

CalPERS RoundTable: Behavioral Health Services

UnitedHealthcare National Markets

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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.**





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.



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





Connect individuals to evidence-based treatment and services

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



1. Calculated by Optum, based on relative risk ratios from the meta-analysis in: Nielsen S, Larance B, Degenhardt L, Gowing L, Kehler C, Lintzeris N. Opioid agonist treatment for pharmaceutical opioid dependent people. Cochrane Database of Systematic Reviews 2016, Issue 5. Art. No.: CD011117. DOI: 10.1002/14651858.CD011117.pub2, pages 17 and 19. 2. Based on data from Optum geo access reports for Medicare membership; M. Moore, K. Cox, 10/24/18.



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**.

More than **1,300** Express Access providers

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

\$11K savings per case for individuals with comorbid conditions²

More than **1,800** virtual visits providers

*Supplemental benefit for certain plans

1. Gallucci, Gerard, Swartz, Wayne & Hackerman, Florence (2005). Impact of the Wait for an Initial Appointment on the Rate of Kept Appointments at the Mental Health Center. *Psychiatric Services*, Vol. 56, No. 3, 344-346. 2. Pande R, Morris M, Peters A, Spettell C, Feifer R and Gillis W. Leveraging Remote Behavior Health Interventions to Improve Medical Outcomes and Reduce Costs. *Am J Manag Care*, 2015; 21(2).

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.**





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



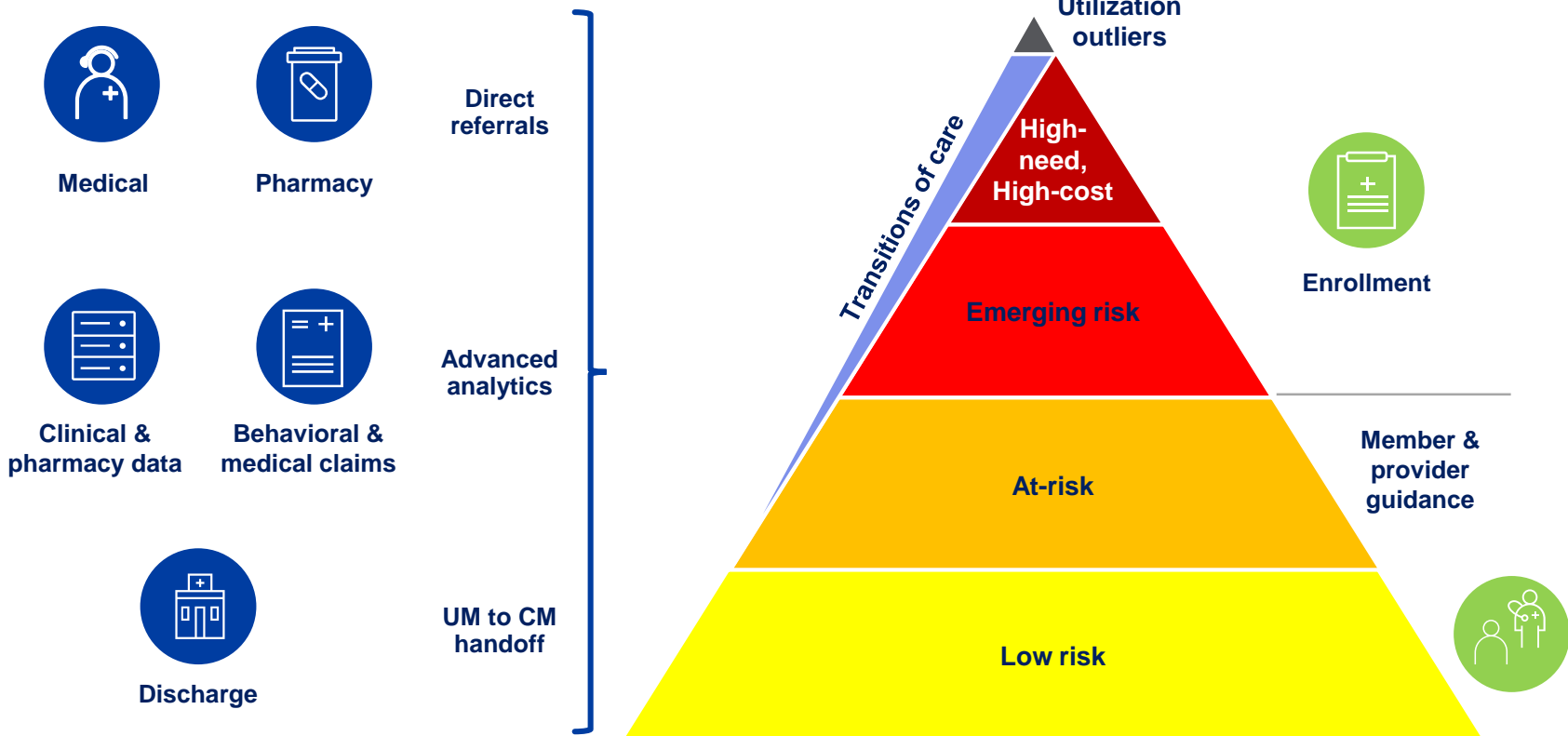
Focus on triple aim of health care to improve outcomes, lower costs, and enhance the member experience

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



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



Proactive identification and engagement encourage participation.



Timely interventions engage individuals at point of need.



Personalized and convenient approach delivers quality, integrated care.

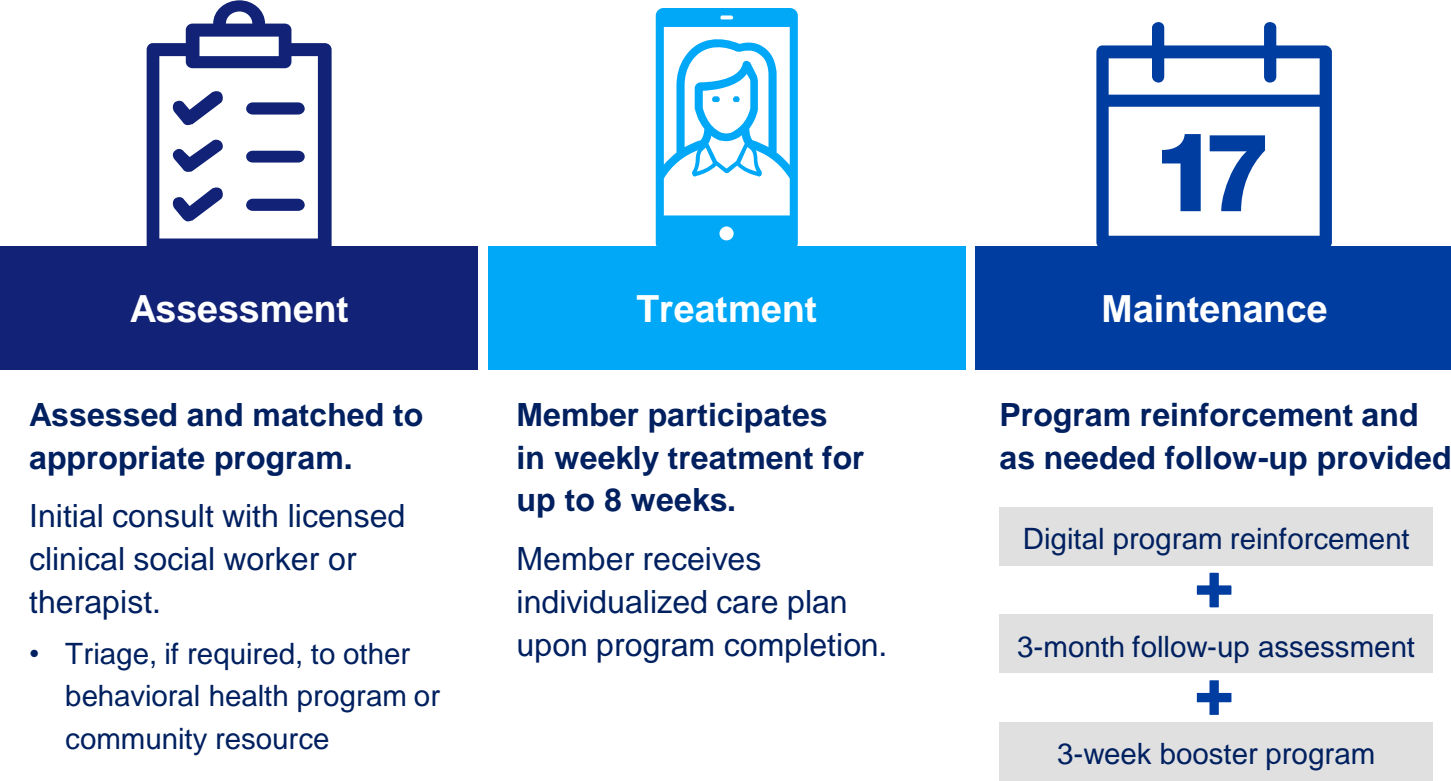
UnitedHealthcare® and AbleTo working together to help members live healthier lives.

Other providers are available in our network

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How the AbleTo program works.



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