

Redefining behavioral care to what it should be

The current state of behavioral care must change



1 in 5 adults experience mental illness each year.¹



54.7% of people with behavioral health conditions don't get care.²



9 in 10 adults with a behavioral condition also suffer from a physical health condition.³

The cost of inaction

Total health care costs are up to 6X higher for people with comorbid behavioral and physical health conditions.⁴ Not addressing behavioral needs drives increased medical and pharmacy costs.

Proactive, personalized behavioral care adds up to significant savings.

15-month savings:⁴

\$2,565 per person

among customers with one or more visits

Our approach is different

The current health care system often makes it challenging for employees to get the behavioral care they need when they need it. We're helping to change that. Evernorth behavioral health breaks boundaries to make behavioral care what it should be: Simple. Proactive. Personalized.



Human-centered. Tech-enabled.

We focus on making a human connection — digitally, over the phone, or in person. Harnessing the power of technology, we provide personalized, in-the-moment care.



Deeper data analysis. Clearer insights.

We go deeper and broader with data analytics to proactively identify people who need support before a challenging situation becomes a crisis. Then, we guide them to the care they need, quickly.



The broadest care. Every step of the way.

From stress to schizophrenia, anxiety to anorexia, seasonal depression to substance use disorders, we're there with comprehensive treatment options — with simple front-end navigation and 100% follow-up.

¹ National Alliance on Mental Illness (NAMI). "Mental Health Conditions." Last accessed November 2022.

² Harvard Medical School. "Mental Illnesses are Common, but Care is Lacking." November 2019.

³ Evernorth Behavioral Health Insights, Book of Business claims data 1-1-20 through 12-31-20. Adults only. Results may vary.

⁴ Internal Evernorth analysis performed 2022. Associated medical and pharmacy cost savings are over a 15-month period following treatment for a new behavioral health diagnosis in the US. Results may vary and savings are not guaranteed.

Turning data into insights — and measurable outcomes

We partner across Evernorth to optimize data, analytics, and predictive modeling to provide a holistic view for behavioral care. That means we're able to identify behavioral care needs and help members take action sooner, addressing issues before they become bigger problems.



EVERNORTH BEHAVIORAL HEALTH

Reinventing human-centered care

We're uniquely positioned to anticipate and act on behavioral health challenges, emphasizing the human experience while reducing financial costs. Whether members are looking to manage daily stressors or seeking help for complex ongoing conditions, our expert navigators coordinate their care and guide them throughout their journey.



Always on.

Live licensed clinicians easily accessible 24/7/365 — by phone, text, or click-on-demand.



Easily accessible.

First appointment targeted within 3 business days for new patients.



Most available. More diverse.

Always-on excellence delivered by 376K+ providers,¹ including:

- +36% in providers identifying as Black, Indigenous, and people of color (BIPOC) over past 3 years
- +45% in network-reported specialty focus on LGBTQ issues over past 3 years
- 545+ designated Center of Excellence facilities²



Our North Star

Personalize and improve care through proactive mental and behavioral health solutions.



We're changing behavioral care for the better

Find out more about our solutions and how we continue to push boundaries, question norms, and create better experiences. Contact us at winningbehavioral@evernorth.com or visit evernorth.com/behavioral to learn more.

¹ Evernorth behavioral unique provider data as of January 2024. Subject to change.

² Center of Excellence designation is a partial assessment of quality and cost-efficiency and should not be the only basis for decision-making (as such measures have a risk of error). Individuals are encouraged to consider all relevant factors and talk with their physician about selecting a health care facility. Quality designations and ratings found in Evernorth Health Services' online provider directory is not a guarantee of the quality of care that will be provided to individual patients. Providers are solely responsible for any treatment provided and are not agents of Evernorth Health Services.

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