



# Connecting members to quality, integrated care.

Behavioral health issues such as depression and anxiety often go unaddressed, costing the economy an estimated \$1 trillion in lost productivity each year.<sup>1</sup>

Employers are looking for programs that not only help address these challenges but are also cost effective. UnitedHealthcare helps members make more informed decisions so they can find appropriate, quality care that helps lower their costs.

## Helping members get the right care for their needs.

Behavioral Health Solutions help guide members to appropriate inpatient and outpatient behavioral health care by providing:



### Benefit design and network access.

- Largest performance-based tiered behavioral network.<sup>2</sup>
- Expanded specialty networks.
- Flexible and faster access to care.



### Data and technology.

- **myuhc.com**<sup>®</sup>: Integrated medical and behavioral provider information.
- **virtual visits**: Greater and faster access to care.
- **liveandworkwell.com**: Self-help information.



### Clinical advocacy.

- Proactive outreach.
- Targeted interventions of high-risk members.
- Licensed clinicians available 24/7.



Nearly **1 in 5**

adults is affected by mental health issues.<sup>3</sup>

**57%** 

of adults with mental illness did not receive mental health services in the previous year.<sup>3</sup>



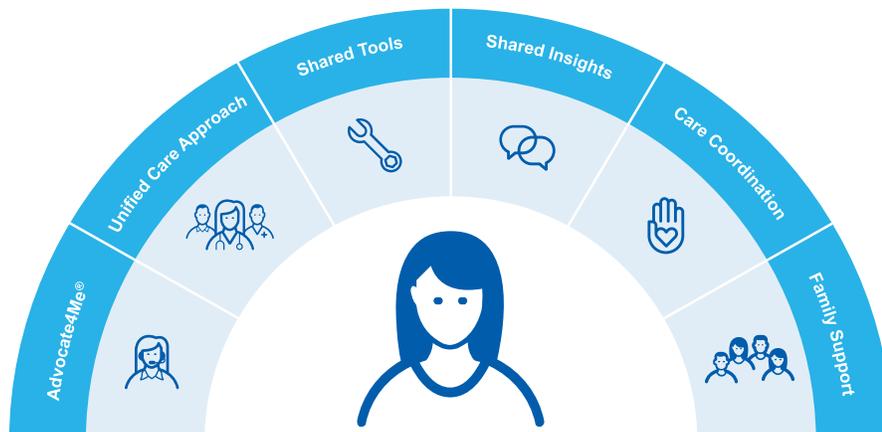
Only **1 in 10**

Americans with a substance use disorder receives treatment.<sup>4</sup>

CONTINUED

## Engaging members through a whole-person approach.

Behavioral Health Solutions goes beyond behavioral health by taking a whole-person approach that integrates behavioral, medical and pharmacy to support members.



## Helping members get the care they need.

### For employees:

- Convenient, confidential and accessible behavioral health resources.
- Access to care advocates who provide clear guidance and support.
- Whole-person care that also addresses any medical or behavioral comorbidities.

### For employers:

- Clinical advocacy approach that's designed to improve quality and reduce costs.
- Increased value and savings from provider network performance.
- Analytics and expert consultation to help drive benefit design decisions.

## Breaking new ground in behavioral health.

By connecting members to quality, high-impact, integrated care and engaging them in their own wellness, we are helping drive better overall health outcomes and bringing down the total cost of care.

### A collaborative care approach that delivers:

- **11%** lower readmission rates from our high-performing facilities.<sup>5</sup>
- **21%** lower cost (**\$1,940** average savings) per episode from our higher-performing (preferred) facilities versus non-preferred facilities.<sup>5</sup>
- **26%** reduced absenteeism and **36%** reduced presenteeism reported by members who received outpatient care.<sup>6</sup>
- **20%–40%** lower cost per substance use disorder (SUD) episode versus a non-preferred SUD facility.<sup>7</sup>



To learn more, contact your UnitedHealthcare representative.



<sup>1</sup> World Health Organization. Mental Health in the Workplace: Information Sheet. [http://www.portal.pmnch.org/mental\\_health/in\\_the\\_workplace/en/](http://www.portal.pmnch.org/mental_health/in_the_workplace/en/). September 2017.

<sup>2</sup> Based on an Optum® competitive study through a national third-party research firm, September 2017.

<sup>3</sup> National Institute of Mental Health website, data from 2017 National Survey on Drug Use and Health by the Substance Abuse and Mental Health Services Administration. <https://www.nimh.nih.gov/health/statistics/mental-illness.shtml>.

<sup>4</sup> Center for Behavioral Health Statistics and Quality (2016). Results from the 2015 national survey on drug use and health. Detailed tables, Rockville, MD: Substance Abuse and Mental Health Services Administration.

<sup>5</sup> Optum provider analysis. Source: C. Mau, July 24, 2018.

<sup>6</sup> Optum CSG Healthcare Analytics; Ly, August 9, 2018.

<sup>7</sup> C. Mao and J. Takamatsu, August 17, 2018.

virtual visits are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. virtual visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times or in all locations. Payment for virtual visit services does not cover pharmacy charges; members must pay for prescriptions (if any) separately.

Advocate4Me services should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through Advocate services is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. Advocate services are not an insurance program and may be discontinued at any time.

Insurance covered provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

[Facebook.com/UnitedHealthcare](https://www.facebook.com/UnitedHealthcare) [Twitter.com/UHC](https://twitter.com/UHC) [Instagram.com/UnitedHealthcare](https://www.instagram.com/UnitedHealthcare) [YouTube.com/UnitedHealthcare](https://www.youtube.com/UnitedHealthcare)