advocate:</p> <ul style="list-style-type: none"> Gives Jessie’s parents provider referrals Works closely with Jessie’s providers to help guide her ongoing care 	<p>A care advocate reaches out to:</p> <ul style="list-style-type: none"> Help guide and support Jessie and her family Create a wellness recovery action plan together to help prevent the next crisis
Solution	Sanvello is a self-help app that uses clinically validated techniques to help employees manage symptoms of anxiety and depression	Virtual behavioral therapy and coaching identifies employees who may need support for the depression and anxiety that can accompany other health conditions	Facility-based care—including network inpatient and partial hospitalization—gives employees and their families access to quality, evidence-based care	The Family Support Program provides navigation support and expertise to caregivers of children with complex behavioral needs
	<p>Participants had:⁴</p> <ul style="list-style-type: none"> ▲ 5x more interaction than traditional therapy ▼ Decreased symptoms of depression and anxiety even after they stopped using the app 	<p>Participants experienced:⁵</p> <ul style="list-style-type: none"> ▼ 56% reduction in depression ▼ 17% reduced pain severity ▼ 45% reduction in inpatient utilization 	<p>Participants get access to:⁶</p> <ul style="list-style-type: none"> • 269K+ clinicians⁶ • Nearly 3.3K facilities, with 6.8K+ locations⁶ ▼ 13% lower readmission rate per inpatient episode at a platinum facility vs. a non-platinum facility⁷ 	<p>Participants receive:</p> <ul style="list-style-type: none"> • Education on condition, treatment options and implications for school and family • Substance use disorder treatment if needed • Outpatient therapy if needed

⁴ Anne Moberg, Christine & Niles, Andrea & Beermann, Dale. (2019). Guided Self-Help Works: A Randomized Waitlist Controlled Trial of Pacifica, a Mobile App Integrating CBT and Mindfulness for Stress, Anxiety, and Depression. J Med Internet Res 2019; 21(6):e12556. www.jmir.org/2019/6/e12556.

⁵ 56% reduction in depression: AbleTo book-of-business outcomes, 2019. 17% reduction in pain severity: Clinical and Workplace Outcomes from a Virtually Delivered Cognitive Behavioral Therapy Program for Pain. Mochari-Greenberger, H., Andreopoulos, E., Peters, A. and Pande, R.L. (2020), Pain Pract. doi:10.1111/papr.12867. 45% reduction in inpatient utilization: Impact of AbleTo on Per Capita Resource Utilization and Health Spending among Beneficiaries for a Large National Health Plan. Veracity Health Analytics, Boston, MA 2019.

⁶ Behavioral Health Source of Truth; SURE Network Summary Dashboard; Q3 2021; Karimzadeh, September 28, 2021.

⁷ Members referred to a network Platinum Facility; savings reflect the difference in mean readmission rates between Platinum Facilities and Non-Platinum Facilities (2020 data); Mao, April 2021.