



Behavioral Health

Optum® Behavioral Health is driving better overall health outcomes while bringing down the total cost of care by improving access to high-impact, integrated care and engaging individuals in their own wellness.

Behavioral health issues are widespread and often go unaddressed — or inadequately addressed — putting strain on our communities, families and the individuals affected.



Behavioral health conditions affect an estimated

1 in 5

American adults each year.¹



60%

of adults with any mental illness didn't receive mental health services in the previous year.²



Behavioral health issues make up **more than**

20%

of total health care spending in the United States.³

Breaking new ground in behavioral health

Optum is committed to driving better overall health outcomes while bringing down the total cost of care. We connect people to an **extensive network of providers**, innovative tools that improve access to care and resources that inspire them to be **more engaged in their own wellness**. Pioneering proprietary analytics generate insights that help guide people into **high-impact, integrated care** tailored to their needs.

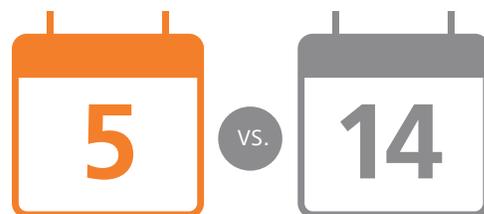
Improving access to care

Access to services is vital, but we go further. We're making it easier for members to get the right care, at the right time, in the right setting.



- **Continuously drive the behavioral health network to higher levels of performance** by evaluating providers on clinical outcomes and cost-effectiveness and rewarding top performers through value-based contracts.
- **Guide people to local care that's appropriate for their situation** to increase the chance that individuals get the community-based support they need for long-term recovery.
- **Get people into care fast**, improving the likelihood they will follow through to see a practitioner. Through programs like the Optum Express Access Network and Substance Use Disorder Helpline, members quickly get on the path to treatment and recovery.
- **Make it possible for people to get convenient care** from home or work by connecting them to providers from the extensive Optum virtual visits network.
- **Offer deeper expertise and specialized services** through networks dedicated to eating disorders, autism and substance use disorders.

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



The industry standard is 14 days for a routine appointment.⁴

Guiding high-impact, integrated care

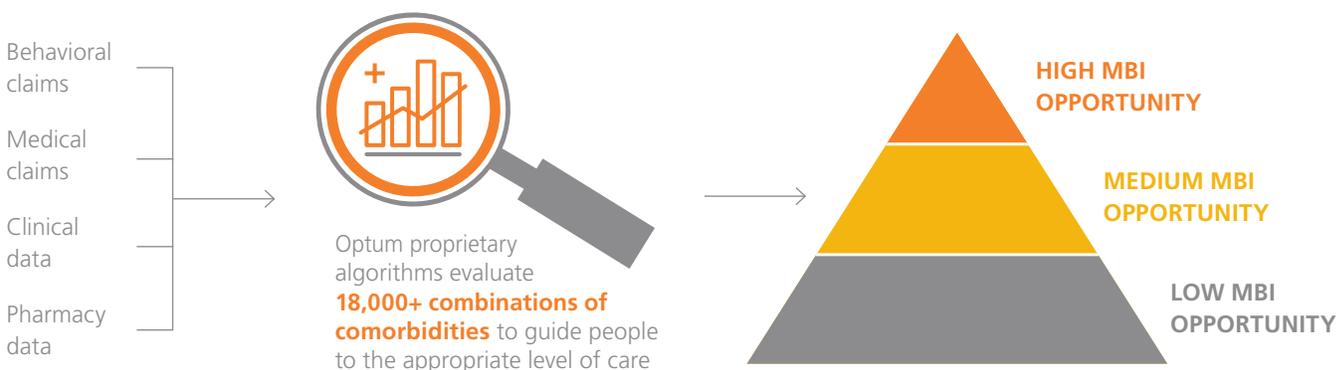
With groundbreaking data analytics and insights lighting the way, we offer a more intelligent approach to integrating care for the greater impact.



Use sophisticated analytics to guide individuals into care and along the path to recovery, including **identifying those at risk, connecting them to individualized treatment and monitoring their progress** to know if additional support is needed.

Apply our **pioneering, proprietary algorithms** to determine and **deliver the right level of integrated medical and behavioral care** based on the severity, type, number and combination of conditions.

Partner to provide local clinical support, drive up quality and collaborate on unified solutions.



Engaging and supporting individuals

Individuals get the most out of their care when they are actively involved. That's why we offer tools and support that inspire people to be invested in their own wellness.



- **Help people confidently navigate complex or specialized conditions** through programs and resources for caregivers, people with special needs, and individuals struggling with substance use disorders or mental health conditions.
- **Put support at people's fingertips** through a variety of on-demand self-help resources, recovery and resiliency tools, crisis support, and information on wellness, benefits and networks.
- **Continuously introduce innovative tools** that enhance and customize the member experience, empower healthy choices, anticipate what individuals will need next and connect them to support in the moment.

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Dedicated member portal

Recovery and Resiliency center with hundreds of resources.

Online cognitive behavioral therapy

- Moving through depression
- Calming anxiety
- Managing everyday stress
- Recognizing at-risk drinking and drug use

Employee Assistance Program (EAP)

Combining Optum Behavioral Health with EAP seamlessly connects employees to the care they need

22% ↓

lower outpatient costs⁵

18% ↓

fewer outpatient visits⁶

Optum Behavioral Health



Improving
access
to care



Guiding
high-impact,
integrated care



Engaging and
supporting
individuals



For more information, visit optum.com/behavioralhealth
or contact your Optum representative.

1. Center for Behavioral Health Statistics and Quality, Substance Abuse and Mental Health Services Administration. "Key substance use and mental health indicators in the United States: Results from the 2017 National Survey on Drug Use and Health," 2018. Available at: <https://www.samhsa.gov/data/sites/default/files/cbhsq-reports/NSDUHFFR2017/NSDUHFFR2017.pdf>.
2. Park-Lee E, Lipari RN, Hedden SL, Kroutil LA, Porter JD. Receipt of services for substance use and mental health issues among adults: Results from the 2016 National Survey on Drug Use and Health. *NSDUH Data Review*. September 2017. Accessed on November 9, 2017 at <https://www.samhsa.gov/data/sites/default/files/NSDUH-DR-FFR2-2016/NSDUH-DR-FFR2-2016.pdf>.
3. Melek S, Norris D. Chronic conditions and comorbid psychological disorders. Milliman, 2008. [us.milliman.com/insight/research/health/pdfs/Chronic-conditions-and-comorbid-psychological-disorders/](https://www.milliman.com/insight/research/health/pdfs/Chronic-conditions-and-comorbid-psychological-disorders/).
4. Gallucci G, Swartz W, Hackerman F. Impact of the wait for an initial appointment on the rate of kept appointments at the mental health center. *Psychiatric Services*. 2005. Vol. 56, No. 3, 344-346.
5. 2018 Optum analysis of behavioral health claims of large national employers, Smith, May 2019.
6. Ibid.



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