



# Behavioral Health Solutions



Supporting the journey to better health

From pandemic-fueled burnout to ongoing depression and anxiety, employees need behavioral health support more than ever. And they want quick, affordable access to support and treatment that meets their unique needs and preferences.

Optum® Behavioral Health Solutions meets that need by integrating our Employee Assistance Program (EAP) and Behavioral Health offerings. Our seamless solution connects employees with support for concerns ranging from everyday stress to pediatric behavioral health concerns or substance use.

## Support for every level of need

We know that your employees' needs may change over time, and we're with them for the full journey. Our suite of solutions offers support to employees and their dependents along the continuum of care. We develop tools that help guide employees to the right care for their situation and severity level – meaning your employees don't have to spend time browsing apps and other tools to figure out which resources they can trust and what their insurance will cover.

We've curated a care ecosystem that includes a best-in-class network and proven programs to deliver evidence-based solutions across a broad spectrum of needs. Using our deep clinical expertise and wide breadth of analytics capabilities, we rigorously evaluate and select partners that help improve outcomes and reduce costs.

## From low to high severity, we support adult, pediatric and family populations



### In-the-moment integrated support

Effective support requires far more than a large network or suite of solutions. It's also about making it easy for employees to connect with the right support when they need it most.

Employees can get real-time telephonic emotional support 24/7/365 from a master's-level EAP specialist focused on having real conversations and resolving issues, not on following scripts. In addition, EAP specialists can provide curated recommendations for ongoing care if the employee needs it, based on their benefits.

For employees who call their EAP,

**81%** of issues are resolved without the use of behavioral health benefits.<sup>1</sup>

For employees who require care beyond the support our EAP offers, our integrated approach ensures a seamless transition to behavioral health care, including specialty care for pediatric needs such as autism/ABA and eating disorders, as well as medication-assisted treatment for substance use disorders.

To help employees find care that's right for them, we offer specialized training to providers so they can understand employees' needs related to race, LGBTQ+ matters and other personal experiences.

### Online resources and care navigation

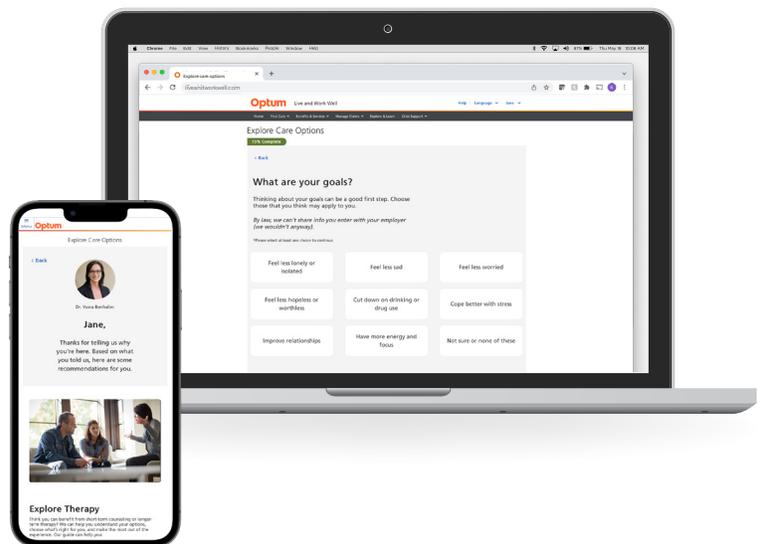
Employees who prefer to go online can visit [liveandworkwell.com](https://liveandworkwell.com) for 24/7 confidential access to educational resources, self-help programs and professional care. For employees who are unsure of the type of care that's right for them, our care explorer tool provides curated recommendations based on their unique needs.

They simply answer a few questions about how they're feeling – and their goals – and receive personalized recommendations for resources that can support them in their journey to better health. The site enables employees to learn about their care options and benefits, find therapists and schedule appointments online when available.

Employees who used their EAP before using behavioral health benefits experienced<sup>2</sup>:

**27%** lower outpatient costs

**17%** fewer outpatient visits



1. Optum analysis of combined EAP and BH clients with a 5-visit model, 2020 data.  
2. 2020 Optum analysis of behavioral health claims of large national employers, Smith, May 2021.



## Flexible support built on a solid foundation

We deliver the easy-to-navigate support your employees seek across the continuum of needs, severity levels and preferences. It's a comprehensive solution designed to support all employees – wherever they may be on their well-being journey.



**Connect your employees to support for life's challenges, big and small. To learn more, contact your Optum representative.**

# Optum

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