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

Behavioral health care continuum

Guided experience

Capabilities

- Education
- Self-help
- Coaching
- Therapy
- Psychiatry/pharmacy management
- Facility-based

Low severity
Moderate severity
High severity

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.

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

A guided experience

21M+ member interactions

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.

73K+ virtual care providers

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

56% reduction in depression

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.


2 UnitedHealthcare Behavioral Health Source of Truth; SURE Network Summary Dashboard, Q32021.
Behavioral health solutions in action

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, and targeted 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

Joe
- Recently diagnosed with type 2 diabetes
- Suffers from anxiety and challenges with work-life balance

An advocate helps:
- Joe understand the importance of treating his whole body
- Direct Joe to the Sanvello™ app to learn techniques to manage his anxiety

Sanvello is a self-help app that uses clinically validated techniques to help employees manage symptoms of anxiety and depression

Participants had:
- 5x more interaction than traditional therapy
- Decreased symptoms of depression and anxiety even after they stopped using the app

Participants experienced:
- 86% reduction in depression
- 17% reduced pain severity
- 45% reduction in inpatient utilization

Condition
- Anxiety

Severity level
- Low

Sara
- Lost her spouse to cancer
- Struggles with depression and adhering to her diabetes medications

An advocate reaches out to:
- Tell Sara more about a virtual cognitive behavioral therapy program
- Help Sara enroll to begin therapy and coaching to manage her condition

Virtual behavioral therapy and coaching identifies employees who may need support for the depression and anxiety that can accompany other health conditions

Participants get access to:
- 269K+ clinicians
- Nearly 3.3K facilities, with 6.8K+ locations
- 13% lower readmission rate per inpatient episode at a platinum facility vs. a non-platinum facility

Jessie
- Has suicidal thoughts and harms herself
- Recently admitted to a network psychiatric hospital for inpatient and outpatient care

A clinical coordination advocate:
- Gives Jessie’s parents provider referrals
- Works closely with Jessie’s providers to help guide her ongoing care

Facility-based care—incorporating network inpatient and partial hospitalization—gives employees and their families access to quality, evidence-based care

Participants receive:
- Education on condition, treatment options and implications for school and family
- Substance use disorder treatment if needed
- Outpatient therapy if needed

Jessica's family
- Mother experiences stress and father recovering from alcohol use
- The situation takes a toll on their physical and emotional health

A care advocate reaches out to:
- Help guide and support Jessie and her family
- Create a wellness recovery action plan together to help prevent the next crisis

The Family Support Program provides navigation support and expertise to caregivers of children with complex behavioral needs

* Per 50% reduction in readmission rate per inpatient episode at a platinum facility vs. a non-platinum facility. Parents, 2019.