



# Behavioral Health Services

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# Why Behavioral Health is Critical

Behavioral Health challenges can take many forms including addiction, anxiety, depression, schizophrenia, etc. Some of these are more visible than others, and while some are more difficult to see, the challenges are still there.

**46%**

U.S. adults will experience a mental illness during their lifetime

**1 in 5**

U.S. adults experiences mental illness in a given year

**+50%**

20.2 million U.S. adults experienced substance use disorder also had a co-occurring mental illness

**41%**

U.S. adults with a mental health condition received mental health services in the past year



# Behavioral Health Services

Higher demand on a limited workforce of behavioral health providers

## Higher Demand for Behavioral Health Services

- More individuals have coverage
- Benefits are on par with medical coverage
- Treatment driven to primary care

## Greater Awareness and Reduced Stigma

- Across all media channels, more information is available on the need to treat depression, anxiety, post traumatic stress disorder and addiction

## Limited Provider Capacity in Office-Based Care

- Most therapy sessions are ~2X longer than medical visits
- Most therapists and psychiatrists have limited new member slots

Blue Shield provides an extensive state-wide mental health and substance use disorder network to our Basic Access+ HMO members:

- 12,974 providers
- 780 facilities and facility-based programs
- 30 Essential Community Providers



# Telebehavioral Health Services



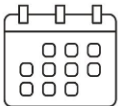
## Large statewide network of telebehavioral health providers

Over 800 licensed mental health and substance use disorder providers statewide offer secure and confidential video therapy sessions



## Faster access to mental health services

Appointments within 4 days



## Flexible appointment times

Many providers are available during the lunch hour, evenings, and weekends



## Improved overall health

81% of Blue Shield members receiving telebehavioral health services reported significant improvement in their overall health

**33%**

of members surveyed reported they would not have been able to access care had they not accessed services through the virtual platform



# Care Coordination Programs



## **Care advocacy**

Assistance to members in locating providers and community resources, scheduling appointments, and providing help with what to expect during treatment



## **Care transitions**

Comprehensive discharge planning, follow-up visits, and support 45-60 days following discharge



## **Complex case management**

Improves the physical, social, and mental functioning of our highest risk members by increasing access to community resources, reducing readmissions, enhancing support systems, and improving treatment effectiveness



# Care Management Programs



## **Behavioral health utilization management**

Clinical expertise and support for optimal use of behavioral health services for the evaluation and treatment of mental health conditions and substance use disorders



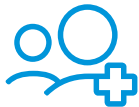
## **Behavioral health condition management**

Designed to help members overcome depression so they can more effectively manage their chronic medical condition(s) and lead a better quality of life



## **Medication assisted treatment for substance use disorder**

Promotes the use of medication assisted treatment (MAT) for substance use disorder in addition to psychosocial interventions while also educating providers about MAT



## **Outpatient Solutions**

Claims analysis using evidence-based algorithms to identify members who are not responding to outpatient care and working with providers for members who might need a different approach to care

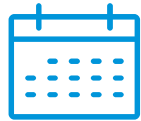


# Care Management Programs



## **Autism solutions center of excellence (COE)**

Dedicated autism specialists/clinicians are fully engaged from helping our clients make initial benefits design decisions to outcomes monitoring, applying protocols unique to treating members on the autism spectrum



## **24/7/365 Member Access Tools**

Trained experts provide immediate service followed by seamless integration into all behavioral health services



## **Life Referrals 24/7**

Offers confidential assistance on a range of topics to assist with life's challenges ranging from personal, family, and/or work related issues



# Serving Those Who Serve Us: First Responders

Blue Shield implemented several services in response to the devastating wildfires:

- Immediate refill of prescriptions
- Outreach to members enrolled in a Care Management programs
- Access to resources and counseling services
- No charge Telehealth services
- Offered on demand physician visits and sent doctors directly to members and first responders at no cost

Blue Shield's support for destroyed clinic:

- \$2 million donation
- New care-delivery service with Telehealth
- Renovating and rebuilding



"Paradise Medical Group possibly would not have survived without Blue Shield's assistance."

-Richard Thorp, M.D.,  
President of Paradise Medical Group







An independent member of the Blue Shield Association