

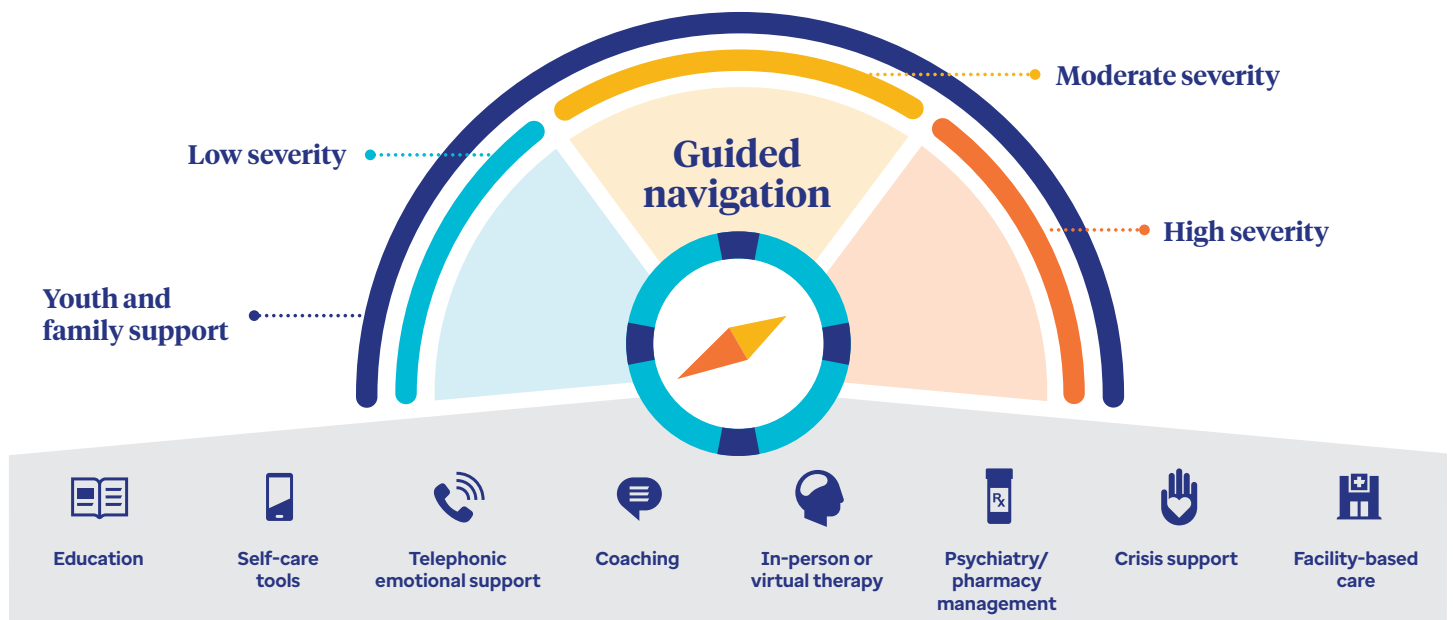


Supporting a range of mental health care needs

The need for behavioral health support continues to grow, but it's not always easy to know where to turn for support – or how to access the right kind of help.

Delivering quicker access to care across the behavioral health spectrum

We guide adults, youth and caregivers to the right care for their unique needs across a full range of behavioral health solutions. Through clinical knowledge and data analytics, we use a segmentation model to help adults, youth and caregivers identify which evidence-based care options and support best fit their clinical needs and preferences. For example, 90% of members experience low-severity needs¹ – and they may benefit from solutions beyond traditional therapy, such as education, self-care tools, telephonic emotional support or coaching. These options often provide quicker access to support, and they may cost less than solutions that are better suited for moderate- and high-severity needs.



Focusing our efforts on foundational areas

We're committed to helping ensure everyone has access to tailored, appropriate behavioral health care whenever they need it.

Our approach is built on:



Access to care



Guided navigation



Quality

Employee experiences rooted in empathy and clarity

Access to care

Going beyond traditional network approaches by:

- Adding more providers to serve diverse needs
- Expanding and organizing networks
- Expanding care options for low-severity needs

Guided navigation

Supporting employees with guidance through:*

- Digital tools
- Advocacy and support
- Dedicated resources – on-site or virtual
- Primary care providers (PCPs)

Quality

Improving the value of care by:

- Working with provider groups to pilot and test measurement-based care
- Creating more value-based arrangements with facilities
- Offering clinically informed guidance through digital tools

By focusing on these areas, we offer employees and their families a flexible, guided experience that meets them where they are and evolves alongside them as their needs may shift over time.

Elevating quality care and expanding access

43%

decrease in anxiety symptoms through virtual behavioral coaching²

25%

lower readmission rates per inpatient episode³

\$2,640

average savings per inpatient episode⁴

470K+

network behavioral health providers, up over 105% since 2020⁵

[Learn more](#)

Contact your UnitedHealthcare representative

**United
Healthcare**

*Select programs are available as enhancements to our standard product offerings.

¹ Member Segment Summary data, HCE analysis (healthy, at-risk, mild to moderate), E&I FI & ASO, (2024 data); May 2025.

² Virtual Behavioral Coaching dashboard. Employer data (2024 data); May 2025.

³ Members referred to a network Platinum Facility; savings reflect the difference in mean readmission rates between Platinum Facilities and Non-Platinum Facilities (2023 data); June 2024.

⁴ Members referred to a network Platinum Facility; savings reflect the difference in mean paid per admission between Platinum Facilities and Non-Platinum Facilities (2023 data); June 2024.

⁵ SURE Network Summary Dashboard, Commercial E&I and Commercial non-E&I Q2 2025 (July 2, 2025, data); July 2, 2025.

Advocate services should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through Advocate services is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. Advocate services are not an insurance program and may be discontinued at any time.

Employee benefits including group health plan benefits may be taxable benefits unless they fit into specific exception categories. Please consult with your tax specialist to determine taxability of these offerings.

Administrative services provided by United HealthCare Services, Inc. or their affiliates.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates.