

Regence



Mental health in the workforce

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Agenda

- State of mental health in the U.S.
- Risks of stress and burnout
- Resiliency to combat burnout
- Behavioral health in the workforce
- Interdependence of behavioral health and physical health
- Behavioral health impact on total cost of care
- A strategic approach to behavioral health
- Resources available for Regence members

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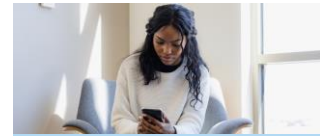
2022 statistics: Mental health in the U.S.



23%
of adults experience
mental illness

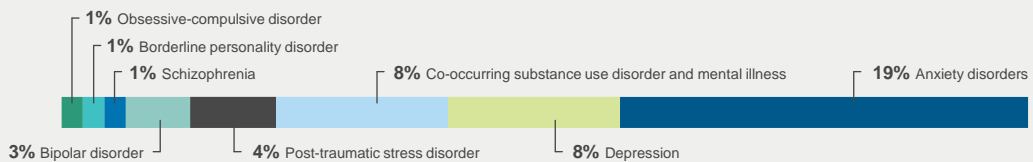


1 in 20
adults experience
serious mental illness



20%
of youth ages 12-17
experience **major depression**

12-month prevalence of common mental illnesses (all U.S. adults)



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<https://www.nami.org/mhstats>, <https://mhanational.org/mentalhealthfacts>

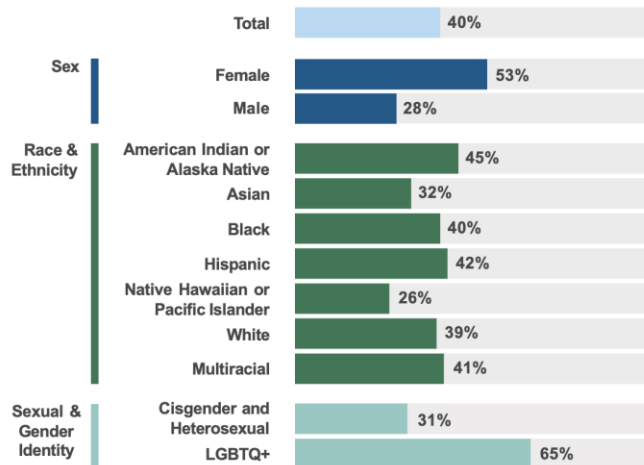
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No, workers are *not* alright. But neither are their kids.

CDC 2023 Survey: Experienced persistent feelings of sadness or hopelessness during the past year



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Source: CDC [Youth Risk Behavior Surveillance System](https://www.cdc.gov/youthrisk/)

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Drivers of mental health crisis in youth

- Gun violence
- Social media and screen time
- Loss of play culture
- COVID
- Decreased in-person socialization
- Political divide
- Global warming
- Financial



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What is burnout?

Syndrome resulting from chronic workplace stress: Exhaustion, mental distance, negativism, reduced professional accomplishment



- Feelings of energy depletion or exhaustion
- Increased mental distance, negativism or cynicism related to one's job
- Reduced professional efficacy

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A chronic condition from prolonged stress

Causes of burnout

- Work-life imbalance
- Dysfunctional work dynamics
- Unclear job expectations
- A sense of lack of control
- Limited support

Prevent & manage burnout

- Create a workplace culture that promotes wellness
- Recognize the impact of chronic stress
- Destigmatize conversations on mental health and well-being
- Watch for signs and symptoms of burnout
- Provide support when needed

Left untreated, burnout can lead to the development of serious health conditions:

Depression

Substance abuse

Insomnia

High blood pressure

Anxiety

Weight gain/loss

Heart disease

Type 2 diabetes

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What is resilience?

Resiliency is the ability to:

- | | |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Sustain good health and well-being under stress | <input checked="" type="checkbox"/> Bounce back easily from setbacks |
| <input checked="" type="checkbox"/> Cope well despite nonstop change | <input checked="" type="checkbox"/> Overcome adversity against the odds |
| <input checked="" type="checkbox"/> Convert misfortune into opportunity | <input checked="" type="checkbox"/> Become stronger and better over time |

Resiliency is **NOT** invulnerability or survival



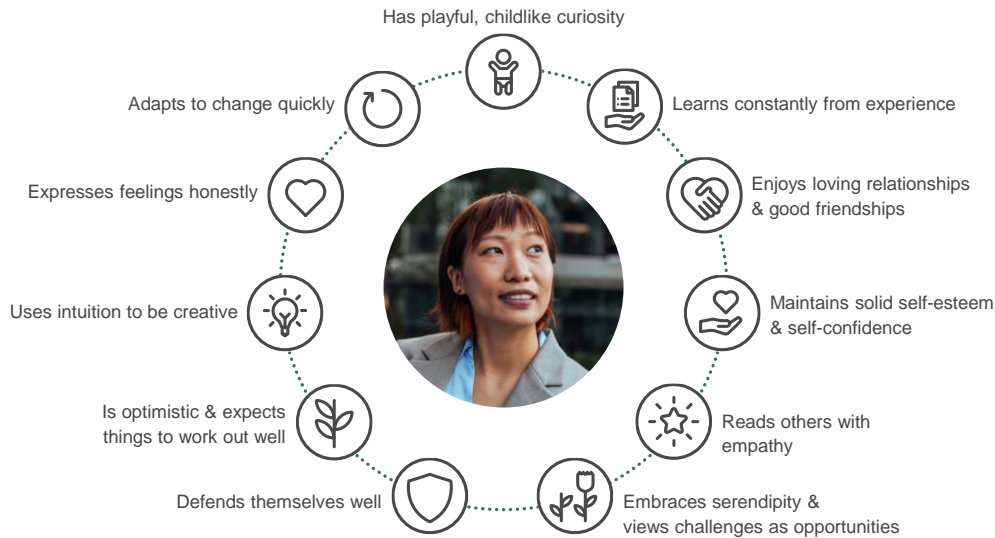
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Characteristics of the resilient person



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How can employers help create a mentally healthy workplace

- Have 5-minute mental health checks before meetings
- Build social connections at work
- Managers lead by example
- Develop an organizational culture that promotes well-being
- Combat stigma by encouraging open discussion in the workplace and create a safer workplace
- Be flexible and understanding of the needs of employees, including personal circumstances
- Educate workforce on tools and resources available to them:
 - Encourage EAP (ComPsych®) utilization
 - Facilitate access to health care
 - [Center for Workplace Mental Health](#)

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ComPsych® is a separate company that provides EAP services.

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Depression is more than just a sad mood

Coworkers—even supervisors—may be:



Acting pessimistic, irritable or easily frustrated

Feeling slowed down or having decreased energy

Having difficulty concentrating, remembering or making decisions

Experiencing aches, pains, headaches, cramps or digestive problems without a clear physical cause

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It's not “just anxiety”

Anxiety can be debilitating



Generalized anxiety disorder (GAD):

Feeling excessive anxiety or worry on most days for at least six straight months



Social anxiety disorder



Panic disorder



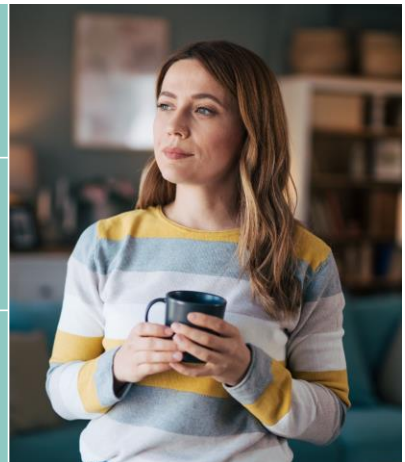
Obsessive-compulsive disorder (OCD)



Post-traumatic stress disorder (PTSD)



Phobia disorders



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Presenteeism

At work, but out of it

Presenteeism:

Workers are on the job but, because of illness or other medical conditions, are not fully functioning



1.5x

higher cost to U.S. businesses than the cost of absenteeism



38

days worth of productivity lost per year



\$150B

estimated true cost of presenteeism in the U.S.

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Behavioral health also affects healthy behaviors

People with depression are more likely to develop chronic conditions



Reduced physical activity



Poor sleeping habits



Unhealthy eating habits



Substance abuse



Poor hygiene & self-care



Reduced adherence to treatment



Increased risk of chronic diseases



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Chronic illnesses & mental health are interdependent

These chronic illnesses increase the likelihood of depression, so proactive outreach can make a difference:

- Diabetes
- Alzheimer's disease
- Cancer
- Autoimmune diseases
- Coronary heart disease
- Epilepsy
- Obesity
- HIV/AIDS
- Multiple sclerosis
- Parkinson's disease
- Hypothyroidism
- Stroke

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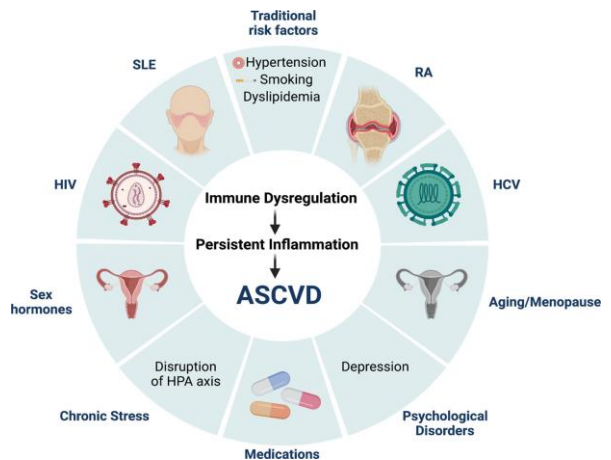
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Chronic stress and psychological disorders contribute to immune dysregulation—a risk factor for heart disease

- 20-30% experience post-traumatic stress disorder after an ICU stay.
- Anxiety and depression are common after heart events.



Callin A. Moran. Circulation Research. Cardiovascular Implications of Immune Disorders in Women. Volume: 130, Issue: 4, Pages: 593-610. DOI: (10.1161/CIRCRESAHA.121.319877)

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Increased costs of chronic medical conditions with concurrent mental illness/substance use

Key member findings (over last 12 months)

- **Total cost of care:** While 22% of members have a diagnosed BH condition, they account for 41% of total annual spend
- **BH services only:** Capture 5% of total medical spend
- **Anxiety and depression:** 68% of BH members with condition; account for 25% of total annual spend
- **Substance use and eating disorders:** Members with condition account for 9% of total annual spend and highest PMPY costs (SUD - \$21K, ED - \$25K)
- **Prevalence:**¹ BH individuals have 2 to 6 times higher frequency of co-occurring chronic physical conditions
- **Potential savings:**² Estimated 9% to 17% potential reduction of excess costs incurred for comorbid physical and behavioral health conditions through effective integration of BH-medical care

Sample impact of BH comorbidities on chronic condition costs

Hypertension (15% of members)	Without BH comorbidity	With depression comorbidity	With substance use comorbidity	Diabetes (6% of members)	Without BH comorbidity	With depression comorbidity	With substance use comorbidity
Average cost per member	\$14K	\$21K	\$30K	Average cost per member	\$16K	\$25K	\$39K
% change	—	51%	113%	% change	—	54%	138%
Member count	220-240K	34K	12K	Member count	84-95K	14K	3K

Sources: BH dashboard using IPRO data on claims for members between 11/2021 - 10/2022

¹ McKinsey, A holistic approach for the US behavioral health crisis during the COVID-19 pandemic (8/6/20)

² Milliman research report

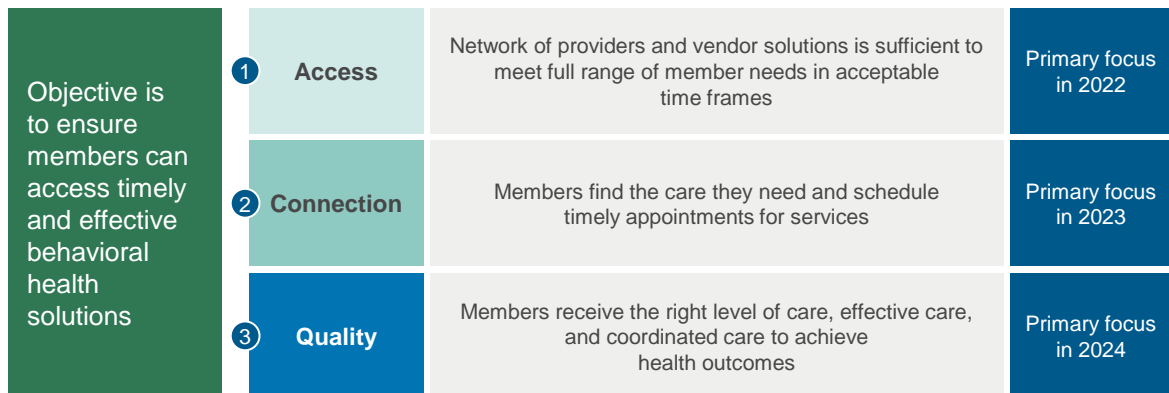
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Our strategic approach to behavioral health



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The need for behavioral health care continues to rise

The good news: People can get better.
Behavioral health conditions are treatable

- Most insurance carriers provide access to a broad range of traditional and virtual mental health and substance use disorder providers nationwide.
- Virtual care providers offer near immediate access and specialized treatments, including those for substance use disorders, eating disorders, OCD, child and adolescent therapy, and more.
- Members can access virtual providers directly online without a provider referral or coordination with their health plan.
- Sometimes, a traditional, brick-and-mortar provider is preferable to a virtual provider solution.

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Behavioral health resources

Continuum of care

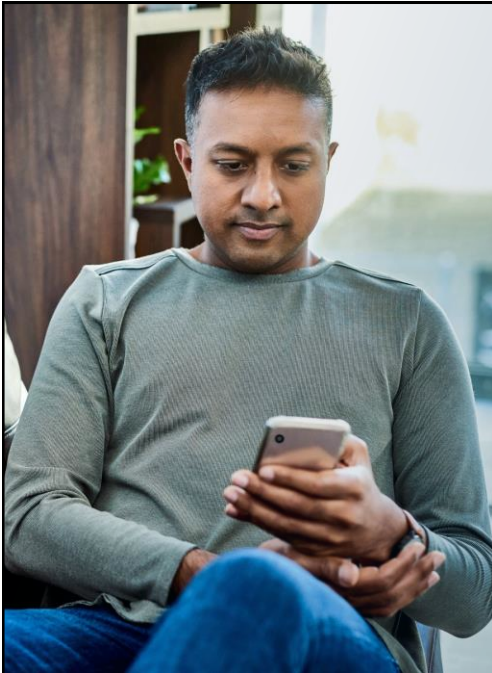
Care management	Services offered	Digital & product
<ul style="list-style-type: none"> • Case management • Care advocates • Integrated behavioral and medical case management • Integration with primary care 	<p>Facility-based care</p> <ul style="list-style-type: none"> • Inpatient • Residential • Partial hospitalization • Intensive outpatient • Virtual IOP, PHP <p>Outpatient care</p> <ul style="list-style-type: none"> • Office-based • Virtual • In-home • Hybrid of above 	<p>Virtual services</p> <ul style="list-style-type: none"> • App-based services/ self-guided tools • Virtual specialty clinics • Employee assistance programs • Intensive levels of care delivered in the home

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Advantages of virtual care

Quality & outcomes of online or mobile options are as good as or better than traditional in-office care

- Rapid connection to care
- Convenient access anytime, anywhere
- Video or messaging options
- Anonymous and discreet
- More affordable

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Broad range of mental health support for every need

Effective behavioral health solutions



Emotional well-being

- Resilience-building, stress, anxiety
- Sleep habits, mindfulness
- Digital coaching

myStrength

Regence
Empower CORE

COMPSPYCH
The CareMatchmaking Company



Mental health specialty

- Mental health virtual and hybrid clinical solutions

MDLIVE

Talkspace

AbleTo Therapy+

EQUIP

charlie health

nocd

Headway

array



Substance use

- Virtual treatment for addiction and substance use disorder, including opioids
- More support than once-per-week therapy
- Treatment centers across the U.S.

Boulder

charlie health

Hazelden Betty Ford Foundation

eleonor health

AbleTo, Boulder Care, myStrength by Teladoc and Talkspace are separate companies that provide behavioral health care services. ComPsych® is a separate company that provides EAP services. MDLIVE is a separate company that provides telehealth services. ArrayRx does not provide Blue Cross Blue Shield services and is a separate company solely responsible for its products/services.

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988 Suicide & Crisis Lifeline

(formerly known as the National Suicide Prevention Lifeline)

- Provides free and confidential emotional support to people in suicidal crisis or emotional distress 24/7 and across the United States.
- Composed of a national network of 200+ local crisis centers, combining custom local care and resources with national standards and best practices.
- The 988 Lifeline offers Spanish call, text and chat services, along with interpretation services for 240+ languages and dialects
- Send any message to **988** to start a text conversation with the 988 Lifeline or text AYUDA for chat in Spanish
- 988 Lifeline posters, wallet cards and other print materials can be ordered through the SAMHSA website at store.samhsa.gov, along with PDF versions
- Anyone can add a 988 link to their website: 988lifeline.org

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Thank you!

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