

Caring together

for the wellbeing and emotional health of your employees



**Behavioral Health
Management**

Excellus  

**Everybody
Benefits**

Managing your employees' behavioral health needs is an important piece to our overall holistic approach to health care. We know that understanding a person as a whole drives better coordination and outcomes. That's why we've integrated behavioral health services with our medical benefits.

People come first, with care built just for them

Oftentimes, when an employee has a behavioral health condition, there are also existing physical conditions to consider as well. They can have an impact on one another and the overall health and outlook of an individual. Our Care Management team can help employees manage their conditions comprehensively by working together. Through a combination of referrals, direct outreach, and coordination with providers, we tailor our approach to each member's specific needs. Our team includes Registered Nurses, Registered Dietitians, Licensed Social Workers, Pharmacists, Licensed Behavioral Health Specialists, Physical Therapists, Medical Doctors and Respiratory Therapists. We're here with the right support and to help members be more proactive and invested in their health.

Our workplace wellbeing team works with employers to understand the needs of its staff and devises individualized improvement plans for things like:

- | | | | |
|--------------------------------------|---------------------------------------|---|--------------------------------------|
| 1 Improving workplace culture | 2 Wellness/wellbeing promotion | 3 Practice optimization via stress reduction | 4 Workforce retention efforts |
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Mental Health and Wellbeing Support

Our Mental Health Certified Partners through our partnership with Personify Health¹ offers solutions that can be self-paced and self-directed through the ThriveWell apps.

- ThriveWell² is a digital platform that gives your employees the tools and support needed to make small, everyday changes to their wellbeing that are focused on the areas they want to improve the most.
 - » Set interests on areas that are important to personal growth like eating habits, sleep, physical activity, relationships or finances
 - » Complete online health checks for certified health risk assessments
 - » Add friends and family for encouragement and motivation
 - » Rally coworkers for a new challenge
 - » Use Journeys digital coaching to make simple changes to their health

- Headspace³ helps employees manage everything from stress and anxiety to focus and sleep. This mental health benefit creates lasting change for organizations looking to improve employee happiness and workforce performance while cultivating a culture of mindfulness.
 - » Includes preventive support for stress, anxiety, depression, and more
 - » Learn modules to manage feelings and thoughts with everyday mindfulness
 - » Better sleep habits with sleepcasts, music and other unique audio experiences

Pharmacy Concierge

- We target a handful of behavioral health drugs in the Pharmacy Concierge program and recommend lower cost alternatives. This dedicated team assesses the whole member – medical, behavioral, social and financial needs.⁴

Wellframe⁵ App

- Emotional support anytime, anywhere. Employees can get connected to our Care Managers who can help them understand what direction to take in their wellbeing journey. Many plans have visits covered in full, allowing individuals to build an ongoing relationship over time.
 - » Engage with tailored modules
 - » Text a care manager and create daily checklists together

24/7 Nurse Line

- If your employees have a question and don't know where to turn, we offer our 24/7 Nurse Line.

Our network is unmatched. Period.

We understand the importance of finding the right behavioral health provider in our local area, which is why we've made it easier. We made steps forward with our policies that has increased the number of eligible providers to join our network.



We sponsor localized activities to destigmatize mental health issues and ensure our provider directories are as accurate as possible so that your employees can get the help they need when they need it.



We implemented a unique provider partnership where we register licensed master social workers (LMSW) and licensed creative art therapists (LCATs) in addition to all of our other credentialed licensed therapists and strong network including MDLIVE providers.

Telemedicine

- Excellus BCBS members can access MDLIVE^{TM6} to connect with a national network of board-certified psychiatrists and licensed therapists anytime for help with: Anxiety, Depression, Stress Management, Grief & Loss and so much more⁷. It lessens the barrier to substance use disorder treatment.
- Education is available to lessen the barrier to substance use disorder treatment and for those less experienced with opioids. This could include the over utilization of opioids or inappropriate combination therapy.

Our whole member care approach is demonstrated in outcome metrics on cost and quality. In recent years⁸, for members with behavioral health as a primary reason for Care Management engagement, there was:

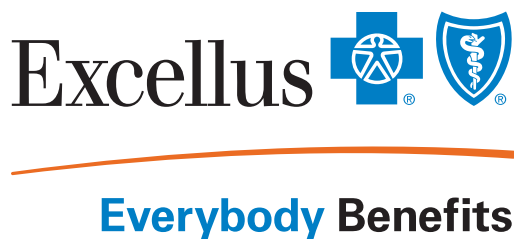
33% **reduction in Emergency Department visits⁸**

12% **reduction in inpatient admissions⁸**

~\$1,000 **PMPM cost savings for engaged members⁸**



Learn more ways our comprehensive approach is working for you and your employees at ExcellusForBusiness.com



¹ Personify Health is an independent company and offers a digital wellbeing service on behalf of Excellus BlueCross BlueShield, a nonprofit independent licensee of the Blue Cross Blue Shield Association

² ThriveWell is embedded for all Small Group and Large Group Fully Insured plans. ThriveWell is available as a buy-up for Self-Funded Large Groups.

³ Wellframe is an independent company that provides a health and wellness support mobile app to Excellus BCBS members.

⁴ Headspace is not available for Small Groups, embedded for Large Group Fully Insured and available as a buy up for the Large Group Self Funded Group.

⁵ For groups who currently have pharmacy benefits or buy-up for self-funded groups

⁶ MDLIVE is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area

⁷ \$0 for small group non-standard products and opt-in for large groups

⁸ 2022 health plan data

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