

CONCIERGE BEHAVIORAL SUPPORT

Confide Behavioral Health Navigator



We're building a culture to support employees' mental health and enhance benefits—along with **promoting vitality, emotional well-being and productivity.**

Concierge, premier service level Employee Assistance Program (EAP) with clinical behavioral care support—for all issues, large or small

Sometimes, taking the first step toward finding support is the hardest part of an employee's care journey. Members may not know what they need or how to find it. Confide Behavioral Health Navigator is here to change that by making it easier for members to find the right care.

Our predictive models allow for early identification and engage members early in their care journey. Our premier concierge navigation service connects members to a live Care Navigator—via click to chat and telephonic options—**and we follow up on 100% of those interactions to ensure members have been connected to support from the right provider with wrap around care.**



1 in 5 adults

experience mental illness each year¹

54.7%

of those suffering from mental health conditions do not get care²

Helping improve behavioral health with 24/7, high-touch care



Simple access to real-time clinical support



Identification and predictive modeling



Navigation and wrap-around advocacy



Affordable support and seamless coordination of care, regardless of carrier



Digital assessment, care recommendation and support



100% follow up by Care Navigator on all interactions

We match members to the right resources at the right time.

Using a simplified digital assessment, we serve up a care pathway that fits the member's needs plus seamless care coordination with your underlying carrier and existing vendors. By layering tailored clinical guidance on top of our proven Employee Assistance Program, we **ensure members get the level of support they need to progress positively on their care journey.**

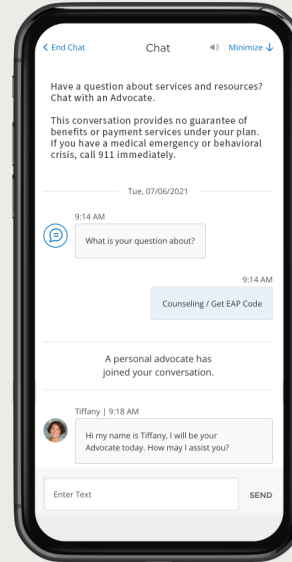
Member resources include:

- + **Ability to connect 24/7** via click to chat and telephonic access with a live Care Navigator who will listen to the member's concerns and connect them with the right care, including crisis care
- + **Unlimited 45-60 minute sessions** with a dedicated licensed clinician who will support the member throughout their personalized care journey*
- + **Up to 10 counseling sessions** per issue at no cost to members
- + **24/7 access to coaching support via text** and secure chat with therapists—including crisis care
- + **Digital self-guided tools** to address stress and resiliency, such as cognitive behavioral therapy
- + **Care provided** within 48 hours of outreach
- + **100% follow-up** after the conversation to ensure the member has been connected to the support they need

For managers and HR:

- + **Management consultations**, referrals for job performance issues and wellness seminars
- + **Critical incident and disaster response** onsite services
- + **Work/life services** (childcare, pet-care, legal, etc.)

Partnering together, we can create customized pricing models, develop a measurement and reporting package, and build in performance guarantees.



Our approach to behavioral health navigation and support is key to helping improve **well-being in the workplace and employee retention.**



We cultivate a diverse network for our clients that provides a personalized match, such as cultural background, race or gender.

65%

of workers say they don't feel their employer offers benefits or programs that help support or improve their mental well-being³

4.8 workdays

lost due to burnout and stress⁴

UP TO \$2,565 in savings when people who are newly diagnosed with a behavioral condition receive treatment.⁵

Contact your Evernorth representative to learn more about Confide Behavioral Health Navigator

1. National Alliance on Mental Illness (NAMI). "Mental Health Conditions." [nami.org/About-Mental-Illness/Mental-Health-Conditions](https://www.nami.org/About-Mental-Illness/Mental-Health-Conditions). Accessed November 2022.
2. Mental Health First Aid, "5 Surprising Mental Health Statistics." February 6, 2019.
3. Human Resource Executive. "Number of the Day: EAP reliance." May 12, 2021.
4. CDC. "Depression Evaluation Matters." [cdc.gov/workplacehealthpromotion/health-strategies/depression/evaluation-measures/index.html](https://www.cdc.gov/workplacehealthpromotion/health-strategies/depression/evaluation-measures/index.html). Page last reviewed April 27, 2022.
5. 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.

*Does not count towards their visit model