CalPERS RoundTable: Behavioral Health Services

UnitedHealthcare National Markets
Dr. Tanya Stewart, Chief Clinical Transformation Officer
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Connecting people to quality care

Access to services is vital, but we go further. We’re making it easy for individuals to get evidence-based treatment from top-performing providers.
Connecting people to quality care

Continuously deliver access to expert care to our members

NATIONWIDE ACCESS

Targeted local-level network of 70,000+ providers

Same benefit coverage for out-of-network providers

NATIONAL NETWORK SPECIALISTS

- Geriatric specialty includes:
  - Inpatient behavioral health units
  - Psychiatrists and nurse practitioners
  - Social workers and psychologists
- Substance use disorder treatment
  - Includes medication-assisted treatment services
- Grief counselors
- Military and veteran expertise

PREFERRED PROVIDERS

9 PERCENT lower readmission rates from our higher-performing facilities1

MEMBER SATISFACTION

88 PERCENT member satisfaction with network provider services2

NETWORK PROVIDERS ADHERENCE TO EVIDENCE-BASED TREATMENT PRACTICE GUIDELINES

1. Optum practitioner analysis; Source: Mao, 11/05/2018. 2. Optum analysis of 2018 quarterly member satisfaction surveys to a national sampling of UnitedHealthcare Medicare and Retirement members who accesses Optum behavioral services; Woods, 11/7/2018.
Connecting people to quality care

Offer deeper expertise and specialized services

SPECIALIZED CLINICAL SERVICES

Dedicated toll-free number for 24/7 access to:

• Caregiver consultation
• Caregiver support
• Crisis intervention
• Suicide prevention
MEDICATION-ASSISTED TREATMENT (MAT)

50% greater chance of remission (no opioid misuse) than detoxification or psychosocial treatment alone¹

86% of members are within 30 miles from a MAT provider²

Connecting people to quality care

Make it possible for people to get convenient care

EXPRESS ACCESS NETWORK

The industry standard for treatment is 14 days for a routine appointment.¹

Express Access providers offer appointment times within 5 days.

VIRTUAL VISITS*

Members with faster access to behavioral care have higher levels of engagement and better treatment outcomes.¹

- Expands access to more people in need
- Simplifies access to increase engagement
- Expedites access to improve outcomes

More than 1,300 Express Access providers

More than 1,800 virtual visits providers

$11K savings per case for individuals with comorbid conditions²

*Supplemental benefit for certain plans
Guiding high-impact, integrated care

With groundbreaking data analytics and insights lighting the way, we offer a more intelligent approach to integrating care for greatest impact.
Guiding high-impact, integrated care

Apply a care management approach to individual member and customer needs

OPTUM EXPERTISE

Patient-centered care based on advanced identification and risk stratification algorithms

Diverse and innovative clinical expertise designing care management programming

Trusted clinical insights based on vast quantities of data and analytics

Focus on triple aim of health care to improve outcomes, lower costs, and enhance the member experience

Leveraging this expertise, Optum has designed a Care Management (CM) program to assist members with improving their health and wellness and participating fully in their lives by recovering from mental health and/or substance use disorders.
Guiding high-impact, integrated care

Use sophisticated analytics to guide individuals into care and along the path to recovery, including identifying those at risk.
Virtual Behavioral Therapy and Coaching

Get members the support they need when they may need it.

AbleTo’s Virtual Behavioral Therapy and Coaching provides support through virtual sessions for conditions like depression, anxiety and stress that accompany health issues such as:

- Cardiac conditions
- Diabetes
- Chronic pain
- Cancer

The program is provided by AbleTo

Proactive identification and engagement encourage participation.

Timely interventions engage individuals at point of need.

Personalized and convenient approach delivers quality, integrated care.

UnitedHealthcare® and AbleTo working together to help members live healthier lives.

Other providers are available in our network
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Virtual Behavioral Therapy and Coaching

How the AbleTo program works.

Assessment

Assessed and matched to appropriate program.
Initial consult with licensed clinical social worker or therapist.
• Triage, if required, to other behavioral health program or community resource

Treatment

Member participates in weekly treatment for up to 8 weeks.
Member receives individualized care plan upon program completion.

Maintenance

Program reinforcement and as needed follow-up provided.
Digital program reinforcement
3-month follow-up assessment
3-week booster program

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