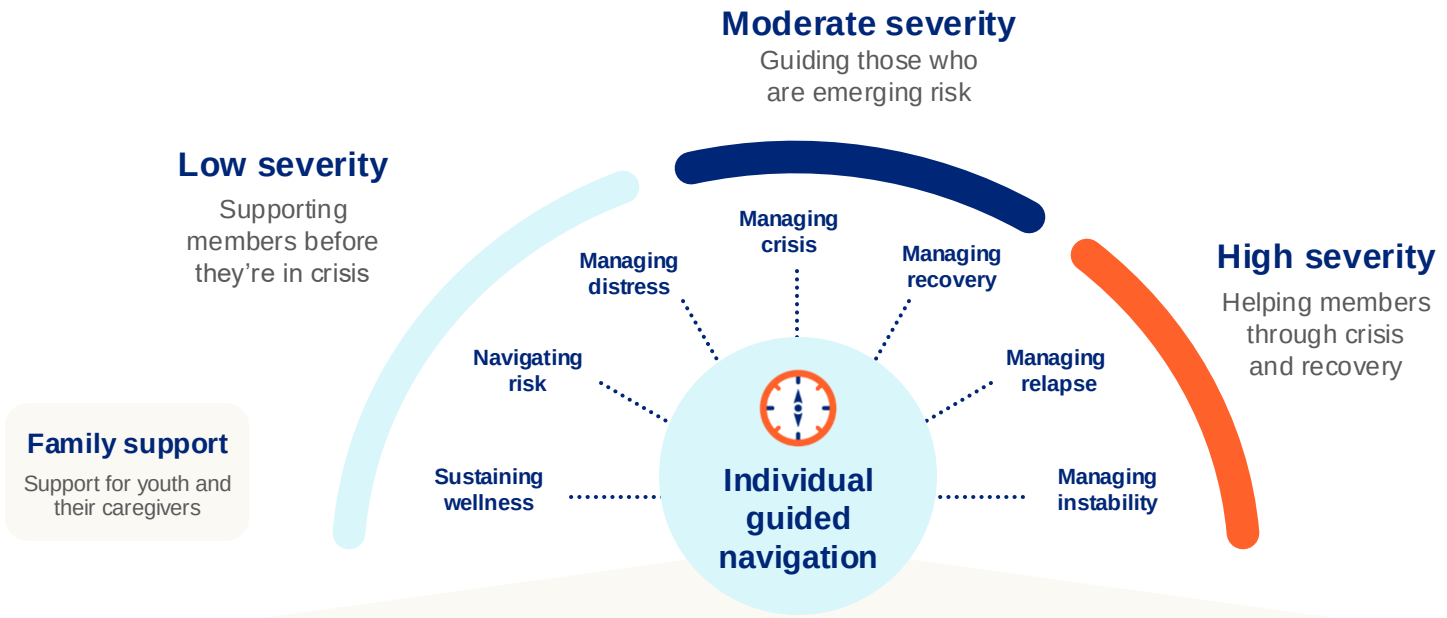
Engagement strategies across the behavioral health risk continuum

Guiding members to the right mental health care using advanced analytics and digital and local resources





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Behavioral health solutions in action

Members get access to:

305.8K+
clinicians[1]

125K+
virtual care providers

24/7 support
for behavioral needs

Nearly 3.4K
facilities with 6.9K+ locations[1]

↓ 14%
lower readmission rate per inpatient episode at a platinum facility vs. a non-platinum facility[1]

Members experience:

↑ 50% or more improvement in scores within 60 days[3]

↑ 27% improvement in worry[3]

↑ 30% improvement in mood[3]

↑ 14% improvement in stress[3]

↓ 55% reduction in depression[4]

With self help tools, members had[2]:

↑ 5x
more interaction than traditional therapy

↓ Decreased symptoms of depression and anxiety
even after they stopped using the app

1. SURE Network Summary Dashboard, Commercial and UBH General Networks Q3 2022 (September 29, 2022 data); DuBois, October 7, 2022.
2. Moberg C, Niles A, Beermann D. Guided self-help works: A randomized waitlist controlled trial of Pacifica, a mobile app integrating cognitive behavioral therapy and mindfulness for stress, anxiety, and depression. *J Med Internet Res.* 2019;21(6):e12556. Available at: jmir.org/2019/6/e12556/. Moberg C, Niles A, Beermann D. Guided self-help works: A randomized waitlist controlled trial of Pacifica, a mobile app integrating cognitive behavioral therapy and mindfulness for stress, anxiety, and depression. J Med Internet Res. 2019;21(6):e12556. Available at: jmir.org/2019/6/e12556/. Based on 2021 Sanvello participants from national client that opted into self care only, had above normal DASS scores and completed the assessment at least twice. Sanvello is the foundation of Self Care but it is not identical. Self Care outcome(s) will be assessed for results in the future.
3. AbleTo® book-of-business outcomes, 2021.

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Members find mental health care more quickly with a guide by their side

With Optum® Behavioral Health, members get easier access to a continuum of behavioral health solutions, including quality inpatient and outpatient, virtual visits, self-help apps and more.

Our behavioral health advocates, clinicians and thousands of preferred providers nationwide are here to help guide them every step of the way.

	 **Chris**	 **Devon**	 **Frankie**
Member example	• New mom and has returned to work after 3 months of maternity leave • Feeling overwhelmed trying to manage work and home life and is doing what she needs to do to stay healthy for her family	• Under intense pressure at work, and she worries her husband is cheating on her • Drinking more to quell her anxiety and is taking medication to help her sleep	• Had an abusive alcoholic father • Suffers from panic attacks, depression and bipolar disorder* • Today, Frankie struggles to keep a job and a stable family life
Navigation support	Simplifying behavioral health and guiding all members to the right level and modality of care before they are in crisis	Helping members prevent and manage through a crisis to get them stabilized on the path to sustained recovery	Ensuring members have the resources and support they need to get help and improve their mental health
Severity	**Low**	**Moderate**	**High**
Guided Experience	Through the behavioral health tool, Chris is guided to the appropriate self-help solution to get started.	Guided through the behavioral health tool and answers several questions that lead her to the SUD helpline, which helps guide her to the appropriate support*	Receives provider referrals from a clinical coordination advocate. They work closely with Frankie's providers to help guide ongoing care.
Solution	**Self Care** by AbleTo is an app that uses evidence-based techniques to help individuals improve their mental health and build life skills.	**Virtual behavioral therapy** identifies members who need support for the depression and anxiety to accompany the SUD support group.	**Facility-based care**, including network inpatient and partial hospitalization, gives members and their families access to quality, evidence-based care.

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