

# 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**

## Mental health and wellbeing support

We offer a range of programs that support your employees through mindfulness resources, Care Manager guidance and self-directed wellbeing tools.

### ThriveWell<sup>1</sup>

- Through our partnership with Personify Health<sup>2</sup> we offer 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.

### Headspace<sup>3</sup>

- 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.

### 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.<sup>4</sup>

### Wellframe<sup>5</sup> 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.

### 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 with virtual and in-person options. We made steps forward with our policies that have increased the number of eligible providers to join our network.

**We are continually expanding our virtual behavioral health care options to meet growing demand and improve access for members across New York State.**

**By identifying local and regional providers offering virtual services and credentialing them for telehealth, we ensure broad coverage, flexible scheduling, and connections to licensed therapists and clinicians.**



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 credential 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<sup>®</sup> 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 more.<sup>7</sup> 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 years, for members with behavioral health as a primary reason for Care Management engagement, there was:

**37%** decrease in Emergency Department visits<sup>8</sup>

**49%** decrease in inpatient admissions<sup>8</sup>

**~\$5,951** in cost avoidance per engaged member<sup>8</sup>



**Learn more ways our comprehensive approach is working for you and your employees at [ExcellusForBusiness.com](https://ExcellusForBusiness.com)**

**Excellus** 

**Everybody Benefits**

<sup>1</sup> 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.

<sup>2</sup> Personify Health is an independent company and offers a digital wellbeing service on behalf of Excellus BlueCross BlueShield.

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

<sup>4</sup> 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.

<sup>5</sup> For groups who currently have pharmacy benefits or buy-up for self-funded groups.

<sup>6</sup> MDLIVE is an independent company, offering telehealth services in the Excellus BlueCross BlueShield service area.

<sup>7</sup> \$0 for small group non-standard products and opt-in for large groups.

<sup>8</sup> Outcomes data is based on full year 2024 experience for commercial members engaged in CM/DM with a condition of Behavioral Health. Members may have other conditions that contribute to the total cost avoidance.