



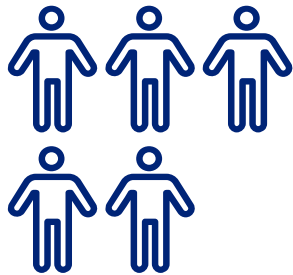
Mental Health Matters

Recognizing and Supporting the Mental Health Needs of Today

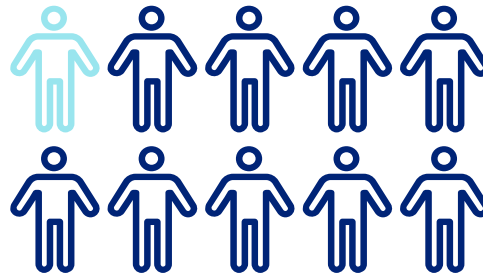


United
Healthcare®

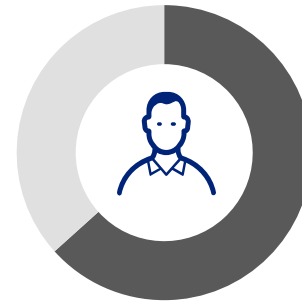
The state of mental health in America is at a crossroads.



Nearly
1 in 5
adults is affected by
mental health issues.¹



Only
1 in 10
Americans with a
substance use disorder
receives treatment.²



57%
of adults with mental illness
did not receive mental health
services in the previous year.¹

¹ National Institute of Mental Health website, data from 2017 National Survey on Drug Use and Health by the Substance Abuse and Mental Health Services Administration, <https://www.nimh.nih.gov/health/statistics/mental-illness.shtml>. ² Center for Behavioral Health Statistics and Quality (2016). Results from the 2015 national survey on drug use and health: Detailed tables. Rockville, MD: Substance Abuse and Mental Health Services Administration.



Common behavioral health conditions



MENTAL HEALTH ISSUES

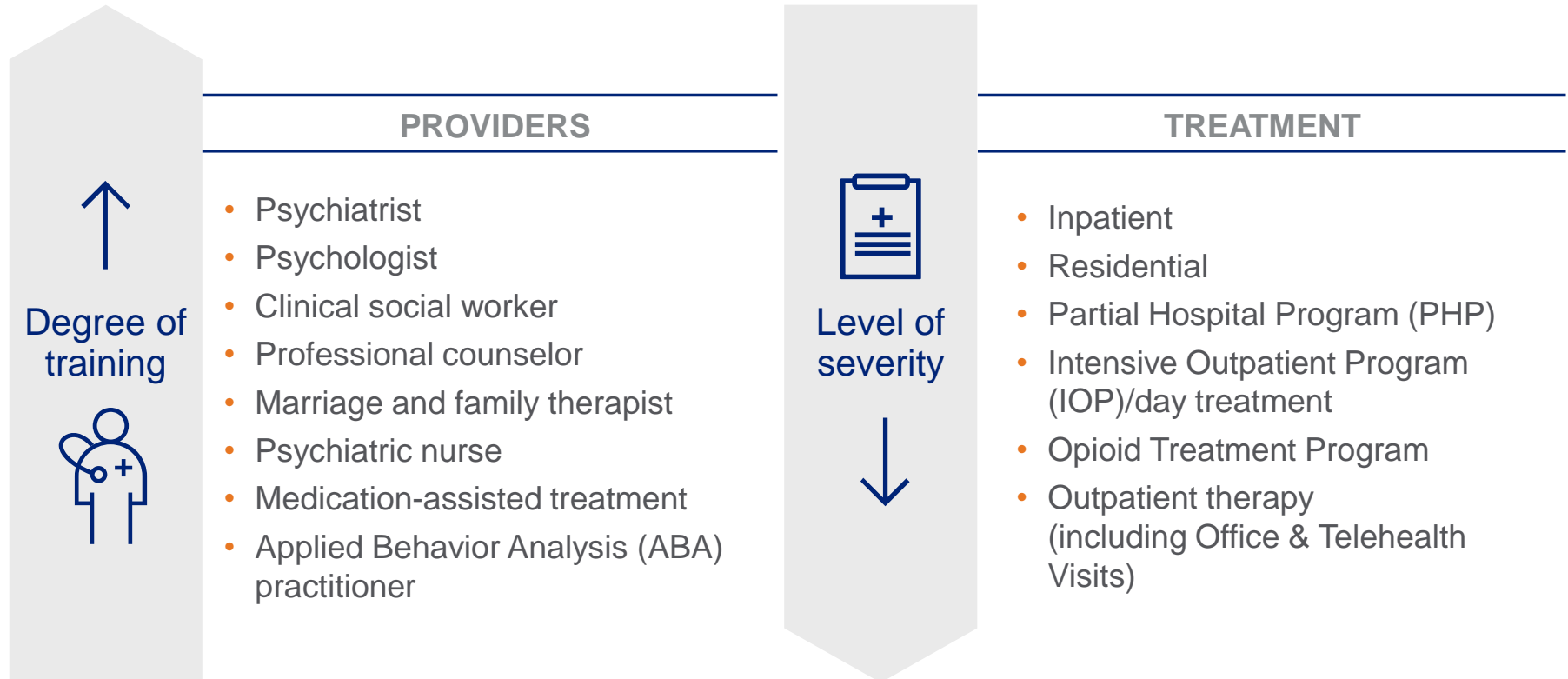
- Depression
- Bipolar
- Anxiety
- ADHD
- Autism
- Eating disorders
- Personality disorders
- Schizophrenia



SUBSTANCE USE DISORDERS

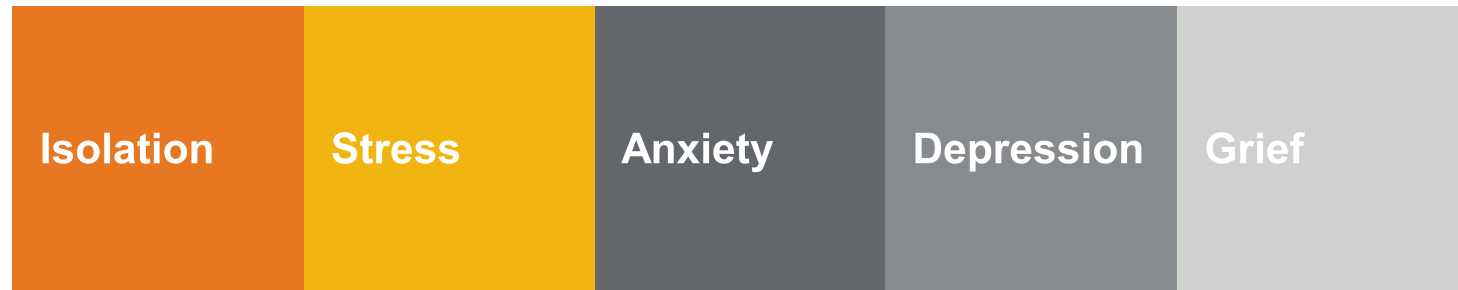
- Alcohol
- Opioid
- Cannabis
- Hallucinogen
- Stimulant

Types of providers and treatment



Effects of COVID-19 on mental health

- **63%** of respondents to a recent McKinsey survey reported feeling anxious or depressed in the past week, and **80%** of respondents reported experiencing moderate to high distress.¹
- **53%** of adults in the US reported that their mental health has been negatively impacted due to worry and stress.²
- Crisis and suicide hotlines are fielding more calls and texts every day.



1. <https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/returning-to-resilience-the-impact-of-covid-19-on-behavioral-health> 2. <https://www.kff.org/health-reform/issue-brief/the-implications-of-covid-19-for-mental-health-and-substance-use/>



Resources

Below are various tools and resources to help you maintain or regain your emotional wellbeing.

Telephone

- Call the number on the back of your Member ID Card



Websites

- myuhc.com to find providers
- myuhc.com > liveandworkwell.com to find mental health related content



Emotional Support Line

- 866-342-6892, available 24/7
- Free of charge and available to anyone



Substance Use Disorder Helpline

- 855-780-5955
- Anonymous and available 24/7



Sanvello



- Self-guided Cognitive Behavioral Therapy App for your mobile device



optumeap.com

- Website for COVID -19 behavioral resources



*Not available in all markets



Broad Access to Care

High-quality services within close reach

Extensive Network with over

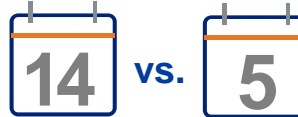


224,000+

PROVIDERS

Get people into care fast

The industry standard for treatment is **14 days** for a routine appointment.³



Express Access providers offer appointment times within **5 days**.

Care from any location

Members with faster access to behavioral care



34,000+

contracted **virtual visits** health providers across all 50 states

Medication-Assisted Treatment (MAT)



90%

of our members having access within 20 miles to a MAT provider

Specialty Services



5,000+

Autism/Applied Behavior Analysis (ABA) practices



Diversity and Inclusion of Network

- We encourage providers to share demographics to help members in their provider search.
- 42% of providers self-identify race/ethnicity details in our database for the sole purpose of being able to meet member referral requests.
- 29% of the providers in our network identify with ethnicities other than Caucasian.
- 8% identifying as Black or African American. 24% growth from prior period.
- Hispanic providers show 15% growth.
- Female providers 16% growth.
- Male providers 10% growth.

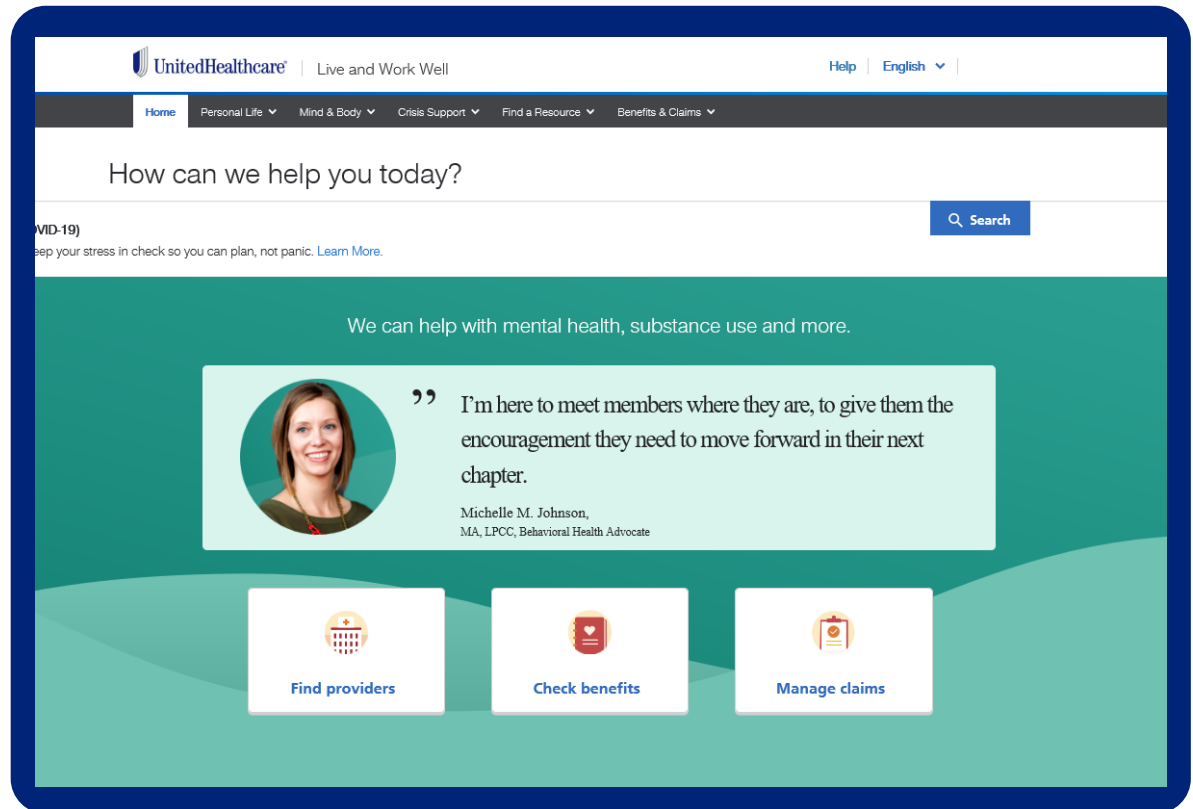
liveandworkwell.com

To find mental health related content and tools:

- Log in to myuhc.com

Select:

- **Coverage & Benefits**
- **Mental Health**
- **Live and Work Well by Optum**

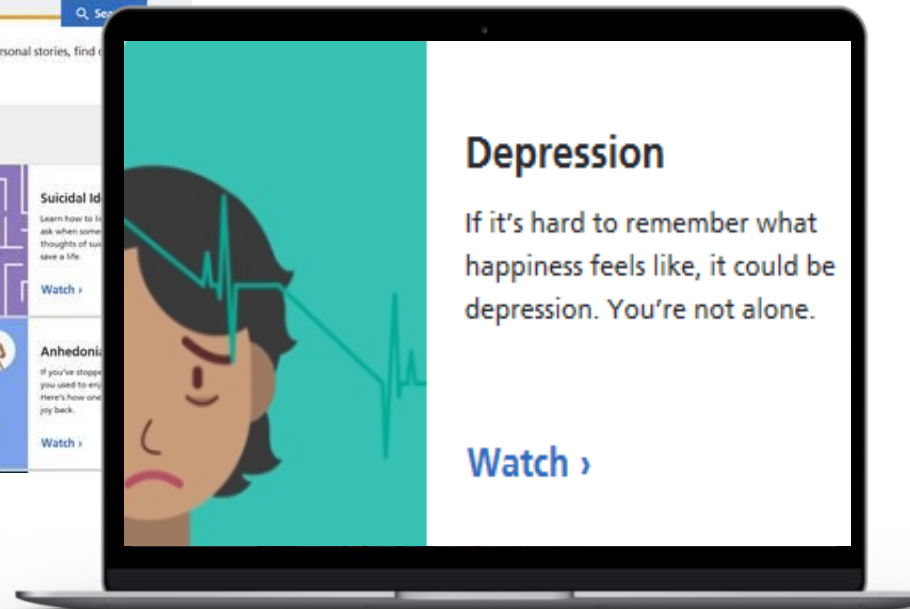
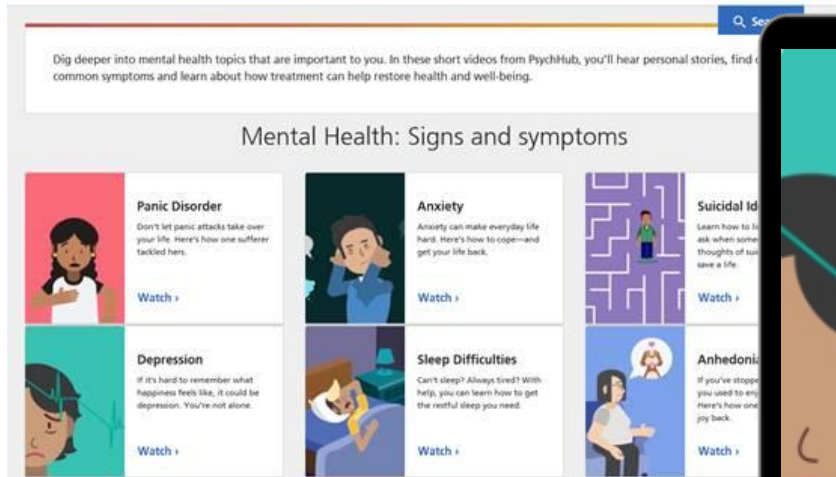


Psych Hub Videos - Addressing stigma

Supporting Consumer and Provider Education through short videos currently accessible on LiveAndWorkWell.com. **80%** of employees with a mental health condition attribute non-treatment to shame and stigma.¹ **Optum is developing tools and resources for members to help break down these barriers.**



Want to learn more? Watch these informative videos.



1. <http://www.bhsonline.com/blog/ending-mental-health-stigma-in-the-workplace>

Behavioral Care

Providing greater access to behavioral care.

UnitedHealthcare is using virtual technology to help expand member access to care. Members may receive help from a behavioral health specialist using 1 of 3 approaches:



1 Office Only

Provider sees patients in an office setting.



2 Virtual Only

Provider sees patients via video-enabled technology; they do not have a physical office location.



3 Office and Virtual

Provider conducts sessions in the office and via video-enabled technology. Patients may choose to see the provider in 1 or both settings.

Behavioral health virtual visits may provide similar outcomes for many conditions—and cost the same—as in-person office visits.



Emotional Support Line

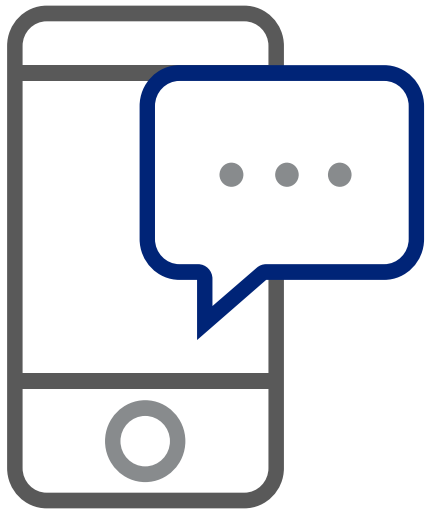
The toll-free emotional support help line at **(866) 342-6892** is free of charge and available to anyone, so you can share it with family and friends. Caring professionals will connect people to resources. It will be open 24 hours a day, seven days a week.

- Optum is offering a free emotional support help line for all individuals impacted by the public health event.
- Additionally, there are several coping and disaster tools and resources available to you on **liveandworkwell.com**. Log on to liveandworkwell.com via myuhc.com. Look for the COVID-19 spotlight for additional support.



Substance Use Disorder Helpline and live chat

Providing immediate provider referrals and other confidential assistance 24/7



855-780-5955

or

myuhc.com > liveandworkwell.com



Specialized substance use recovery advocates **available 24/7**



Advocates can arrange a **face-to-face clinical evaluation** with a substance use provider, typically within 24 hours



Call for your personal health, or for care for a **family member or loved one**



Your call can remain **anonymous**



Sanvello

Sanvello is a top-rated self-help app that uses clinically validated techniques such as Cognitive Behavioral Therapy (CBT). Individuals can relieve symptoms and build life skills that can reduce potential high-cost interventions through:

- Daily mood tracking
- Coping tools
- Guided journeys
- Personalized progress
- Community support

Results¹



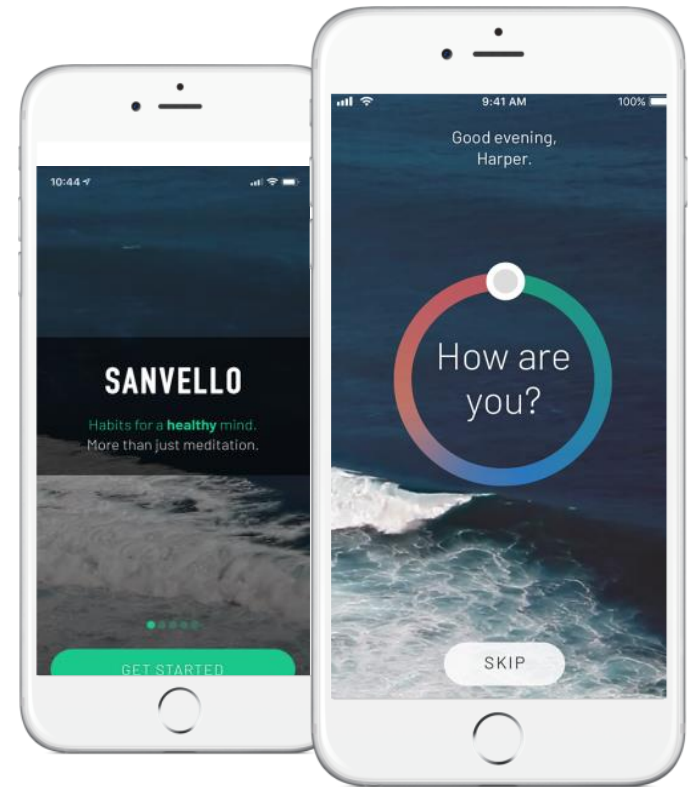
Participants interact with Sanvello nearly **5x more often** than traditional therapy alone



Lasting effects

Sanvello **decreases symptoms of depression and anxiety** even after individuals stop using the app

On-demand help for stress, anxiety and depression



iOS



ANDROID



TABLET

1. Anne Moberg, Christine & Niles, Andrea & Beermann, Dale. (2019). Guided Self-Help Works: A Randomized Waitlist Controlled Trial of Pacifica, a Mobile App Integrating CBT and Mindfulness for Stress, Anxiety, and Depression. J Med Internet Res 2019;21(6):e12556, <https://www.jmir.org/2019/6/e12556/>



Support options for every level of care

High	Medical Conditions Require diagnosis and medical care.	Substance Use and Complex Condition Management Supporting and coordinating mental health for conditions that need medical care.
Medium		Behavioral Health Care Providing professional help and guidance in resolving personal, social or psychological problems via a network of clinician for long-term concerns.
Low	Personal Concerns Impact general well-being and job performance.	Virtual Care Providing professional help and guidance in resolving personal, social or psychological problems via a network of certified clinician in a virtual setting (myuhc.com) EAP Helping members make healthy life, well-being and health changes via programs and 1-to-1 personalized support (800 number on ID card) Self Help Tools Providing tools that help enable self-guided and self-paced exploration, discovery, learning and goal setting before—or as a component of—human-supported services (Sanvello , myuhc.com – liveandworkwell)

