



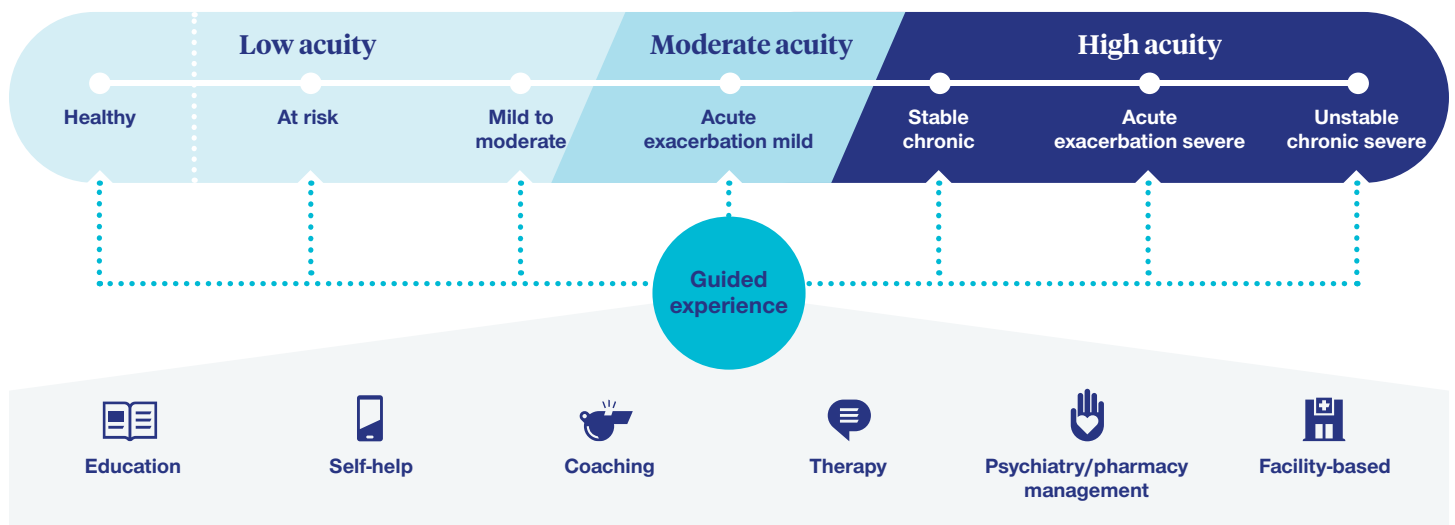
Guiding employees to mental health support



The pandemic may have accelerated the need for simpler access to mental health support. Anxiety, burnout and uncertainty about returning to in-person activities may be affecting employees and their productivity, especially among those already struggling with mental illness or substance use.

Solutions built to help meet employees' needs across the mental health continuum

Behavioral Health Solutions integrates behavioral, medical and pharmacy data to deliver a whole-person approach to employees needing behavioral health care. Whether a person is experiencing a low, moderate or high level of acuity, there are options available via education, self-help, coaching, therapy, psychiatry/prescription management and/or facility-based care.





A need for access to care

90%

of consumers said the U.S. needs more accessible mental health services¹

4 in 10

U.S. adults reported feeling anxious or depressed during the pandemic²

85%

said that mental health issues were disrupting their daily life³



Creating an industry shift

93%

of members live within 20 miles of an Express Access provider⁴

20%

lower visit count per outpatient episode⁵

\$2,587

average savings per inpatient episode⁶

Guiding employees to care

We help employees get the care they need, how and when they may need it by:

- Creating awareness and engagement
- Leveraging next-best-action technology
- Providing different ways to access support, including digital/web, apps and advocacy support

Streamlining access to care

Behavioral Health Solutions' goals are to help bring greater precision, speed and ease to how people obtain mental health services with:

- Access to 250,000+ providers⁷ and 46,000+ virtual providers⁸
- Real-time appointment scheduling
- Express Access providers who offer appointments within 5 days (24 hours for urgent needs)

Learn more

For more information, employees can visit www.myuhc.com or call 1-800-711-7486

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¹ Kantar 2018 U.S. Monitor.

² Kaiser Family Foundation. The implications of COVID-19 for mental health and substance use. kff.org/coronavirus-covid-19/issue-brief/the-implications-of-covid-10-for-mental-health-and-substance-use/. Feb. 10, 2021.

³ Oracle Workplace Intelligence. AI@Work Study. oracle.com/a/ocom/docs/oracle-hcm-ai-at-work.pdf. Accessed February 2021.

⁴ Behavioral Health Source of Truth (Q1 2021 data); Karimzadeh, April 2021.

⁵ Members referred to a network ACE Platinum clinician; reduction rate reflects the difference in mean visits per outpatient episode between Platinum and Non-Platinum clinicians (2020 data); Mao, April 2021.

⁶ Members referred to a network Platinum Facility; savings reflect the difference in mean paid per admission between Platinum Facilities and Non-Platinum Facilities (2020 data); Mao, April 2021.

⁷ Behavioral Health Source of Truth; SURE Network Summary Dashboard, Q1 2021; Karimzadeh, April 6, 2021.

⁸ SURE Dashboard, DuBois, updated April 12, 2021. Attested to delivering virtual care.

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