



Virtual Behavioral Health for Health Plans



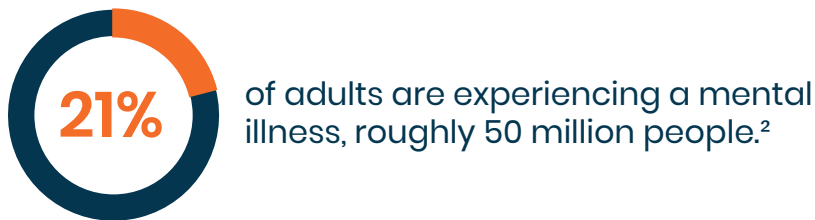
About Access TeleCare

Access TeleCare partners with health plans to better engage member populations with timely access to high-quality behavioral health in any care setting. Access TeleCare's tech-enabled care platform increases access to mental health care, removes transportation barriers, and reduces wait times – all leading to improved health outcomes and reduced costs. Offering psychiatry and therapy services is a key differentiator in a competitive market, helping to attract and retain members. By partnering with Access TeleCare, health plans can reduce their overall healthcare costs, improve the quality of care for their members, increase member engagement and satisfaction, and improve overall financial performance.

The Behavioral Health Challenge

Behavioral health has been a topic of growing concern in the U.S. with demand reaching new heights while a shortage of providers makes access to care harder and harder – particularly for vulnerable populations struggling with significant behavioral conditions. Considering these challenges, costs have continued to rise, putting financial and administrative strain on health systems and health plans alike. For example, a recent study revealed that 57% of the most expensive patients have a behavioral health condition, with their costs being 2-6x greater on average annually.¹ Below we examine the problem a little more closely. Read on to learn about innovative solutions for health plans to overcome these challenges.

Demand is growing:



14 million adults are struggling with Serious Mental Illness (SMI).³

Treatment is lacking:



Costs are high:

22.7%
of Medicare patients have SMI.⁴

\$8 Billion
of Medicare spending is associated with mental health disorders, representing 12.7% of the total.⁴

37%
increase in costs per patient directly attributed to SMI condition (\$4,768 per patient).⁴

¹Milliman Research Report, 2020 - <https://www.milliman.com/-/media/milliman/pdfs/articles/milliman-high-cost-patient-study-2020.ashx>

²Mental Health America - <https://mhanational.org/issues/state-mental-health-america>

³National Institute of Mental Health - <https://www.nimh.nih.gov/health/statistics/mental-illness>

⁴JAMA - <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7082719/>

Solutions

To meet the behavioral health challenges faced by our health plan partners, Access TeleCare has developed several programs to enable timely access to care and reduce costs. Providing behavioral health in outpatient and home settings, developing programs to treat members with serious mental illness, and deploying warm transfer lines for on-the-spot, frictionless care are some of the impactful ways that Access TeleCare is working with health plans today.

OUTPATIENT & HOME CARE

Access TeleCare supports health plans' initiatives to bring timely access to high-quality mental health care in outpatient and home care settings with our virtual behavioral health care platform. We deliver care through a seamless platform for scheduling and performing appointments for psychiatry, medication management, and talk therapy in clinics or in member's homes. We enable timely access in the best care setting for plan members and closely collaborate with primary care teams to deliver optimal health outcomes. Access TeleCare can become your sole behavioral health service provider or dramatically increase the bandwidth of your existing resources to meet growing needs for outpatient behavioral health.



How It Works



Identify

Patient Need:

Our clinical analytics team identifies members in need of behavioral health care through claims analysis, clinical assessments, or through referrals from PCPs and plan staff.



Schedule BH Appointment:

Health plan staff schedules behavioral health consultation with Access TeleCare clinician via easy access online system.



Comprehensive Evaluation:

Access TeleCare clinician conducts virtual psychiatric evaluation, reviews diagnoses, and evaluates appropriateness of medication regimen.



Establish Care Plan:

Access TeleCare provider establishes and executes a care plan including medication management and talk therapy as needed.



Clinical Collaboration:

Access TeleCare provider communicates care plan and all progress notes to primary care provider, able to work directly within their EMR.

Members who are suffering from Serious Mental Illness (SMI) are associated with significantly higher costs of care tied to comorbid complications and increased ED admissions and utilization. Access TeleCare works with our health plan partners to provide virtual behavioral health care to address these significant behavioral health conditions in the least restrictive care setting for the member. We focus our services on:

- Members who are currently in a psychiatric bed
- Members who are at home within 6 months of discharge from a psychiatric bed
- Members with multiple ED visits for psychiatric conditions.

How an SMI Program Works

1

Engage the member while still in the hospital.

2

Conduct comprehensive BH assessment and develop a care plan.

3

Provide medication management and scheduled talk therapy sessions.

4

Members receive follow-up visits as needed.

5

Community workers visit with member to socialize and support treatment plan adherence.

6

Nurse Care Manager communicates with primary care provider and caregivers.

7

Community Resource Manager identifies and coordinates referrals to community services.

Goals of the Program

- *Increase 7 and 30-day follow-up after hospitalization.*
- *Increase medication adherence.*
- *Decrease ED visits.*
- *Decrease 7, 30, and 90-day readmissions.*
- *Increase satisfaction for members, caregivers, and PCPs.*



Unrecognized behavioral health conditions are increasing medical costs. In particular, behavioral comorbidity with a chronic medical condition is associated with significantly higher costs → 1.5 to 3x higher. Being able to catch and quickly treat these conditions presents a significant opportunity to improve quality while reducing the cost of care.

Access TeleCare partners with health plans to deploy Warm Transfer Lines to provide a quick, frictionless way for plan staff to connect a member with a behavioral health care provider for comprehensive BH screening when a need is identified. The focus is on providing warm transfers for members with chronic medical conditions – leading to a much higher engagement rate for behavioral conditions. In turn, this enables the plan to proactively manage the mental health of these patients and significantly drive down costs by reducing ED visits and hospital admissions as well as other costs of care associated with untreated mental illness.

1.5–3x
Higher costs for patients with chronic conditions who have a behavioral health comorbidity.



How It Works



Rapid Response:

Access TeleCare provides a fully staffed live answer phone queue during times of clinician or provider visits.



Quick and Easy:

Requires less than 1 minute of clinician time during assessment to be with patient when on the phone with Access TeleCare.



Timely Access:

Manage staffing levels to allow for initial appointments within 1 week of referral and weekly follow-up visits if needed.



Close Collaboration:

Staff nurse to coordinate care with PCPs to promote holistic collaboration.

Results

A recent study from the *American Journal of Managed Care* found that BH treatment results in decreased medical utilization:¹

- 29% reduction in ER visits
- 46% reduction in hospital admissions
- 67% reduction in inpatient days

Another study on patients with chronic medical conditions who received outpatient behavioral health treatment revealed these results:²

- 16.8% reduction of medical costs over 15 months
- 15.7% reduction of medical costs over 27 months

Proactively providing behavioral health care for patients with chronic medical conditions is a proven way to drive down their overall costs of care.

¹American Journal of Managed Care - <https://pubmed.ncbi.nlm.nih.gov/26065105/>

²JAMA Network Open - <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2799220>

Access TeleCare is the nation's largest provider of acute and specialty telemedicine. We are the leading provider of high-quality, cost-effective virtual behavioral health, helping the clients we serve give their patients the ability to live their best lives in the least restrictive care settings. Access TeleCare provides care services across the continuum of care, enabling our clients to effectively manage the significant behavioral health needs of their patients in any care setting with our tech-enabled platform. Operating in all 50 states, Access TeleCare provides a turnkey telehealth solution that meets behavioral health needs and extends care teams' service capabilities.

Who We Serve

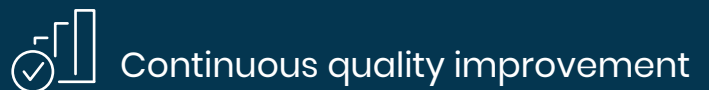
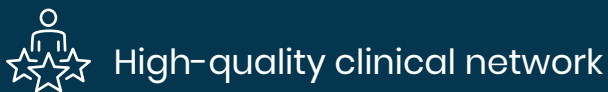
Hospitals and Health Systems

- **Inpatient Behavioral Health Units:** Medical directorship, admissions, and rounding.
- **Behavioral Health Hospitals:** Medical directorship, admissions, and rounding.
- **Emergency Departments:** Consultations.
- **Med-Surg & ICU:** Consultation-Liaison BH care for patients with complex medical conditions and comorbidities.
- **Outpatient:** Virtual behavioral health care in any setting from IOPs/PHPs to primary care and community-based clinics to home.

Health Plans

Access TeleCare partners with health plans to provide flexible behavioral health care delivery that supports all types of value-based arrangements:

- Virtual outpatient care
- Collaborative care
- Utilization management programs
- SMI population management
- Warm transfer programs
- Patient matching initiatives



50

States



1 in 5

Hospitals



700+

Providers



2200+

Clinical Programs

