

Anthem Behavioral Health Overview

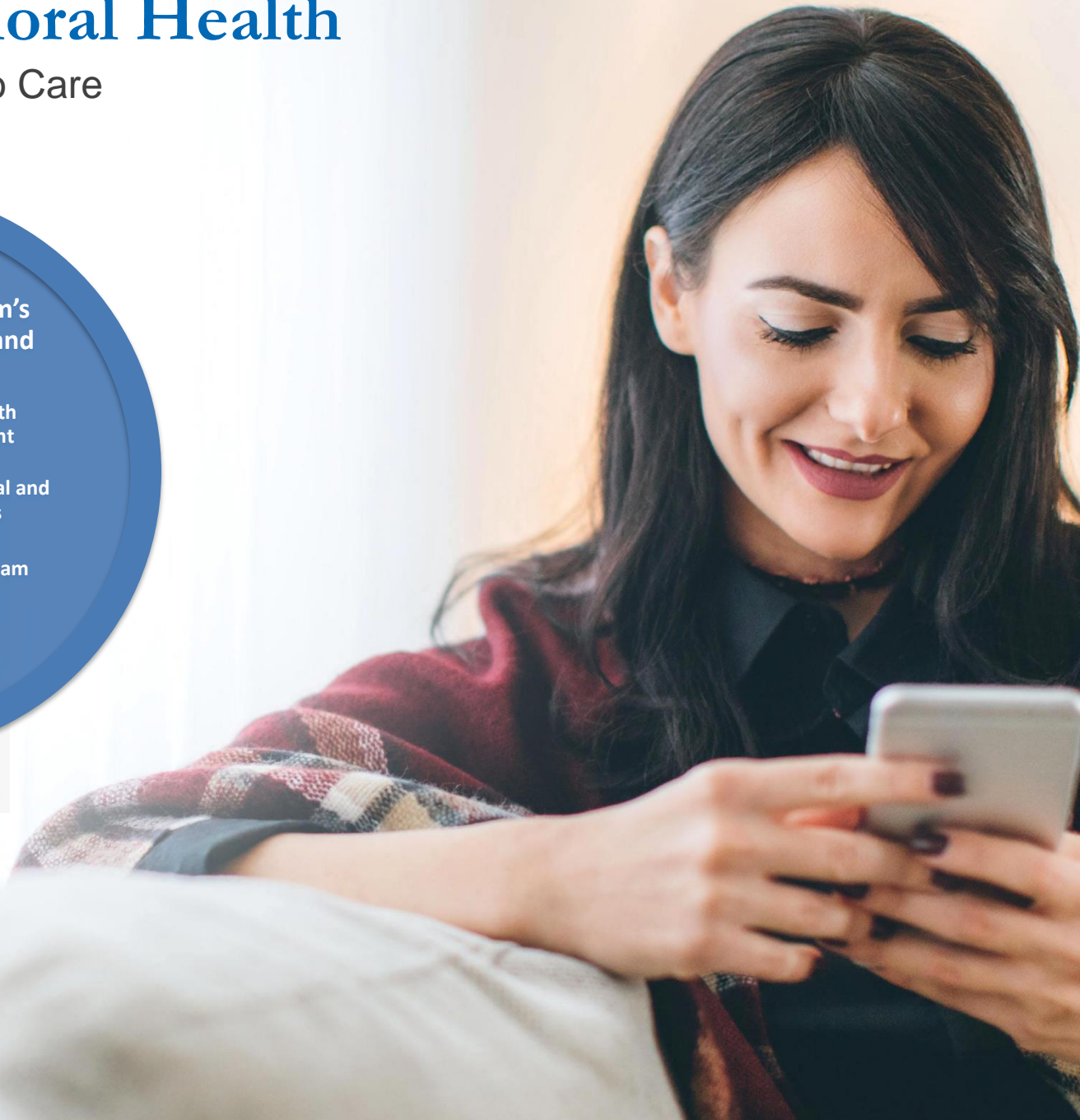


Anthem Behavioral Health

An Innovative Approach to Care

Key component of Anthem's
total approach to health and
wellbeing

- Comprehensive Behavioral Health Utilization and Case Management services
- Fully integrated with our Medical and Clinical care management teams
- Multiple care touchpoints
- Coordinated approach to program administration



Behavioral Health

Utilization Management (BH UM)

Comprehensive BH UM starts from the first interaction with your members and continues through discharge and beyond. We help them get the right care at the right time and place.

Our BH UM offers:

Initial review
to approve
medically
necessary
care

Continued
stay review to
ensure
progress is
being made

Coordinate
care between
providers

Discharge
planning to
prevent
readmissions



All delivered in collaboration with our national
network of providers



Behavioral Health

Case Management (BH CM)

Our BH CM services help members meet their health and wellness goals, providing ongoing support and guidance. Services include:

Comprehensive clinical assessment

Establishment of short and long-term goals

Help Identifying resources and referrals, including providers, community supports, EAP

Engagement with family members and caregivers



BH CM offers seamless integration with Anthem medical and clinical programs:

All clinical documentation within one medical management system

Medical and behavioral health staff attend joint daily/weekly rounds

All clinical staff receive weekly rounds with BH Medical Director



LiveHealth Online — How we help

	LiveHealth Online Psychiatry	LiveHealth Online Psychology
Provider types	Board Certified Doctors	Licensed Psychologists and Therapists
Benefit offered	Medication, if necessary after evaluation	Counseling with Psychologists or Therapists
Visit length	30-45 minute initial evaluation. 15 minute follow up sessions if needed for medication review	45 minute counseling sessions
Average wait time	14 days or less	4 days or less
Ages Served	Age 18 and higher	Age 10 and higher

*Prescriptions determined to be a “controlled substance” (as defined by the Controlled Substances Act under federal law) cannot be prescribed using LiveHealth Online.

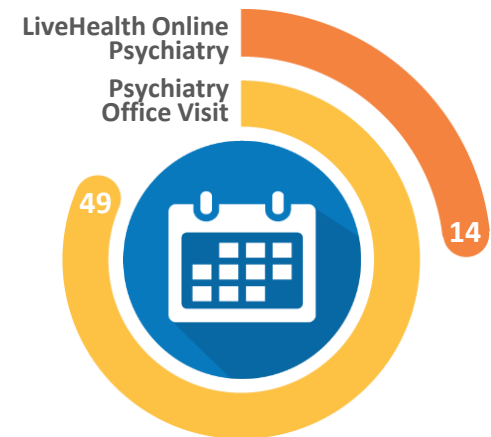
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LiveHealth Online - Making care easy to access

- Video visits with in-network licensed Psychologists, Therapists and board certified Psychiatrists
- Continuity of care between online visit practices allow doctors and therapists to refer members if additional support is needed
- Similar to the cost of an office therapy visit.
- Self-scheduled appointments, 7 days a week
- Private, easy to access and convenient
- Available in 50 states
- Access via smart phone, tablet or computer

*<https://www.naminh.org/sites/default/files/Summary%20Report%2004%2028%2014%20Waiting%20for%20Help%20FINAL2.pdf>

Days Before First Visit*



Autism Spectrum Disorder Program

Helping, engaging, and supporting families touched by Autism

Applied Behavior Analysis management

Ensuring that the member receives the right care, from the right provider, at the right time

Team approach to care

Coordinating medical care and autism treatment to help members navigate the health care system

Engage and support

Supporting the entire family throughout the diagnosis and treatment

Guidance and resource education

Offering education and support to help create more positive outcomes



Anthem's Opioid Strategy:

✓ Prevention

- ✓ Provider Messaging
- ✓ Pharmacy Point of Sale Edits
- ✓ Pharmacy Home
- ✓ Digital tools to promote resiliency

✓ Treatment and Recovery

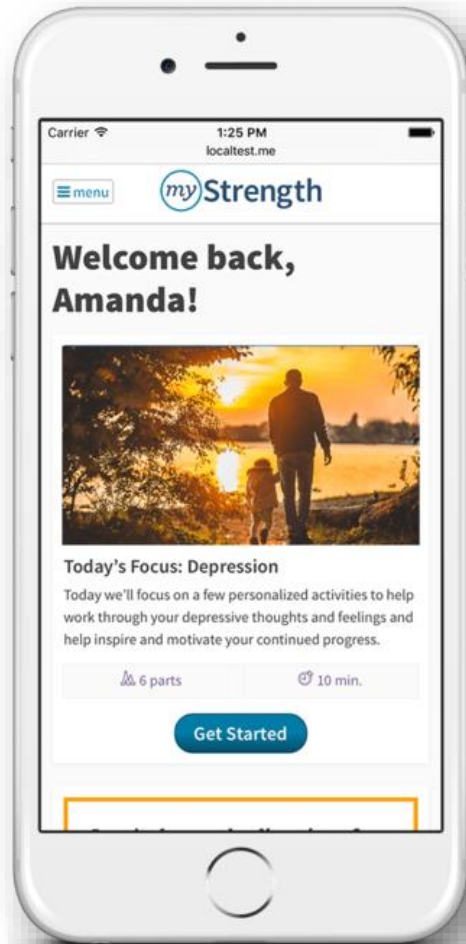
- ✓ Expansion of Medication Assisted Treatment (MAT)
- ✓ MAT and Behavioral Health Telemedicine opportunities
- ✓ Provider and Vendor Collaborations

✓ Deterrence

- ✓ Prevention of Fraud, Diversion and abuse
- ✓ Provider education
- ✓ Special Investigation Unit

myStrength

Supporting emotional well-being



A “health club for the mind” myStrength offers tools and resources to help manage stress, anxiety, depression, chronic pain and other concerns related to emotional wellbeing.

Once on myStrength members can:

- Complete a wellness assessment
- Set up a customized home page
- Utilize the mood tracker
- Engage with the eLearning modules
- Track your progress
- And more!

MyStrength log-in:

1. Go to www.myStrength.com and click on "Sign Up"
2. When asked for an “Access Code” and enter **AnthemDemo**
3. Complete the Wellness Assessment and Personal Profile to create your own unique myStrength Home Page.

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Appendix

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CalPERS Anthem Benefit Design

Basic Plan Name	Office Visits	Outpatient (Facility Based Care) *	Inpatient (Facility Based Care) *
PERS Choice	\$20	20% coinsurance	20% coinsurance
PERSCare	\$20	20% coinsurance	20% coinsurance
PERS Select	\$20	20% coinsurance	20% coinsurance
HMO Select	\$15	No Charge	No Charge
HMO Traditional	\$15	No Charge	No Charge

Medicare Plan Name	Outpatient Office Visits **	Outpatient (Facility Based Care) **	Inpatient (Facility Based Care) **
PERS Choice	\$0	\$0	\$0
PERSCare	\$0	\$0	\$0
PERS Select	\$0	\$0	\$0
Anthem Medicare Preferred (MA Plan)	\$0	\$0	\$0

*applicable deductible and coinsurance applies

**provider must accept Medicare assignment

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