



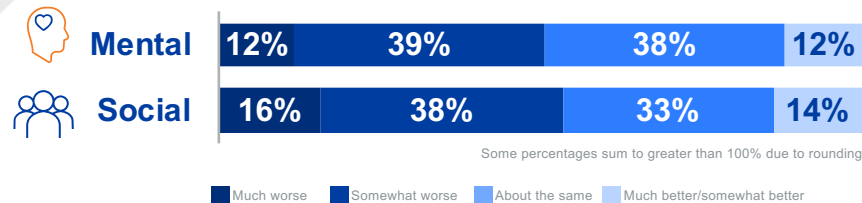
Connecting Individuals to Behavioral Healthcare

Emotional and Social Impact

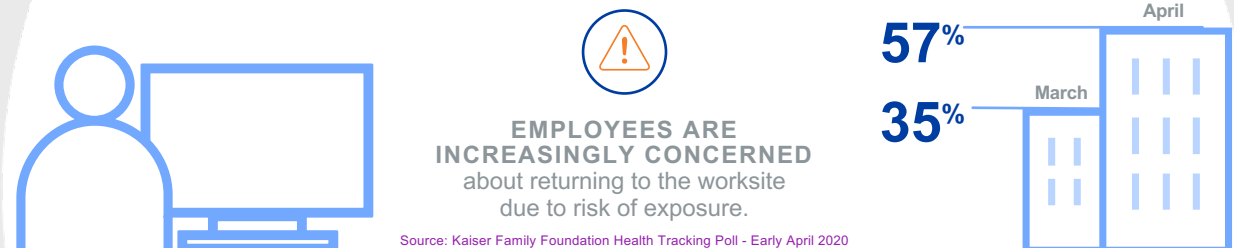
COVID-19 has dramatically affected the world, including how and where we work.

Employees are feeling fragile, concerned and anxious during this time. They are looking to employers for support and guidance.

EMPLOYEES ARE FEELING A SIGNIFICANT IMPACT
to mental and social dimensions of well-being.



Source: Online survey of consumer sentiment by Optum: March 25–26, 2020 of 500 US adults employed full-time.



57%
OF ADULTS
are concerned that the
coronavirus will have a
serious negative impact on
their finances.

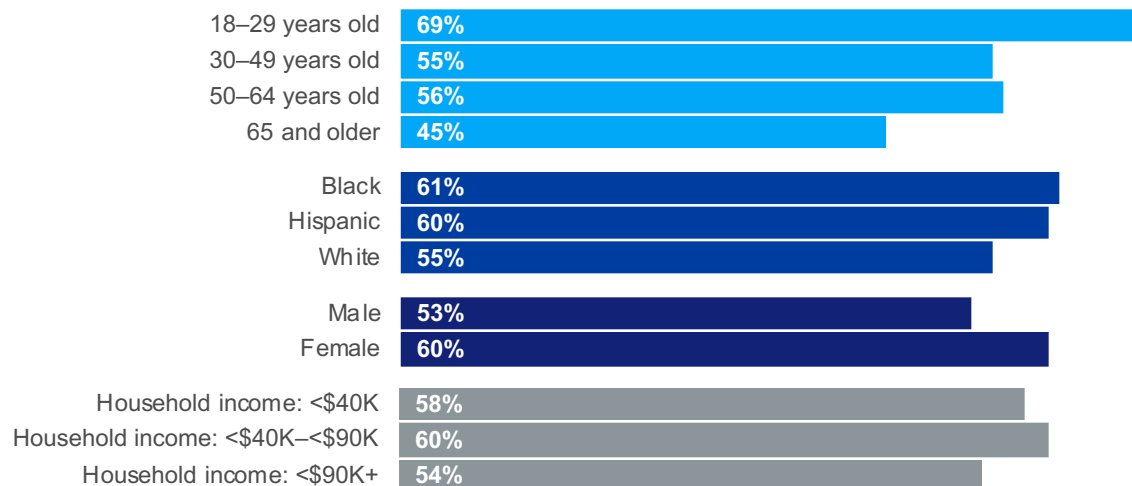
68%
OF AMERICANS
fear that the
coronavirus will have
a long-lasting impact
on the economy.

Source: American Psychiatric Association sponsored poll; news release March 23, 2020.

The crisis has impacted many.

The majority across most groups report worry or stress related to how the coronavirus outbreak has impacted mental health.

Percentage of each of the following groups who say that worry or stress related to COVID-19 has caused them to experience adverse effects on their mental health or well-being in the past 2 months:



Recovery may require a behavioral health approach that addresses the diverse needs resulting from:

- Social isolation.
- Job loss.
- Exposure to the virus.
- Uncertainty about the future.
- Deaths of loved ones and coworkers.

Source: KFF Health Tracking Poll (conducted April 15–20, 2020). See topline for full question wording.

Employers are telling us...

Almost nine in 10 plan to address mental health stigma and have concerns with employee access to behavioral health services

88%



**Plans to address
mental health stigma
(within year)**

87%



**Level of concern with
employees having easy
access to behavioral
health services**

Mental health stigma
and access to behavioral
health services are a top
priority for employers across
the nation.



■ 2018 data

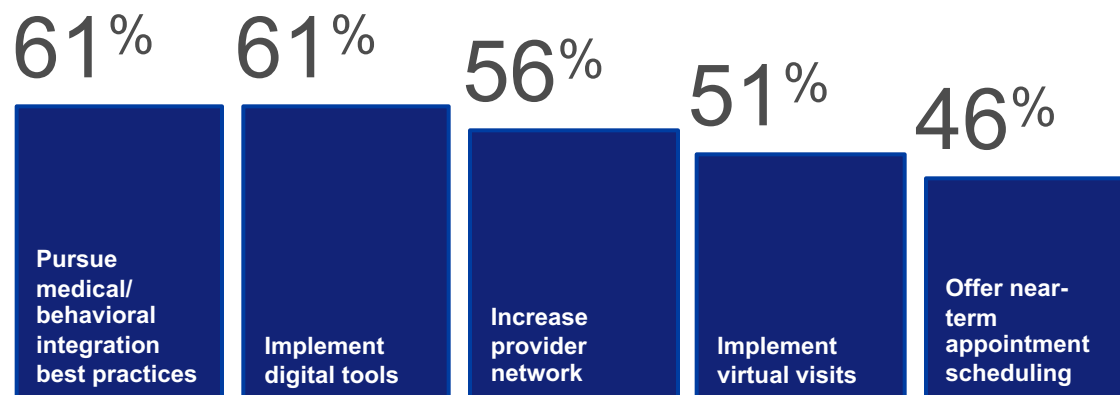
Based on Optum's Wellness in the Workplace Survey of over 500 employers from December 2018 to January 2019

QN23. Do you have plans to address the stigma associated with mental health at your organization within the next year?/QN24. How concerned is your organization about employees being able to easily access behavioral health services?

Disruptions fast track emerging trends

Based on Optum's Wellness in the Workplace Survey of over 500 employers from December 2018 to January 2019

Means of trying to increase access to behavioral health services



Nine in 10 employers are still concerned about the level of access to services.

Keeping Members Connected to Care

200,000 +

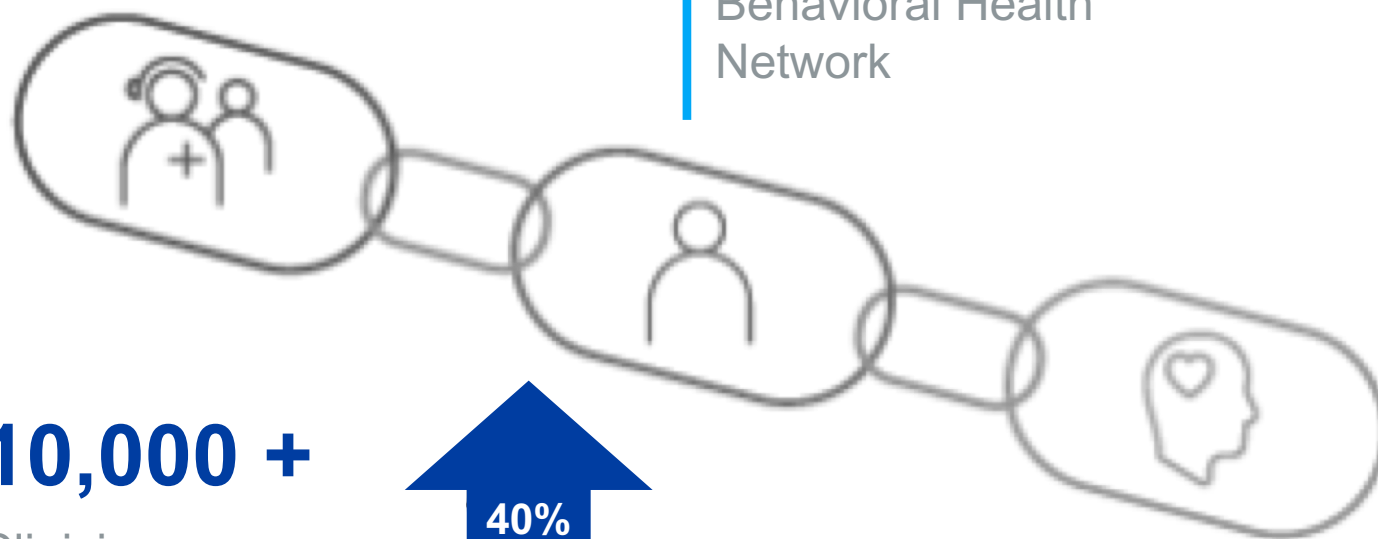
Behavioral Health
Network

10,000 +

Clinicians on
Virtual Visit Online
Platform

40%

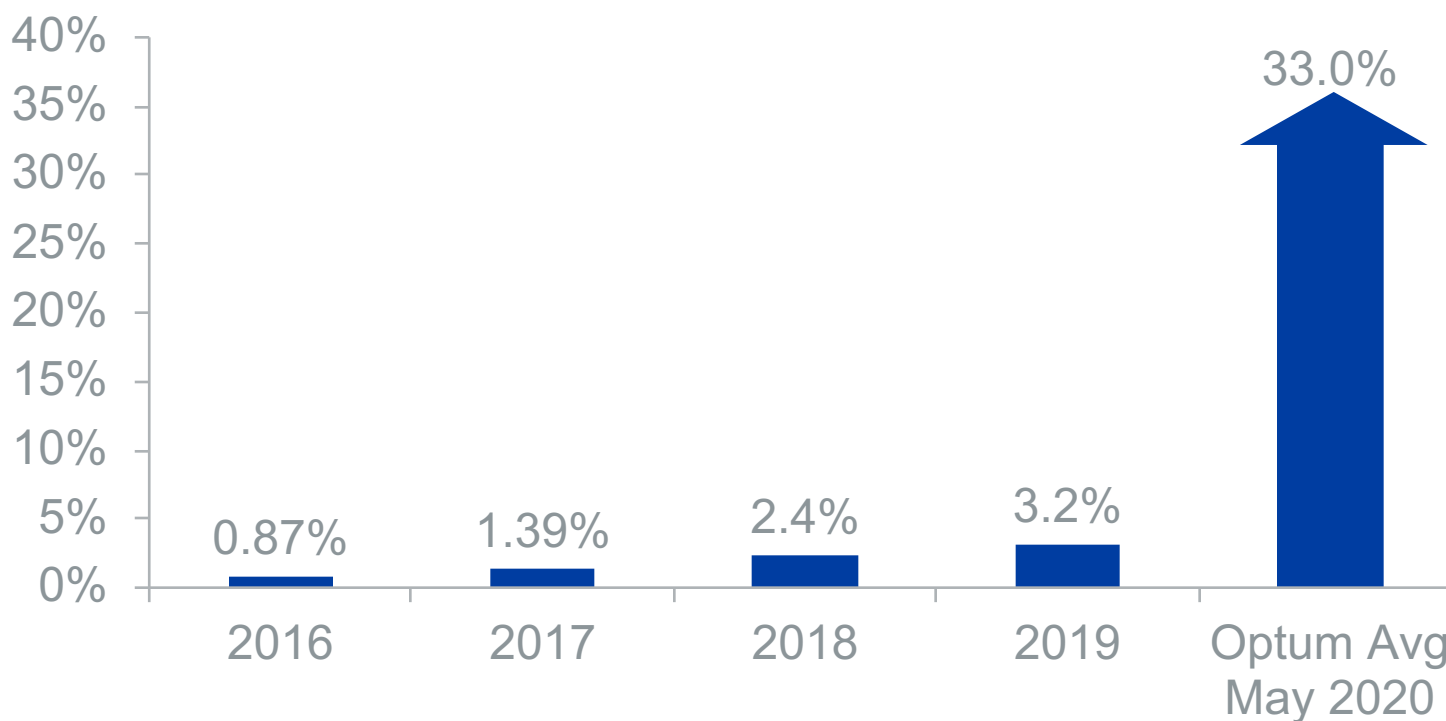
Growth in March and April



Growth in Virtual Visit Utilization

Based on Optum Behavioral Health's Book of Business

Virtual Visits % of Total Outpatient Visits



Broad access to care

High-quality services within close reach

Extensive Network with over

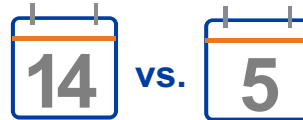


220,000

PROVIDERS

Get people into care fast

The industry standard for treatment is **14 days** for a routine appointment.³



Express Access providers offer appointment times within **5 days**.

Care from any location

Members with faster access to behavioral care



10,000+

contracted **virtual visits** health providers across all 50 states

Medication-Assisted Treatment (MAT)



90%

of our members having access within 20 miles to a MAT provider

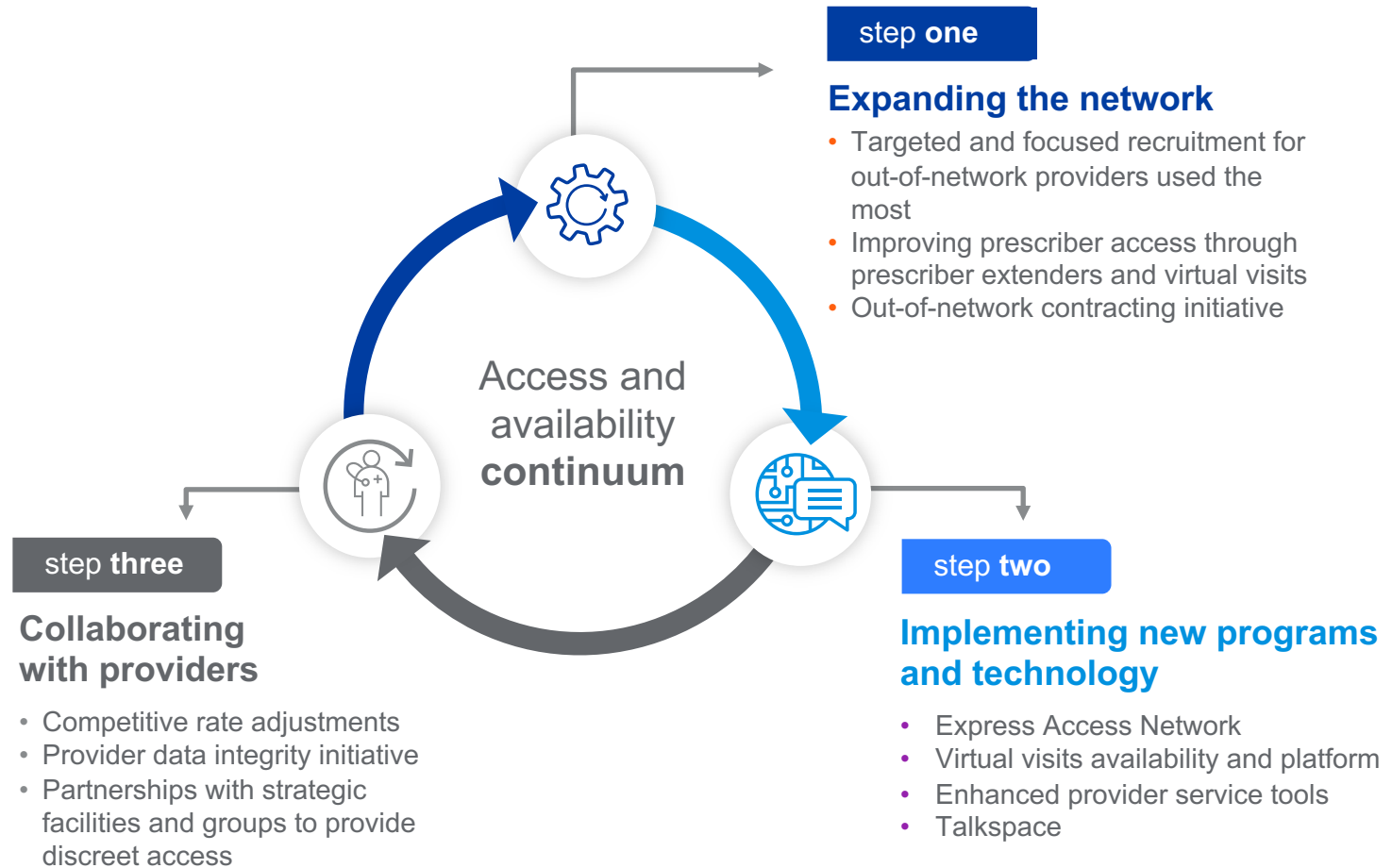
Specialty Services



4,000+

Autism/Applied Behavior Analysis (ABA) practices

A Modern Network Approach



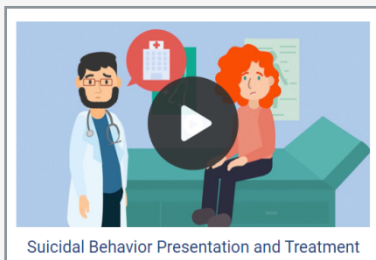
Innovation at scale to support education and access



Access to the
Right Care

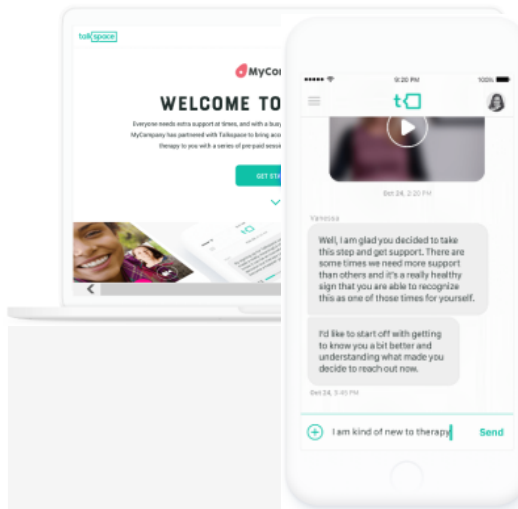
PSYCHhub™

*Consumer and
Provider Education*

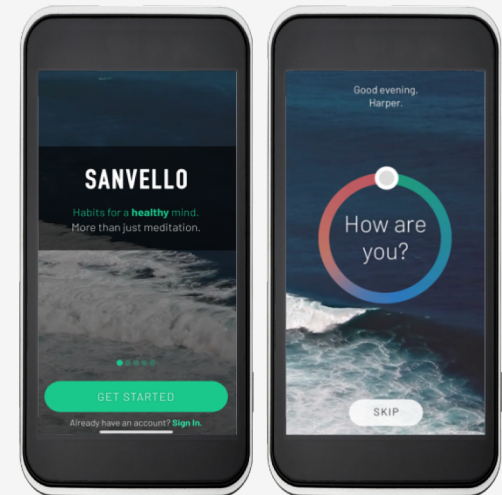


at the
Right Time

talkspace



in the
Right Setting

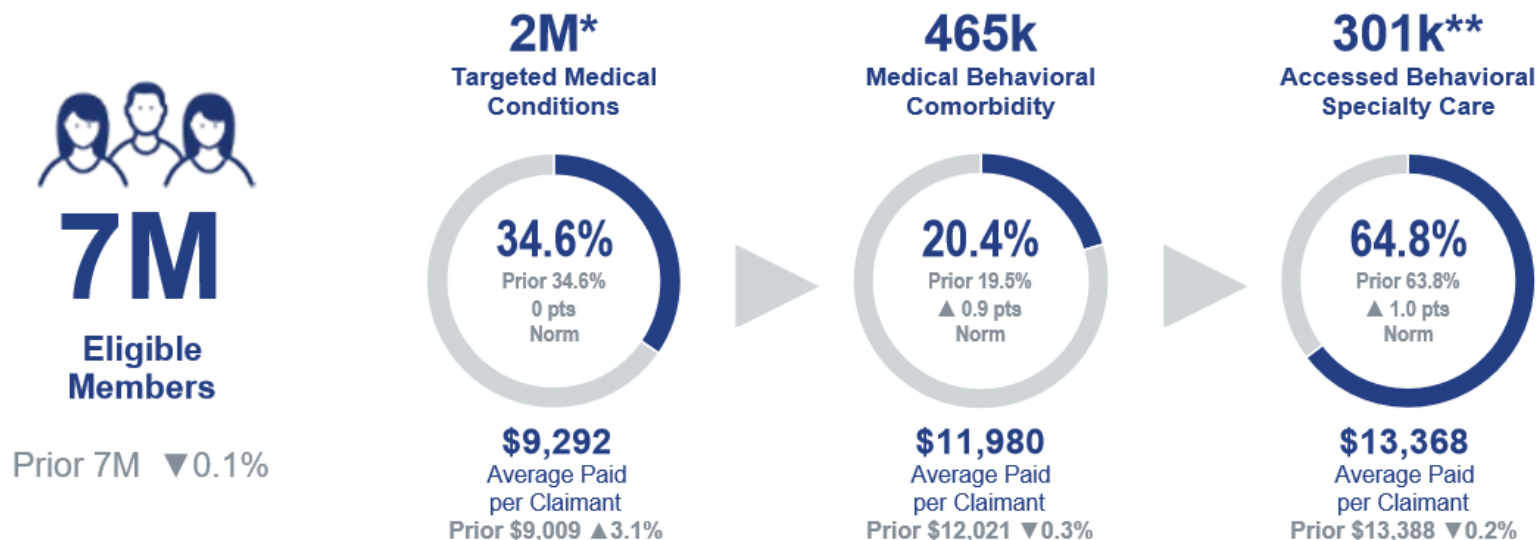


Medical Behavioral Comorbidity Analysis for UHC National Accounts



Based on UHC National Accounts Book of Business data for 2019

How many of your members have medical behavioral comorbidity?



Enhancing Support for Members with Medical and Behavioral Conditions

We identify and route employees and their family members to appropriate interventions, no matter where they are on the spectrum of complexity.

