

The nation's leader in behavioral health services —
helping Veterans get the support they need



Easy access to high-quality mental health and substance use disorder services is essential to restoring and maintaining the health and well-being of our Veterans. With that in mind, our programs are uniquely positioned to help Veterans get the support they need.

About one-third of returning service members report symptoms of a mental health or a cognitive condition.¹ And only 50 percent of returning Veterans who need mental health treatment will receive these services.² Reasons for this include:

- Stigma or fear of being seen as weak
- Symptoms not always easily recognized
- Uncertainty about how to approach the health care system
- Long wait times to receive mental health treatment
- Logistical problems, such as long travel distances to receive care
- Lost hope that their condition and life can improve

1/3 of returning service members report symptoms of a mental health or a cognitive condition.¹

50% of returning Veterans who need mental health treatment will receive the services they need.²

1. RAND Center for Military Health Policy Research. Invisible wounds: Mental health and cognitive care needs of America's returning veterans. Research Highlights. 2008.

2. Substance Abuse and Mental Health Services Administration (SAMHSA). Veterans and military families. samhsa.gov. Last updated Sept. 2014.

Optum® understands these challenges, and we work to remove these barriers. We help people reach a stable place and maintain recovery on their terms, so individuals and their families can live their best lives. As the largest managed behavioral health care organization in the United States, we have the expertise, scope and scale to support any population across the nation. We:

- Provide behavioral health services to 34.5 million Americans³
- Are the nation's largest performance-tiered network with more than 185,000 active network providers⁴
- Are a vendor for 42 percent of Fortune 100 and 34 percent of Fortune 500 companies⁵
- Serve 6.4 million Medicaid and 4.4 million Medicare lives⁶
- Achieved NCQA's highest Full Accreditation status as well as URAC accreditation

Our guiding principles

1. Focus on coordinating care for the whole person.

The rigors and trauma of military service can make a unique impact on a person's physical and mental health, as well as on the social determinants of that person's health (including living environment and work status). Our approach looks at all of these aspects of a person's health and well-being, whether he or she is being treated by a primary physician or behavioral health specialist. This ensures better treatment of the whole person by identifying and addressing an individual's co-occurring physical, mental and social issues.

This whole-person approach is particularly important when managing the long-term effects of complex conditions that many veterans struggle with, such as post-traumatic stress disorder, traumatic brain injury, depression, suicide ideation, and substance use disorders.

Our program works by connecting clinicians with an individual's health-status data. We work across the health system to identify under-treated problems early and then manage conditions following evidence-based best practices. We also bring together community social support services that help these people maintain their quality of life and live as independently as possible.

2. Focus care on person-centered recovery principles.

The best outcomes are achieved when individuals are fully committed participants in their treatment, recovery and well-being. That's why engaging and empowering the individual is at the heart of our programs.

We listen to individuals to understand their goals and what motivates them to take action. Abilities and strengths become part of their recovery plans. Self-care tools and resources keep individuals engaged and support recovery and wellness between visits.

3. Make care accessible and relevant to veterans.

People respond best to care that meets them where they are. We've invested in the services and capabilities to make this possible, including:

- 24/7 emergency mental health care
- Care that is sensitive to gender, cultural and service-related issues
- Services close to home, including virtual telemental health visits
- Family, couple and child services to support immediate family members



3. Based on the number of unique contracted lives reported as of March 31, 2017; T. Corning.

4. Network count as of March 31, 2017; Adler and Mao, April 11, 2017.

5. Comparison of 2016 Fortune 100 and 500 listing against Optum behavioral employer book of business; Chacin, May 25, 2016.

6. Ibid.

Our care advocates understand the specific needs of the populations we serve, and they actively guide individuals to specialized services when needed. These may include:

- Personal and family counselling
- Treatment for substance use disorder, including opioid use disorder
- Suicide prevention programs
- Care for post-traumatic stress disorder
- Treatment for traumatic brain injuries
- Sexual trauma services
- Programs for those involved with the justice system
- Home-based evaluations for elder veterans

These guiding principles — coordinated, whole-person care, person-centered recovery, with relevant and accessible services uniquely positioned to help veterans — help those who serve get the care they deserve.

Meet Barb: A veteran's journey to recovery



Barb is 53 years old and recently retired from the military. She is readjusting to civilian life and is struggling with a substance use disorder and major depression. Barb has also been admitted to a behavioral health hospital twice in the past year.

1

After Barb's last hospital visit, she received a call from a licensed Optum behavioral health clinician who **reviewed a discharge plan with her and made sure she understood it** and had the resources and support to follow the plan.

2

The Optum clinician contacted Barb to **ensure she kept her scheduled follow-up appointments**. Barb's husband was also engaged to ensure Barb had transportation to her appointments.

3

The Optum clinician connected Barb to local community supports after first reviewing her options and discussing what would work best. She attended AA and obtained a sponsor. Barb also joined a VA substance-use recovery support group. Barb's husband was guided to an AL-ANON group.

4

The Optum clinician **stayed connected with Barb at regular intervals by phone for six months** to ensure she was actively participating in her plan to stay healthy and out of the hospital.

5

The Optum clinician worked with Barb to **create a crisis plan to help her avoid returning to the hospital** should her depression return.



Barb has been able to stay out of the hospital. **She continues to remain sober and symptom-free** and is appreciative of the support she received from Optum.

The nation's leader in behavioral health services

UnitedHealth Group and Optum are honored to support service members, veterans and their families through partnerships, meaningful volunteer opportunities and community service initiatives across the country.



**BOYS & GIRLS CLUBS
OF AMERICA**

Boys and Girls Club of America

United Health Foundation is partnering with the Boys and Girls Clubs to create an interactive online platform and mobile application for military kids, to help them succeed in their new schools and communities as they transition from military to civilian life.



Fisher House Foundation

Through our partnership with the Fisher House Foundation, we provide free, temporary housing and childcare services to families of service members and veterans needing medical care at Camp Pendleton, Joint Base Lewis-McChord and the Naval Medical Center San Diego.



**Paralyzed Veterans
of America**

Paralyzed Veterans of America

Paralyzed Veterans of America and UnitedHealth Group® have formed a strategic partnership to help veterans transition to civilian life and navigate the complex landscape of finding jobs.



Ride 2 Recovery

UnitedHealthcare® is a lead sponsor of Ride 2 Recovery, providing financial, in-kind and volunteer support at cycling events across the country to help injured veterans recover from physical and mental wounds suffered in combat.



**Blue Star Families
Fellowship Program**

UnitedHealthcare and Blue Star Families launched Blue Star Families Fellowship Program to support and empower military families. Three military spouses were named ambassadors to serve as a link between military and civilian leadership communities.



**Marine Corps Scholarship
Foundation**

UnitedHealth Group is a national corporate sponsor of the Marine Corps Scholarship Foundation, supporting educational opportunities for the children of wounded veterans.



**National Military Family
Association**

United Health Foundation's partnership with the National Military Family Association provides scholarships to military spouses working to complete clinical training in mental health and counseling.



WE HONOR VETERANS

We Honor Veterans

Optum® Palliative and Hospice Care participates in We Honor Veterans, a specialized hospice care program for America's veterans created by the National Hospice and Palliative Care Organization in collaboration with the Department of Veterans Affairs.

To learn more, visit optum.com/veterancare.



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