

# Supporting the journey to better health

From burnout to ongoing depression and anxiety, to rising youth mental health needs, employees and their families need behavioral health support more than ever. And they want quick, affordable access to support and treatment that meets their unique needs and preferences.



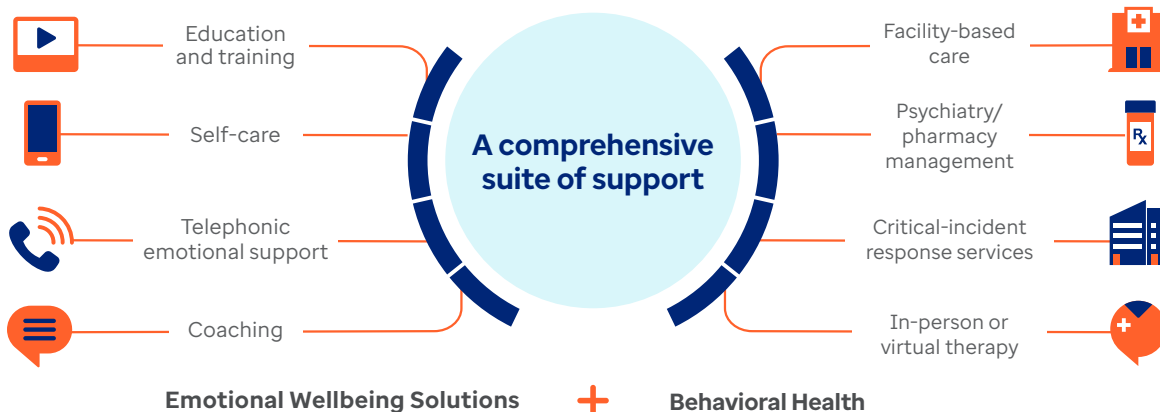
Optum® Behavioral Health Solutions meets that need by integrating our Behavioral Health offerings with our modern and flexible employee assistance program, Emotional Wellbeing Solutions. Our seamless solution connects employees with support for everyday life, including concerns ranging from stress and anxiety to pediatric behavioral health concerns or substance use.

### Support for every level of need

We know that your employees' needs may change over time, and we're with them for the full journey. Our suite of solutions offers support to employees and their dependents along the continuum of care. By developing tools to help guide employees to the right care for their situation and severity level, they can skip searching for resources they can trust that their insurance will cover.

We've curated a care ecosystem that includes a best-in-class network and proven programs to deliver evidence-based solutions across a broad spectrum of needs. Using deep clinical expertise and a wide breadth of analytics capabilities, we rigorously evaluate and select partners that help improve outcomes and reduce costs.

### From low to high severity, we support adult, pediatric and family populations



## In-the-moment integrated support

Effective support requires far more than a large network or suite of solutions. It's also about making it easy for employees to connect with the right support when they need it most.

Employees can access real-time telephonic emotional support 24/7/365 from emotional wellbeing specialists who are focused on having real conversations and resolving issues, not on following scripts. In addition, emotional wellbeing specialists can provide curated recommendations for ongoing care if the employee needs it, based on their benefits.

### Emotional Wellbeing Solutions offsets behavioral health costs:



Over **90%** of Emotional Wellbeing Solutions cases are resolved without the use of behavioral health benefits.<sup>1</sup>

For employees who require care beyond the support provided through Emotional Wellbeing Solutions, our integrated approach ensures a seamless transition to behavioral health care. This includes specialty care for pediatric needs such as autism/ABA and eating disorders, as well as medication-assisted treatment for substance use disorders.

### Online resources and care navigation

Employees who prefer to go online can visit [liveandworkwell.com](https://liveandworkwell.com) for 24/7 confidential access to educational resources, self-help programs and professional care. If they're unsure of the type of care that's right for them, our explore care tool provides curated recommendations and guidance based on their unique needs.

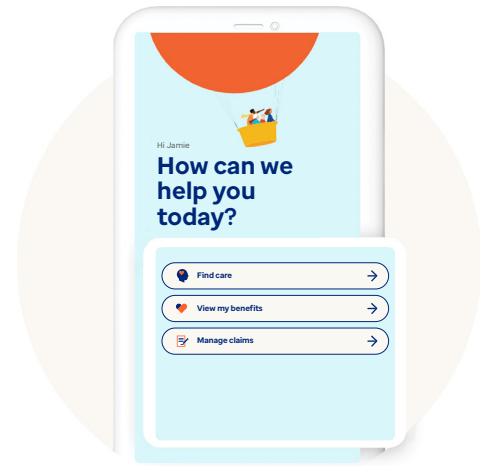
They simply answer a few questions about how they're feeling and their goals, and receive personalized recommendations for resources that can support them in their journey to better health. The site enables employees to learn about their care options and benefits, find therapists and schedule appointments online.

### Flexible support built on a solid foundation

We deliver the easy-to-navigate support your employees seek across the continuum of needs, severity levels and preferences. It's a comprehensive solution designed to support all employees – wherever they may be on their wellbeing journey.

1. Optum analysis of 2022 book of business resolution rate results.

2. T Smith. National Accounts with integrated BH-EWS product. 5-state sample representing U.S. regions (California, Florida, Illinois, New York and Texas). Data based on 2022 claims experience, paid through March 2023. April 2023.



Employees who accessed support through Emotional Wellbeing Solutions before using their behavioral health benefits experienced<sup>2</sup>:

**28%**

lower outpatient costs

**12%**

fewer outpatient visits



Connect employees to support for life's challenges, big and small. To learn more, visit [optum.com/behavioralhealth](https://optum.com/behavioralhealth).



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