Optum® behavioral health is driving better overall health outcomes while bringing down the total cost of care by connecting individuals to top-quality, high-impact, integrated care and engaging them in their own wellness.
Behavioral health issues are widespread and often go unaddressed — or inadequately addressed — putting strain on our communities, families and the individuals affected.

Behavioral health conditions affect an estimated

1 in 5

American adults each year.¹

60% of adults with any mental illness didn’t receive mental health services in the previous year.²

Behavioral health issues make up more than

20% of total health care spending in the United States.³

Breaking new ground in behavioral health

Optum is committed to driving better overall health outcomes while bringing down the total cost of care. We connect people to the nation’s largest performance-based behavioral health network and resources that inspire them to be more engaged in their own wellness. Pioneering proprietary analytics generate insights that help guide people into high-impact, integrated care and monitor their progress along the way.

Connecting people to top-quality care

Access to services is vital, but we go further. We’re making it easy for individuals to get evidence-based treatment from top-performing providers.

- Continuously drive the behavioral health network to higher levels of performance by evaluating providers on clinical outcomes and cost effectiveness and rewarding top performers through value-based contracts.
- Guide people to local care that’s appropriate for their situation to increase the chance that individuals get the community-based support they need for long-term recovery.
- Get people into care fast, improving the likelihood they will follow through to see a practitioner. Through programs like the Optum® Express Access Network and Substance Use Treatment Helpline, members immediately get on the path to treatment and recovery.
- Make it possible for people to get convenient care from home or work through virtual visits with providers in our extensive telemental health network.
- Offer deeper expertise and specialized services through networks dedicated to eating disorders, autism and substance use disorders.

Express Access providers offer appointment times within 5 days.

The industry standard is 14 days for a routine appointment.⁴
Guiding high-impact, integrated care

With groundbreaking data analytics and insights lighting the way, we offer a more intelligent approach to integrating care for the greatest impact.

Use sophisticated analytics to guide individuals into care and along the path to recovery, including identifying those at risk, connecting them to individualized treatment and monitoring their progress to know if additional support is needed.

Apply our pioneering, proprietary algorithms to determine and deliver the right level of integrated medical and behavioral care based on the severity, type, number and combination of conditions.

Partner to provide local clinical support, drive up quality and collaborate on unified solutions.

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Engaging and supporting individuals

Individuals get the most out of their care when they are actively involved. That’s why we offer tools and support that inspire people to be invested in their own wellness.

- Help people confidently navigate complex or specialized conditions through programs and resources for caregivers, people with special needs, and individuals struggling with substance use disorders or mental health conditions.

- Put support at people’s fingertips through a variety of on-demand self-help resources, recovery and resiliency tools, crisis support, and information on wellness, benefits and networks.

- Continuously introduce innovative tools that revolutionize and customize the member experience, empower healthy choices, anticipate what individuals will need next and connect them to support in the moment.

Dedicated member portal

Recovery Library with 3,000+ resources

Online cognitive behavioral therapy

- Moving through depression
- Calming anxiety
- Managing everyday stress
- Recognizing at-risk drinking and drug use

Employee Assistance Program (EAP)

Combining Optum Behavioral Health with EAP seamlessly connects employees to the care they need

49% ↓ lower outpatient costs

25% ↓ fewer outpatient visits
Optum Behavioral Health

Connecting people to top-quality care

Guiding high-impact, integrated care

Engaging and supporting individuals

Contact an Optum representative for more information or to schedule a meeting.

   us.milliman.com/insight/research/health/pdfs/Chronic-conditions-and-comorbid-psychological-disorders/.
5. 2015 Optum analysis of behavioral health claims of large national employers, Sirvallop and Motz, January 2017.