



# BEHAVIORAL HEALTH

Allied Behavioral Health helps clients reduce health plan costs and increase employee productivity by leveraging:

- The competencies of a unique employee assistance program (EAP) model
- The cost-containment advantages of a managed behavioral health program

Because the program is integrated at a case- and data-management level with other benefits, it can address comorbid behavioral health concerns and treat members holistically.



## PROGRAM HIGHLIGHTS

### Promotes Early Detection

Identify physical health concerns before they manifest into high-dollar claims with Allied's Comprehensive Behavioral Health Assessment.

### Entry Point to MHSA Care

For program subscribers and their family members, this plan can be the first point-of-access to mental health and substance abuse (MHSA) care and short-term counseling.

### Reduces Costs by 30%

Reduce costs of average outpatient MHSA claims by over 30% with in-person counseling from a nationwide network of licensed clinicians plus legal and financial consulting to determine the most appropriate and cost-effective treatment within the health plan.

### Expert Guidance

Members with acute MHSA conditions receive guidance and advocacy throughout the program. Members also access expert referrals for dependent care resources.

### Cultivates Employee Engagement

The EAP-based program is an effective resource for influencing employee engagement, productivity, turnover and resiliency.

### Organizational Resources

Managers and Plan Sponsors gain access to services such as management and policy consultation, worksite training and crisis event management.

## DID YOU KNOW?

### BY 2020

MHSA will surpass physical health disorders as the leading cause of disability.

### \$135 BILLION SPENT

\$135 billion is spent on behavioral health. That's nearly as much as the combined total spend on heart disease and cancer treatment.

### 2 : 1 ROI

The program's average return on investment is 2 to 1 — including offset from medical costs and human capital costs.

### 80% INCREASE

80% of 3,379 employees, surveyed over a 12-month period, reported improved productivity after using their EAP program.



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## EAP MEMBER TREATMENT AND CARE

- 1** Members have 24/7 telephone access to discuss MHSA concerns (depression, anxiety, substance abuse, divorce, relationship abuse, work-related stress, etc.) with a licensed Behavioral Case Manager.
- 2** The Case Manager conducts Allied's Comprehensive Behavioral Health Assessment to determine the most appropriate MHSA treatment and services. The Case Manager then recommends in-network care and short-term treatment options from Allied's network of +18,000 affiliate clinicians nationwide. Throughout MHSA treatment and care, the Case Manager ensures members receive proper guidance, following up with the member and clinician after the counseling sessions.
- 3** For short-term counseling needs, members can receive 1-5 sessions, free from filing any claim.
- 4** If a member requires inpatient care, hospitalization, or other intensive treatment, the program guides them to care within the Group Health Plan.

\*Program is compliant with 2008 Mental Health Parity and Addiction Equity Act

## CRITICAL INCIDENT RESPONSE SERVICES

- Telephone and in-person response services for violent and non-violent workplace incidents such as robberies, natural disasters, suicides and accidents
- For members in Illinois, services are no additional fee (services outside of Illinois provided at an hourly rate)

## CORPORATE TRAINING SERVICES

- 30-60 minute sessions delivered in-person, via web or telephone
- Custom workshops and training modules on 30+ workplace development topics
- Benefit training on how to utilize tools and resources available in Allied Behavioral Health Plan



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## REFERRAL SERVICES

Referrals are carefully screened twice and provided to the member within 12 business hours.

- Child Care: pregnancy, adoption, school selection, back-up child care, summer camps, home care and college financing and selection
- Elder Care: providers, nursing homes, home health, nutrition services, Meals on Wheels programs, prescription assistance, hospices, adult day care, legal, transportation, estate planning, Alzheimer's, diabetes, Medicaid and Medicare resources, continuing care/retirement communities and senior centers
- Convenience: relocation, pet care, automotive repair, travel, home improvement, recreation and volunteering

## ONLINE BEHAVIORAL HEALTH RESOURCES

- Written, audio and video learning resource
- Monthly webinars
- 20-minute training modules on 100+ subjects
- Guides to writing a will, buying a house, general releases and more

## LEGAL ASSIST

- Cost-effective solution to answer employee litigation concerns
- Unlimited telephonic legal consultation
- Free 30-minute, in-person legal consultation
- 25% reduced attorney fees for ongoing legal services
- Immediate identity recovery services

## FINANCIAL ASSIST

- Financial telephonic consultation
- Financial planning and debt management
- Mortgage counseling

## EMPLOYER RESOURCES

- Account Services: quarterly utilization reports, formal and informal management referrals, annual customer satisfaction reports
- Program Promotion: monthly and quarterly promotional resources, individual brochures and wallet cards, quarterly posters and newsletters