

EVERNORTHSM

7 STEPS TO **BETTER** BEHAVIORAL HEALTH





The need for **real-time engagement** and care navigation

Organizations can't afford to wait to start identifying, offering access to and evaluating the progress of adults who are suffering from mental and behavioral health conditions. When behavioral health goes unmanaged, physical health suffers, causing a snowball effect on members' overall health and your bottom line.

With decades of clinical support and expanded capabilities, Evernorth behavioral health has proven that when treating the whole person—mind and body—both plans and employees win.

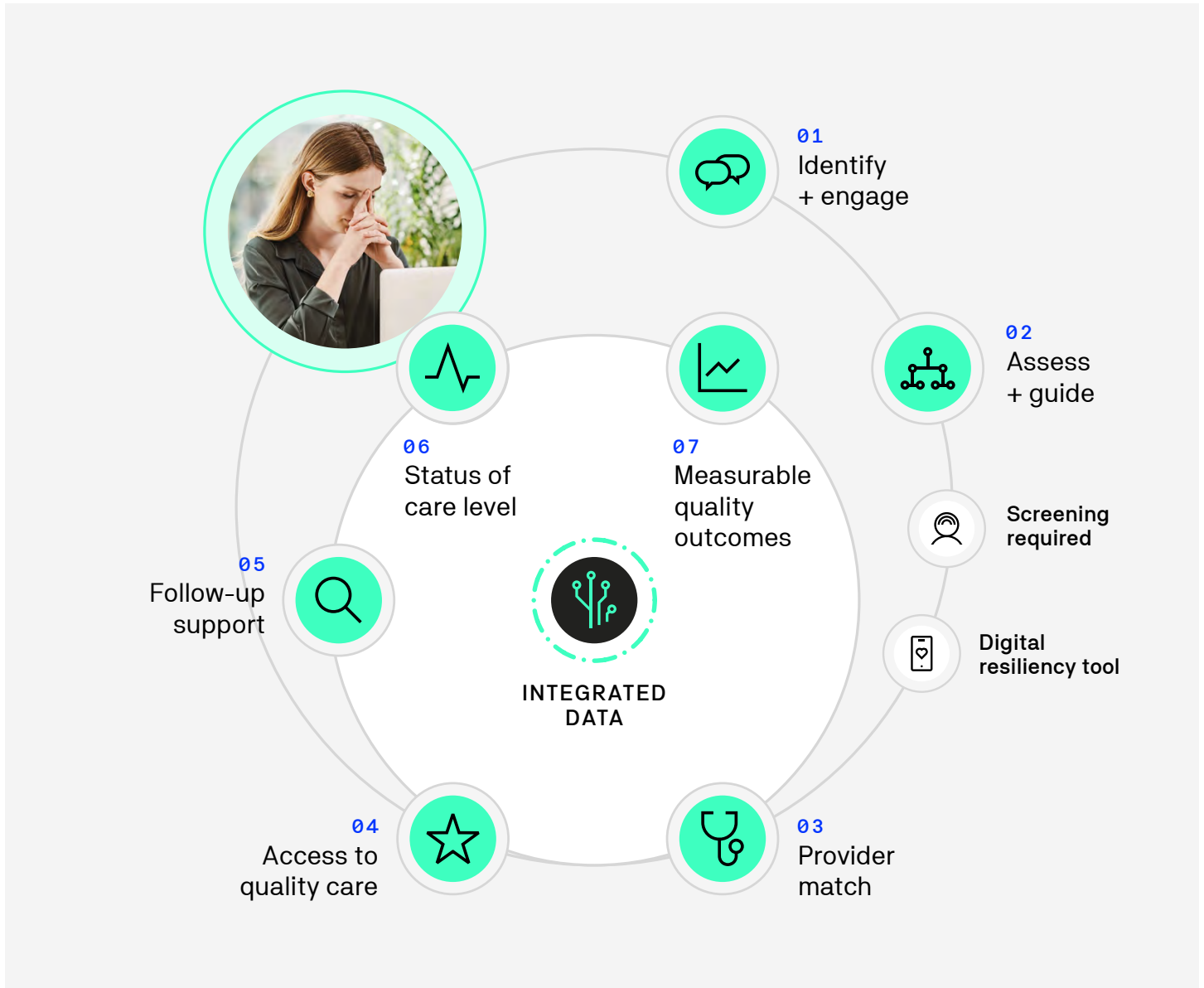
Better behavioral health starts with a personalized journey guided by measurement and support.



We're simplifying the experience by building a next-generation approach to deliver data-driven, personalized behavioral health, on demand.

Behavioral health plays a critical role in a member's overall health, including their physical wellbeing.

Through our seven-step process, we match members to the right resources more quickly and progress them through their care journey more effectively.



At Evernorth, we believe health care can—and should—be better. We're challenging the status quo and tackling systemic inefficiencies head on. And we're ready to partner with you every step of the way to guarantee results that **elevate health care for all.**



01

Identify + engage

Our data-centric, actionable approach allows us to identify high-risk members and build a personalized plan to **assess, treat and offer continuous support** for them every step of the way.

Our analytics models are built to evaluate a variety of data related to that member’s specific situation and their current acuity level (low, medium, high), including:

- + Digital data
- + Clinical outcomes data
- + Demographics
- + Biometrics
- + Patient reported data
- + Adverse effects

Connected data informs every step of the patient journey to reduce waste and drive better outcomes.

After a member is identified (either from predictive analysis or they self-identify as needing help), our population health manager reviews the alert and its clinical insights that guide the next best action.

Our analytics models help to engage and identify behavioral challenges—such as anxiety, depression or autism—earlier in their journey, as well as identification of possible suicide risk.

VALUE ADD

Our whole-person health and behavioral-first approach screens members experiencing chronic medical and behavioral health conditions. We’ll leverage these models to build targeted campaigns to improve low-risk intervention offerings beyond Employee Assistance Programs (EAPs).

When behavioral health goes **unmanaged**, physical health can also suffer.



1 in 20

U.S. adults experience mental illness each year¹



54.7%

of those suffering do not get the care they need²



92%

of adults living with behavioral health disorders also suffer from physical conditions,³ **costing plans on average \$1,377 PMPY.** ⁴



02

Assess + guide

Our care navigators build tailored, personalized paths forward for identified members that leverage digital tools for a more thorough clinical assessment and support in real-time.

The team has access to a wide range of resources for more insightful care. Our diverse, specialized programs can accommodate the **high-risk and condition-specific needs of your entire population:**

- + No-cost phone consultations and short-term counseling (virtual or in-person)
- + Referrals to financial, legal and daily life resources and community services
- + Online resources and digital interfaces to webcast portal and B2B microsite
- + **Real-time access** to on staff licensed clinicians for clinical support

For someone with a lower acuity, our approach may include consulting with the primary care physician to review a behavioral medication change or assessing if the member missed a refill recently.

VALUE ADD

We will increase utilization by automating this step and using analytics to deliver recommendations for specific outpatient treatment within the virtual care ecosystem.

Our care navigators are specially trained to evaluate the individual's specific needs and condition severity to determine the best course of action. For example, for someone with a higher acuity, we may quickly connect them to a live case manager who can evaluate their social determinants of health (SDoH) to inform the most effective approach.

The average delay from the onset of mental health symptoms to quality treatment is

11 years.⁵

This can mean countless hours of missed work and productivity.





03

Provider match

After the preliminary in-depth assessment of the member to determine the urgency and nature of their need for treatment, we'll work to identify the right care and provider **as quickly as possible.**



Our expanded national network of facilities includes in- and outpatient professionals, as well as virtual and digital providers, to deliver the right care at the right time.

We're continually expanding our network of providers to be **culturally relevant** to reach a variety of audiences who want care from those who look and sound like they do.

Aiding members in navigating the behavioral health landscape:

- + Access to appointments within 48 hours
- + Live in-person or virtual therapy
- + Therapeutic Resource Center® (TRC) outreach
- + Digital cognitive behavioral therapy (CBT) or resiliency program
- + Digital front door, dedicated care navigators
- + Digital care solutions based on member needs/conditions

VALUE ADD

We're investing in more intelligent provider matching and guided care searches focused on the member's needs/condition, location and preferences.

OUR EXPANSIVE NETWORK⁶

230K+ mental health and substance use providers—**doubling our network size** in last 5 years

100K+ virtual providers—the **largest network** in the country



Access to quality care

Behavioral health doesn't have to be so hard. We take the frustration out of navigating the behavioral health landscape through a simple, guided experience that matches members to the **right resources at the right time** with measurable outcomes—wherever they are.

Evernorth behavioral health provides on-demand access to care through a variety of wellness apps, a location/plan-based provider network and virtual care.⁷ So, no matter where the member is, they can get connected to the right, high-quality provider when it's convenient for them.

The right level of care.

But it's not just about giving members the tools or a list of recommended providers. We even help members find and schedule their initial appointment, which allows quick access to care. This additional step ensures that the member receives available, in-network help at the appropriate level of care across their medical, pharmacy and behavioral benefits.

96%

of Evernorth customers would **recommend their in-network provider**⁸

FUTURE ENHANCEMENT

We are working to classify providers with a “quality-first” approach and offer navigation to high-quality virtual and digital behavioral services.





05

Follow-up support

Once a member is connected to the right provider, the journey isn't over.

The care navigator will proactively reach out to the member to check on their **level of satisfaction and ask about any areas of improvement**. Based on their responses, the care navigator can determine if another care path is needed.



Our white-glove service, built on our traditional EAP offerings, adds increased touchpoints and follow-up, ensuring members get the care they need.

- + Click-to-chat, 24/7/365 support
- + Seamless coordination with all existing carriers
- + Personal assistance accessing care
- + In-network providers guaranteed
- + 100% member follow up to ensure satisfaction
- + Dedicated care navigators
- + Provider match based on preference
- + Household support



Members are contacted via their preferred method of communication—either phone or email—as part of an enhanced service model. We bring a combination of high-touch service, fast access, support and navigation with solutions that are simple, predictable and affordable.

In the future, the care navigator will establish additional points of contact with the member, including a combination of two or more communication methods for digital and telephonic engagements.

Evernorth's integrated behavioral health solutions address the fragmented experience of members navigating behavioral health needs on their own, while closing critical gaps in care and saving plans on total costs.



06

Data monitoring and assessment

With behavioral health, treatment can take months or even years. Members need to know they have the **ongoing support** to get to a healthier state.

Our solutions provide members with access to a crisis line 24 hours a day, seven days a week that connects them with professionally trained experts in behavioral health.

And at any time in their journey, should the member wish to change providers, or their level of needs changes, we are there for them. Whether it's determining their needs have stabilized and their care journey can conclude, or if the situation has worsened and we need to escalate the situation to a new or different service provider, **our team of experts** is there along every step of the journey.

FUTURE ENHANCEMENT

We plan to provide coordinated care with ongoing support, observation or treatment until the member no longer demonstrates the need for intensive care services.



Escalation or stabilization of care—helping members stay or **get back on track**





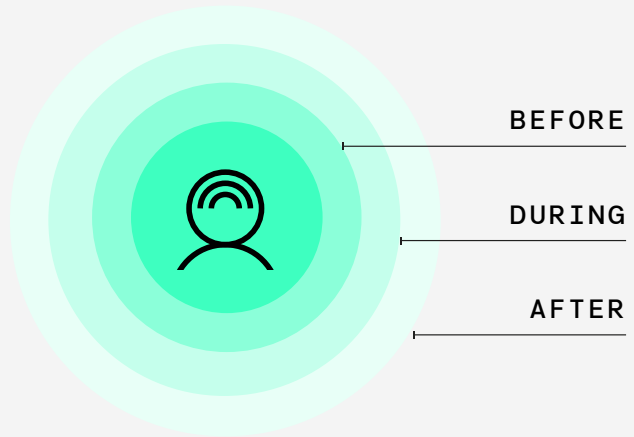
07

Measurable quality outcomes

A behavioral health journey is not linear. At Evernorth, our behavioral care solutions are **built to be flexible** and adjust depending on where the member is and how they are progressing toward better health.



Our data-driven approach includes measuring patients before, during and after their mental health care journey.



With an integrated behavior health care solution, clients and members can expect:

- + More effective patient outreach, engagement and assistance
- + Timely access to clinically appropriate, preferred care
- + Behavioral symptom improvement (engagement in treatment, screening outcomes, follow-up recommendations accepted)
- + Better adherence to medication and attendance for appointments
- + Quality of life improvement

Across every step of the member’s behavioral health care journey, we’re assessing and ensuring they are receiving high quality of care. This continuous measurement allows us to **shift and adjust the member’s path in real-time to achieve better health outcomes.**



**IMPROVED HEALTH
DELIVERS LOWER COSTS
AND BETTER OUTCOMES**

When plans help members treat their behavioral health conditions, the savings impact is substantial, with a two-year cost reduction of up to





\$3,109 per person.⁴



Making a difference

At Evernorth, our behavioral care solutions help lower the total cost of care, increase productivity and support members to have healthier and happier lives.

Elevating behavioral health means:

-  Providing a set of services that help to stabilize and improve a person's overall wellbeing
-  Creating awareness, positive coping skills and tools to build resiliency
-  Reducing the burden of our members' issues, big or small
-  Enabling them to live their life with peace of mind



Learn more about why we need better behavioral care.

[Download our eBook](#) to get actionable insights on how your plan can better manage behavioral health care.

Contact your Evernorth behavioral health representative today for more information.

ELEVATING HEALTH CARE FOR ALL



GUIDED
Navigation



QUICK ACCESS TO
Quality care



MEASURABLE
Outcomes



DIGITAL
Platform

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5. The White House. (2022, March 1). "President Biden to Announce Strategy to Address Our National Mental Health Crisis, As Part of Unity Agenda in his First State of the Union." Fact sheet. <https://www.whitehouse.gov/briefing-room/statements-releases/2022/03/01/fact-sheet-president-biden-to-announce-strategy-to-address-our-national-mental-health-crisis-as-part-of-unity-agenda-in-his-first-state-of-the-union/>
6. Internal unique provider data as of January 2022. Subject to change.
7. Evernorth provides access to virtual care through national telehealth providers as part of your plan. This service is separate from your health plan's network and may not be available in all areas.
8. Internal patient recommendation reviews, 2020. Results may vary.

EVERNORTHSM

About Evernorth

Evernorth creates and connects premier health services offerings, including benefits management, pharmacy, care solutions, insights and intelligence. With an open approach to partnering across the health care landscape, we deliver innovative and flexible solutions for health plans, employers and government programs. Evernorth capabilities are powered by our family of companies, including Express Scripts, Accredo, eviCore and MDLIVE, along with holistic Evernorth platforms and solutions that elevate health and drive progress for people and businesses. All Evernorth solutions are serviced and provided by or through operating affiliates of Evernorth Health, a wholly owned subsidiary of Cigna Corporation, or third-party partners. Learn more at [Evernorth.com](https://www.evernorth.com).

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