

# Evernorth Guided Behavioral Care

Delivering a guided care experience for better behavioral health outcomes.



## Life can be hard. Getting the right care shouldn't be.

- + Long wait times to care
- + Fragmented ecosystem
- + Unaddressed needs until crisis

We offer consolidated solutions and a simplified experience.

**11 years**

after onset of symptoms for someone to seek help<sup>1</sup>

**Over 50%**

of people with mental illness are not obtaining treatment<sup>2</sup>

**60%**

of psychologists report no openings for new clients<sup>3</sup>

## Evernorth guides members through their behavioral health journey.

- + Connected insights across medical, pharmacy and behavioral benefits
- + Creating personalized experiences based on clinical needs and personal preferences
- + Closing gaps in care, delivering better outcomes
- + Guiding members each step of the way, providing an end-to-end experience

Our solution can be integrated with medical benefits or added to an existing employee assistance program (EAP).

We'll partner with you to learn about your goals, identify the greatest behavioral and wellness opportunities/pain points or gaps in care, and find **solutions that address your members' needs.**

### WAYS INDIVIDUALS ARE IDENTIFIED

Self identification



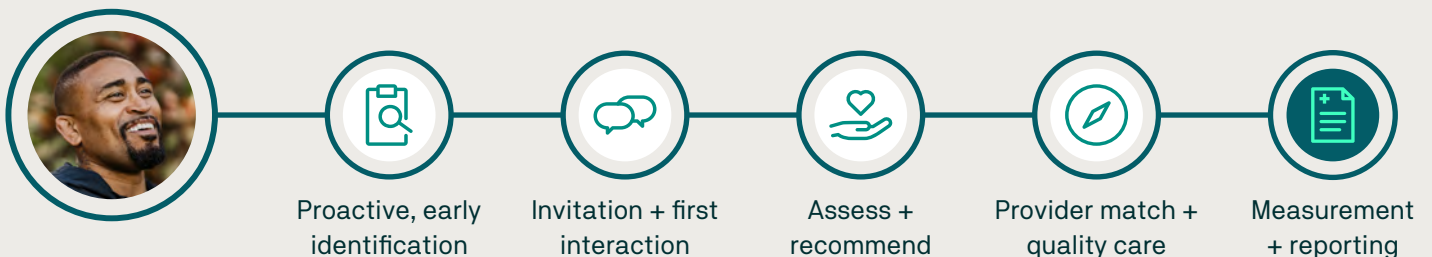
Predictive modeling based on social determinants of health data + providers + pharmacy



Assessment with artificial intelligence + care recommendation pathways



Engagement programs



If behavioral needs are overlooked, members suffer and clients risk higher costs downstream.

**47%** of plan spend is by the 50% of individuals not getting treatment<sup>4</sup>



**We engage to support ongoing care.**

Only 44% of those treated with behavioral care get care directly with a behavioral provider<sup>4</sup>



**Some (23%) have only had one or two behavioral provider visits<sup>4</sup>**

**We identify and connect to behavioral care.**

24% of individuals are getting behavioral care managed only by their PCP and medications<sup>4</sup>



**More than a quarter (26%) receive no behavioral care (medication or visit)<sup>4</sup>**

32% of silent sufferers receive care with a medical provider<sup>4</sup>



**Two in five (42%) receive no behavioral care (medication or visit)<sup>4</sup>**

Going to our members, not expecting them to come to us, delivers long-term benefits.

With 24/7 virtual concierge access, caregiver support, educational services at key behavioral moments and clinical data targeted to specific patient needs, our solution improves both access and costs for you and your members.



Quickly connecting patients to the right care



Expanding care access and opportunities



Identifying populations with the greatest gaps in care



Improving whole-person health leads to reduction in total cost of care

**Both patients and clients see dramatically improved outcomes**

**\$2,565** can be saved per member per year with appropriate behavioral health planning and treatment intervention<sup>5</sup>

**Take action**

Email us at [WinningBehavioral@Evernorth.com](mailto:WinningBehavioral@Evernorth.com) for more information.

1. The White House. "President Biden to Announce Strategy to Address Our National Mental Health Crisis, As Part of Unity Agenda in his First State of the Union." March 2022. 2. Mental Health America (MHA). "The State of Mental Health in America." 2023 report. 3. APA. Psychologists struggle to meet demand amid mental health crisis: 2022 COVID-19 practitioner impact survey (apa.org). Published December 2022. 4. Customer journeys - 2021 Cigna Book of Business internal analysis of customers with 12 months continuous medical, behavioral, and pharmacy coverage and no Medicare as primary. 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.

Availability of programs and services may vary by location and is subject to change. To learn more, contact an Evernorth Health Services representative.