



BEHAVIORAL HEALTH

**Quality, integrated care improves lives
and delivers healthcare savings**





In the past, when people said *healthcare*, that meant every medical condition—*except* mental and behavioral health. “Behavioral health is sort of the black sheep of the condition family within healthcare,” says Dr. Janis DiMonaco, president and CEO of HMC HealthWorks. Health plans and policies often segregate behavioral health assessment and treatment from other issues.

The problem with this approach is that medical and psychological/social issues often coexist and interrelate, and sometimes a behavioral or mental challenge may be at the root of other medical problems. That means if you don’t address a person’s mental and behavioral challenges, you’re probably not going to be able to improve their overall health. “Separating behavioral issues could allow other conditions to deteriorate,” DiMonaco says. “And the interplay between the two is also associated with a steep rise in healthcare costs.”

THE CHALLENGE

Mental health issues and substance abuse are common. Nearly one in five adults in the U.S. lives with a mental illness.¹ And 7.7% of the population has a substance abuse disorder.² Tens of millions of people are affected, and estimates suggest that only half of those with a mental illness receive treatment.³ The demand for behavioral health services is high—and it’s been increasing.

What does this mean to you as a plan sponsor? Individuals with mental and substance abuse problems make up more than 20% of the workforce and account for 50% of healthcare spend and 36% of productivity loss.⁴ Those who suffer from these conditions have medical costs that are two to three times higher on average than those without these challenges.⁵ If your employees have chronic medical conditions coupled with mental health issues and/or substance abuse disorders, costs can soar.

\$752 BILLION
Annual healthcare expenditures for patients with behavioral health conditions

\$37.5–\$75.2 BILLION
The amount of annual costs that could potentially be saved by effectively integrating behavioral and medical healthcare



1 https://www.nimh.nih.gov/health/statistics/mental-illness.shtml#part_154785

2 <https://www.mhanational.org/issues/mental-health-america-adult-data#three>

3 <https://www.nimh.nih.gov/health/statistics/index.shtml>

4 <http://willistowerwatson.com>

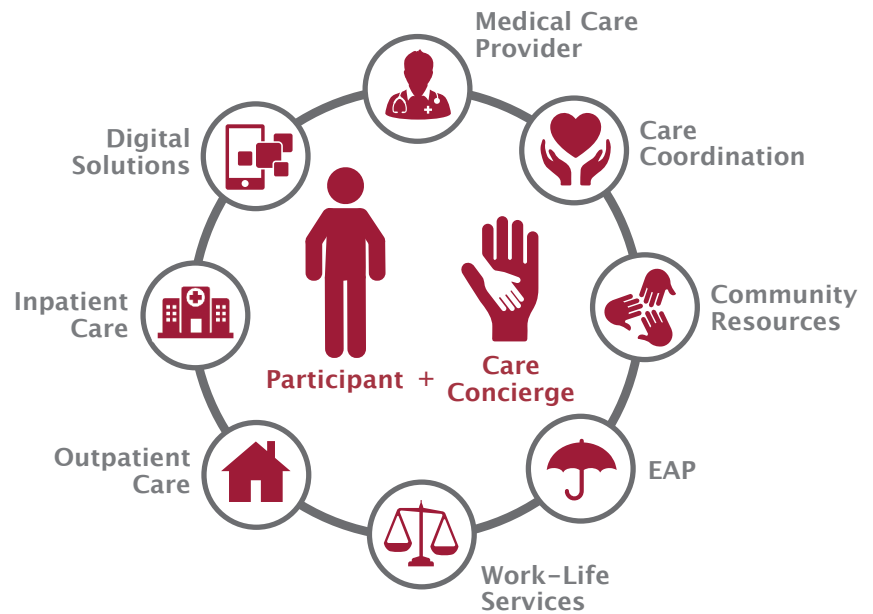
5 Milliman Research, Potential economic impact of integrated medical-behavioral healthcare, 2017.

In addition, those who have both medical and behavioral health conditions are often less likely to stick with a treatment plan. They often suffer higher complication rates, which can double the total cost of their healthcare.⁶ While individuals with coexisting behavioral and mental health disorders now account for 34% of total healthcare spending, research has found that this spending can be reduced between 9% and 17% by integrating medical and behavioral care.⁷ The current health crisis and social upheaval have shed an even brighter light on the need for employees to feel that their mental health is supported.

OUR PHILOSOPHY

That’s why we take a broad view of healthcare, looking at the whole person rather than singling out any one specific challenge. And with this whole-person focus, we maintain a special emphasis on behavioral health, making sure we bring the appropriate tools to bear.

At HMC HealthWorks, we play a vital role in coordinating a continuum of care—virtually surrounding a participant with a multidisciplinary team approach. Our Care Managers are licensed, experienced clinicians, who are an essential part of ensuring that participants get the help they need from appropriate and easy-to-access practitioners who are equipped to help them. We want to reduce barriers to care: Participants get the help they need, when they need it, in the way that they prefer.



CARE STORIES

Crisis Averted

When an HMC Care Manager received a call one Monday night, it was clear that the participant was in crisis, even though she claimed to only be looking for a therapist. She was tearful, having a lot of anxiety, and feeling overwhelmed.

Our Care Manager spent time reassuring her—the participant felt it would be hard to find a therapist, as she lived in a remote location. Our Care Manager explained how we work: We have a team that not only would find a qualified therapist but would also make an appointment on her behalf.

By Wednesday we had located a therapist; an appointment was made for the next day. Our Care Manager checked in and was happy to hear that it had gone well and the participant felt brighter. Another appointment was scheduled for the next week.



6 The Role of Behavioral Health Services in Accountable Care Organizations, 2019 Trends in Behavioral Health, Otsuka.
 7 Milliman Research, Potential economic impact of integrated medical-behavioral healthcare, 2017.

TESTIMONIALS

Here for Participants and Providers

We're proud of the work we do. And we're especially proud when our participants and the providers we work with let us know how we've helped.

FROM PLAN PARTICIPANTS:

"Your Care Concierge was so patient and professional. She really helped me feel comfortable."

"Amazing, helpful, kind, empathetic—a joy to work with."

"I'm grateful for the compassion and assistance."

FROM PLAN PROVIDERS:

"Your Care Manager is fantastic. She gets the big picture, the small picture, is clinically astute, pleasant, professional, and very compassionate."

"Your people are kind; they are clear. They pay attention and they care. Whoever is hiring and training is doing a first-class job. Thank you!"



CUSTOMIZED FOR PARTICIPANTS

"This is not a one-size-fits-all approach," says DiMonaco. "Issues around mental health are all different, so our care must be tailored to fit each participant's needs." Our Care Managers are always available to participants—24/7, 365 days per year. They work with a fully credentialed provider network and ensure that behavioral health is fully integrated with any other care a participant is receiving.

GETTING THE RIGHT CARE

To get participants the care they need in the most convenient and effective form, HMC provides a concierge service that will locate providers and facilities, which we feel is essential to avoiding high levels of readmissions. In difficult and delicate situations, before we make the referral HMC can work with HR and other supervisors, offering coaching and support so that we have all the information when the plan participant calls.

SUPPORT ON ALL SIDES

For participants with substance abuse disorders or behavioral issues that affect their well-being and their work, we offer Employee Assistance Programs (EAPs), with more than 50,000 providers in the U.S. These sessions can support employees struggling not only with substance abuse or drinking problems but also with multiple other wellness and work challenges, including difficulties with family, marriage, and finances. To facilitate greater adherence to treatment regimens and improve access, we also offer behavioral telehealth solutions, because part of integrated health is ensuring that individuals can participate in any necessary treatments in ways that work for them.



Improving the health of your plan participants and reducing your costs are linked, and a big part of this is helping participants manage their behavioral health.

We also offer broad work-life support services, which can mean anything from helping find an apartment, a vet for a beloved pet, eldercare or childcare, to even relocation services. By taking these burdensome tasks off your employees' plates, we free them up to be happier, less stressed, more productive, and more present.

These are just a few of the ways we can improve the health of your plan participants and reduce your costs. Whether an employee is dealing with a breakup, a move, or severe depression, HMC HealthWorks is dedicated to helping them manage and thrive. That can mean encouraging them to reach out when they need help, finding them ways to get the treatment they need, or supporting them as they work to consistently manage their health. Our expertise in connecting to and working with people will deliver benefits for all.

HMC HealthWorks has been delivering improved health outcomes and ROI you can count on since 1976.



Learn more about HMC HealthWorks and how we can help you reduce healthcare costs and improve the quality of life and well-being of your population.

CONTACT

Janis DiMonaco, Ph.D., LICSW
President and CEO
888-369-5054
jdimonaco@hmcebs.com

