

Behavioral Health Care Elevated

Together, we can help improve care quality and outcomes by personalizing care



The behavioral health care ecosystem can be challenging to manage without the right partner

Care and data are often fragmented. Access to care is limited. There are too many point solutions to choose from, causing confusion and more fragmentation. Health equity and cultural concerns are often not addressed.

On top of all that, members living with behavioral health conditions can easily go unidentified or fail to find the right providers and care—struggling on their own for years until they reach a crisis point.

Evernorth behavioral health

- 01 . We help make behavioral health simple, easy and approachable for your members. Our flexible care platform is designed to provide intuitive guidance and navigation, connecting your members with the right level of care for their unique needs.
- 02 . Our actionable data-centric insights drive a coordinated approach. Member journeys are tailored to acuity level and unique needs—across the full spectrum of behavioral health conditions—to help stabilize their well-being.

- 03 . **We integrate medical, behavioral and pharmacy data and use sophisticated behavioral models and predictive analytics to find members who may need behavioral care and engage them sooner.**

Our proactive, measurement-based approach empowers you to support improved member well-being and reduce long-term costs.

We offer a modular approach, designing flexible solutions based on your needs.

You can't afford to wait

\$1,377

in avoidable medical costs per member per year (PMPY) due to unmanaged behavioral conditions¹

60%

of total cost is from members who take a behavioral health Rx²

~47%

of those with a diagnosable behavioral condition are not getting needed care³

A seamless solution suite for behavioral health excellence



Identify, engage and navigate to proper care



Quick access to care and a large network of providers



Transparent, coordinated care across medical, pharmacy and behavioral



High-cost condition management and care



Full-spectrum care delivers education, medication and stabilization

1. Evernorth internal analysis, 2021. “Behavioral Health Care Significantly Lowers Medical Care Costs”, <https://www.evernorth.com/articles/behavioral-health-care-drastically-decreases-medical-costs>

2. Express Scripts Book of Business data (excluding DoD and Blocked Clients), 2020. Results may vary.

3. Mental Health First Aid, “5 Surprising Mental Health Statistics, 2/6/2019,” <https://www.mentalhealthfirstaid.org/2019/02/5-surprising-mental-health-statistics/>, Accessed 10/21/2021.

Customized turnkey solutions

Evernorth provides a broad range of service capabilities that can supplement your existing behavioral health offering. We'll collaborate to create the right configurable behavioral health solution for your unique population.



Robust mental health and substance use care

Our powerful, flexible solution suite includes an expanded national network of facilities and virtual and digital providers. Our lower acuity models—including online tools and apps, digital coaching, and peer support services—provide improved access and lower cost of care.

- + Crisis support is available 24/7/365
- + Utilization management
- + Behavioral specialty case management programs support more complex conditions like autism or substance use



Employee Assistance Program* /short-term counseling and care

24/7/365 Support for whole-person health

- + Crisis triage and short-term counseling with licensed clinicians (virtual or in-person) at no cost to member
- + One-stop digital portal with mobile app for virtual and on-demand coaching, library of content and self-guided tools
- + Home-life referrals to financial, legal and daily life/community resources
- + Workplace services, training, consultations, wellness seminars and critical incident response services



24/7/365 Concierge level approach to behavioral health navigation, triage and support

- + All of the above, plus a concierge service with quick connection to a live behavioral health navigator, via click to chat and telephone
- + 100% follow up by advocates on all interactions to ensure satisfaction
- + A digital front door to Cognitive Based Therapy (CBT) and virtual, self-guided tools
- + Social determinants of health community support program
- + Seamless coordination with underlying behavioral health carrier



Caregiver solutions

We help empower caregivers with care options ranging from digital tools to one-on-one caregiver coaching.

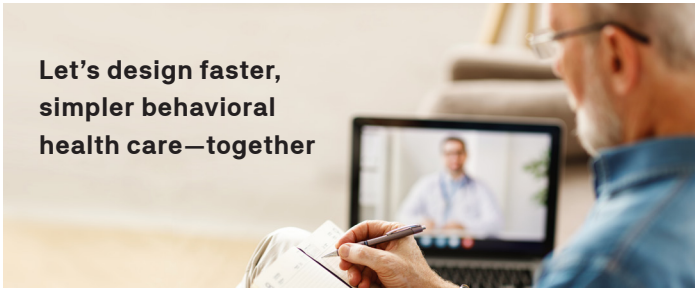
- + Digital cognitive behavioral therapy program directed by clinical experts
- + Curated digital education, resources, personalized coaching and care planning support
- + 24-hour geriatric care assistance program
- + Access to one-on-one caregiver coaching with behavioral licensed clinicians
- + Social and peer-to-peer support



Utilization, medication adherence and care optimization

A pharmacy-focused approach to optimizing health outcomes that helps drive better medication adherence.

- + Provides proactive member and physician engagement
- + Delivers disease-state coaching and educates members on their medications
- + Digital cognitive behavioral therapy



Let's design faster, simpler behavioral health care—together

To learn more about our behavioral health solutions, email winningbehavioral@evernorth.com or contact your Evernorth sales representative today.

Name:

Phone:

Email:

* Employee assistance program services are in addition to, not instead of, health plan benefits. These services are separate from health plan benefits and do not provide reimbursement for financial losses. Customers are required to pay the entire discounted charge for any discounted legal and/or financial services. Legal consultations related to employment matters are excluded. Additional restrictions may apply. Program availability may vary by plan type and location, and are not available where prohibited by law.