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## Michelin Employee Life Services Program

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# A name recognized around the world



## Recent Accolades:



**77 total J.D.  
Power &  
Associates  
Awards**

- Thomson Reuters “Top 100 Global Innovators”
- S.C. Manufacturer of the Year from S.C. Chamber of Commerce
- Silver Edison Award for Tweel
- Consumer Reports Recommended Best Buy
- AARP “Best Employers for Workers Over 50”

## Sales & Distribution:

- Brands distributed:



- Our distribution and service network is composed of 150 Tire Centers, LLC (TCi) and 20 TyrePlus Centers based in Mexico

The total value of the MICHELIN brand globally is \$4.4 billion

# Michelin's North American Footprint



- 19 Plants/16 Locations
- 22,000 employees
- Manufacturing sites in AL, IN, OK, NC and SC as well as Queretaro MX and NS in Canada
- Passenger and Light Truck
- Heavy Duty Truck Tires
- RV Tires
- Agriculture Tires
- Aircraft Tires
- Bicycle Tires



# Trends in Behavioral Health

- Provider shortages and access to care is only worsening
  - 40% of psychiatrists only accept self pay
  - 48% of psychiatrists are 60 years of age and older and are closing in on retirement
- Despite their consideration of a move towards the Exchanges, employers still care about health, productivity and safety
- Integration is hard no matter who you are
- Technology is critical to member engagement and serving as a treatment extender – but one must have a view of its purpose

At the current rate, it will take more than

**20 YEARS**  
TO HAVE ENOUGH  
PSYCHIATRISTS  
to eliminate all the  
shortage areas

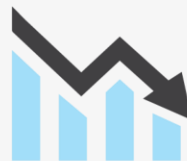


# Why Specialty Behavioral Health Matters

1 in 4



**AMERICANS** are affected by a mental illness in a given year



**WORKERS WITH DEPRESSION** lose 5.6 productive work hours weekly and cost employers \$44 billion per year in lost time



**MILLION WORKDAYS** are completely or partially lost annually due to mental disorders



By **2020**, the World Health Organization says Depression will be the most costly disease burden in the world



**TODAY, THE TOP FIVE DISABILITIES** affecting US children are mental health problems rather than physical problems



**1 in 3 IRAQ AND AFGHANISTAN WAR VETERANS** is diagnosed with a mental health condition or traumatic brain injury



of Primary Care Patients **HAVE DIAGNOSABLE MENTAL DISORDERS**



**50% to 70%** of a PCP's normal caseload consists of patients whose **MEDICAL AILMENTS ARE PSYCHOLOGICALLY RELATED**



**40% to 60%**

**IN THE PRECEDING MONTH**

of people who complete suicide **HAVE SEEN A PCP**

# Michelin Employee Life Services Program

- Beacon Health Options has served Michelin North America since 2008 as its EAP and Work/Life vendor partner under the Michelin Employee Life Services (MELS) Program
- In 2014, Beacon began managing Michelin's specialty behavioral health and short-term mental health disability programs for non-union employees and retirees
- Technology-enabled solutions such as telehealth and Depression Management Pilot using Computer-based Cognitive Behavioral Therapy

# Care Coordination among MELS Vendors

- Vendor collaboration centered at Michelin Family Health Centers
- In 2014:
  - 42 or 3% Cross Referrals from **Condition Care Managers**
  - 42 or 3% of Cross Referrals from **Health Improvement Specialists**
  - 314 or 20% of Cross Referrals from **Family Health Centers**
- On-site Family Health Centers provided EAP support to 431 (28% of cases) members, behind the privacy curtain, in collaboration with Premise Health

A photograph of two men in business attire. The man on the left is smiling and looking down at a smartphone held in his hands. The man on the right, wearing glasses, is also smiling and looking at the phone. They are both wearing suits and ties. The background is slightly blurred, suggesting an office setting. The image is partially covered by a large blue graphic on the right side of the slide.

# MELS Program Management



# MELS Outcomes

Counseling  
Utilization:  
**10.35%**

**19.11%**  
including Work/Life  
and Legal/Financial

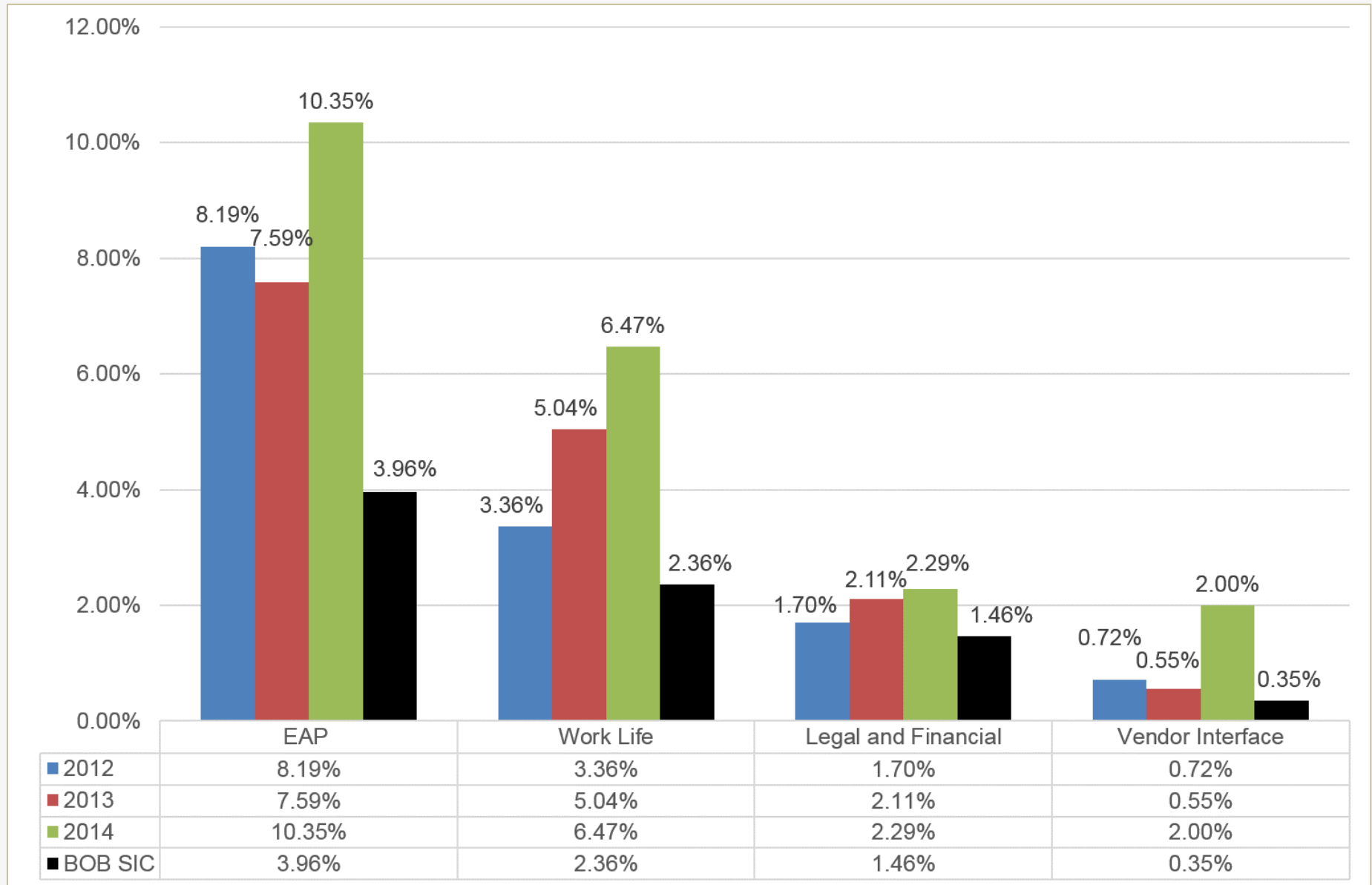


30% Reduction  
in Outpatient Claims Spend



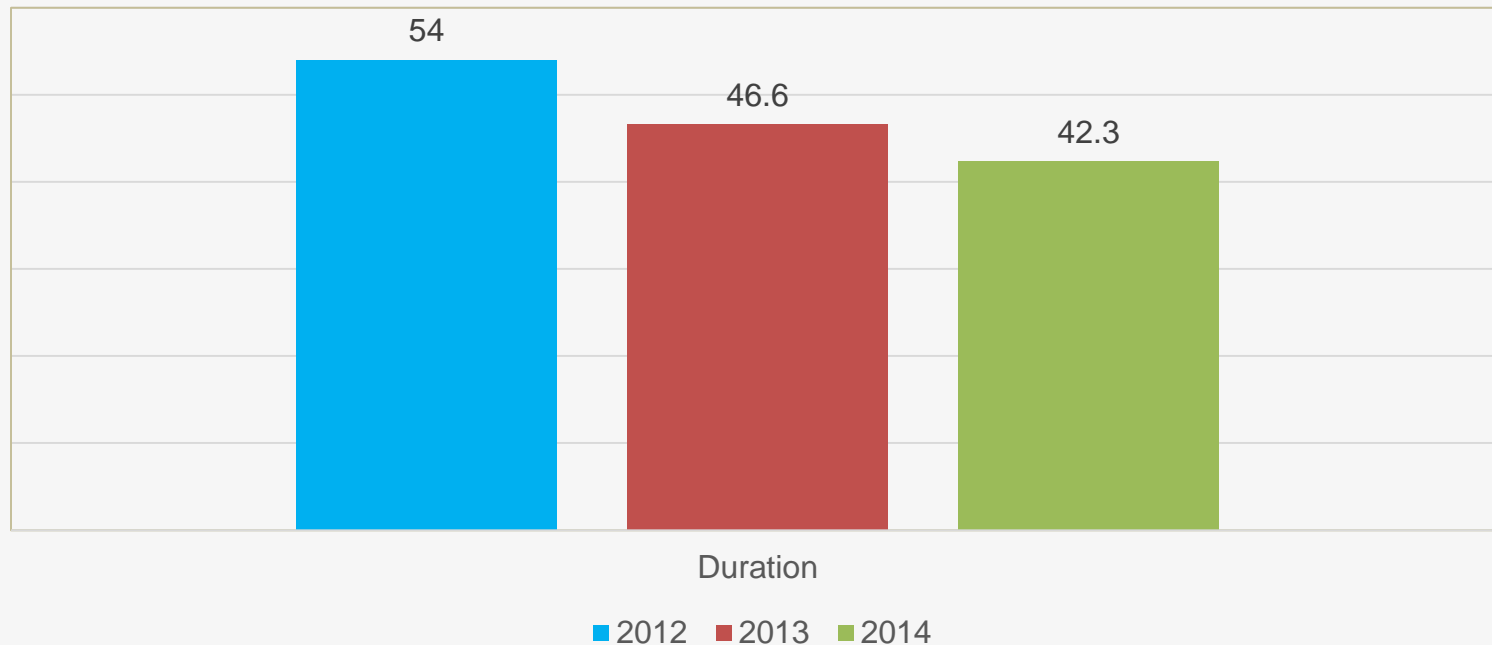
182% **Return  
on Investment**

# MELS EAP Industry Comparable Participation



# Disability

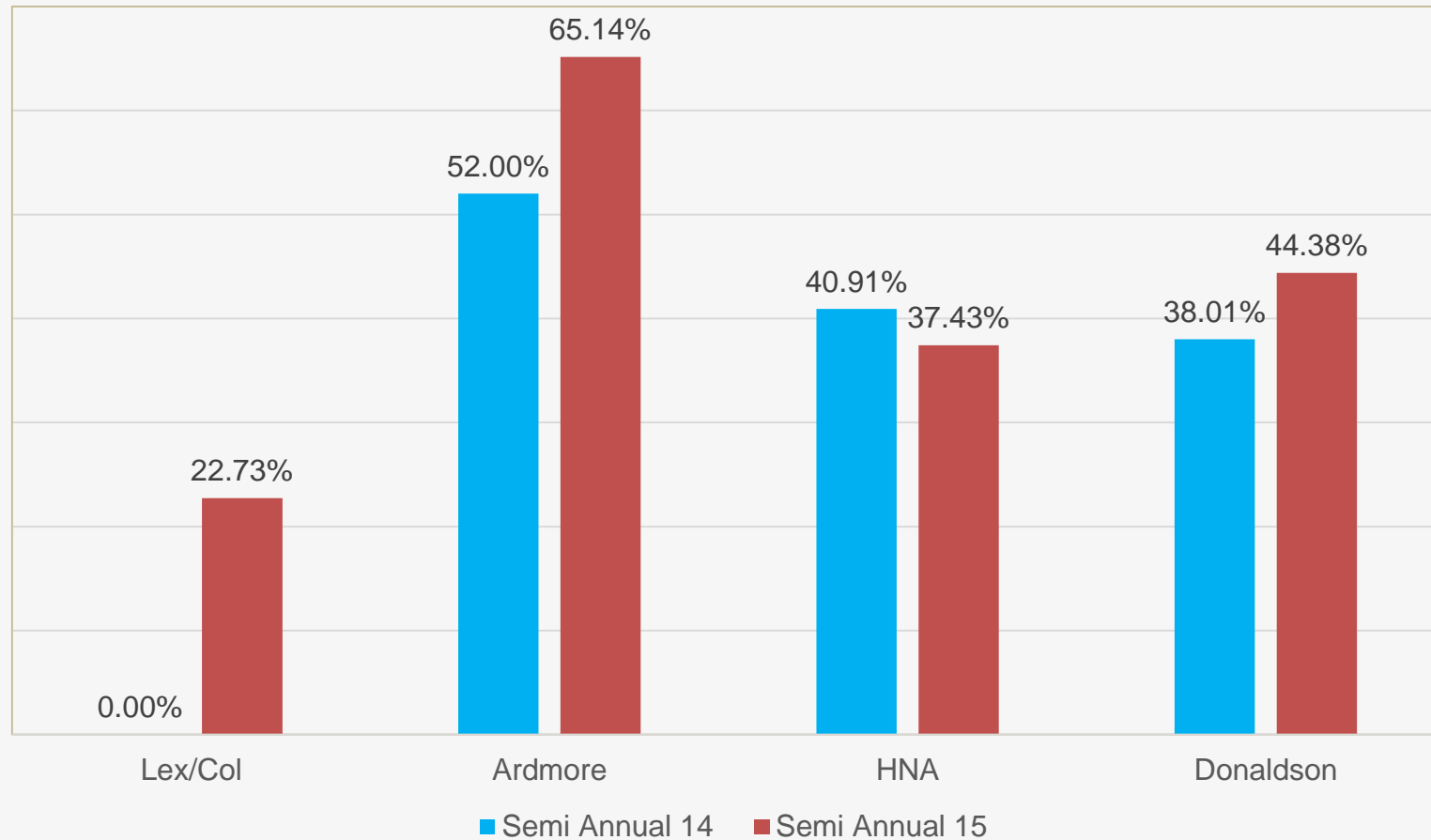
Duration and Cases



- Michelin's Mental Health Disability Durations have declined by 22% since 2012
- Beacon Health Options began managing this benefit in 2014

# Onsite Usage by Family Health Center

Onsite Usage as % of All in Location



# Beacon's Impact

- Beacon helps people live their lives to the fullest by helping employees and families access quality care.
- How do we know?
  - OnTrack Member Reported Outcomes: over **90% sampled are on track**
  - Follow Up Process: **engages over 39%** of members in calls and **99% are completely satisfied** at that point in service
  - Annual satisfaction survey: **98% rank experience as satisfied** and 92% report they were satisfied with first appointment as desired



# OnTrack Clinical Outcomes Monitoring

- Patient-reported outcomes for EAP and outpatient services for Michelin
- Feedback informed treatment helps providers identify at risk cases to mitigate poor outcomes. When a patient is identified as off track, they are at risk for dropping out of treatment
- Measures global distress, substance abuse, absenteeism, presenteeism and therapeutic alliance and tracks patient progress relative to benchmarks
- Participating providers' outcomes are above benchmarks: cases improving more than predicted, at Michelin, 90.02% are OnTrack

## Percentage of Cases by Benchmark Outcomes Status and Intake Severity

Distress Level on Initial Assessment	Distribution at Initial Assessment	Outcome Compared to Benchmark			
		As Expected	Better than Expected	OnTrack	Off Track
Mild	29.2%	71.8%	20.3%	92.1%	7.9%
Moderate	43.3%	66.9%	23.6%	90.5%	9.5%
Severe	27.5%	54.6%	28.0%	82.6%	17.4%
All Cases (n = 13,168)		64.9%	23.8%	88.7%	11.2%

Data: Beacon On Track Outcomes Program (2010-2014)

# Questions?

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