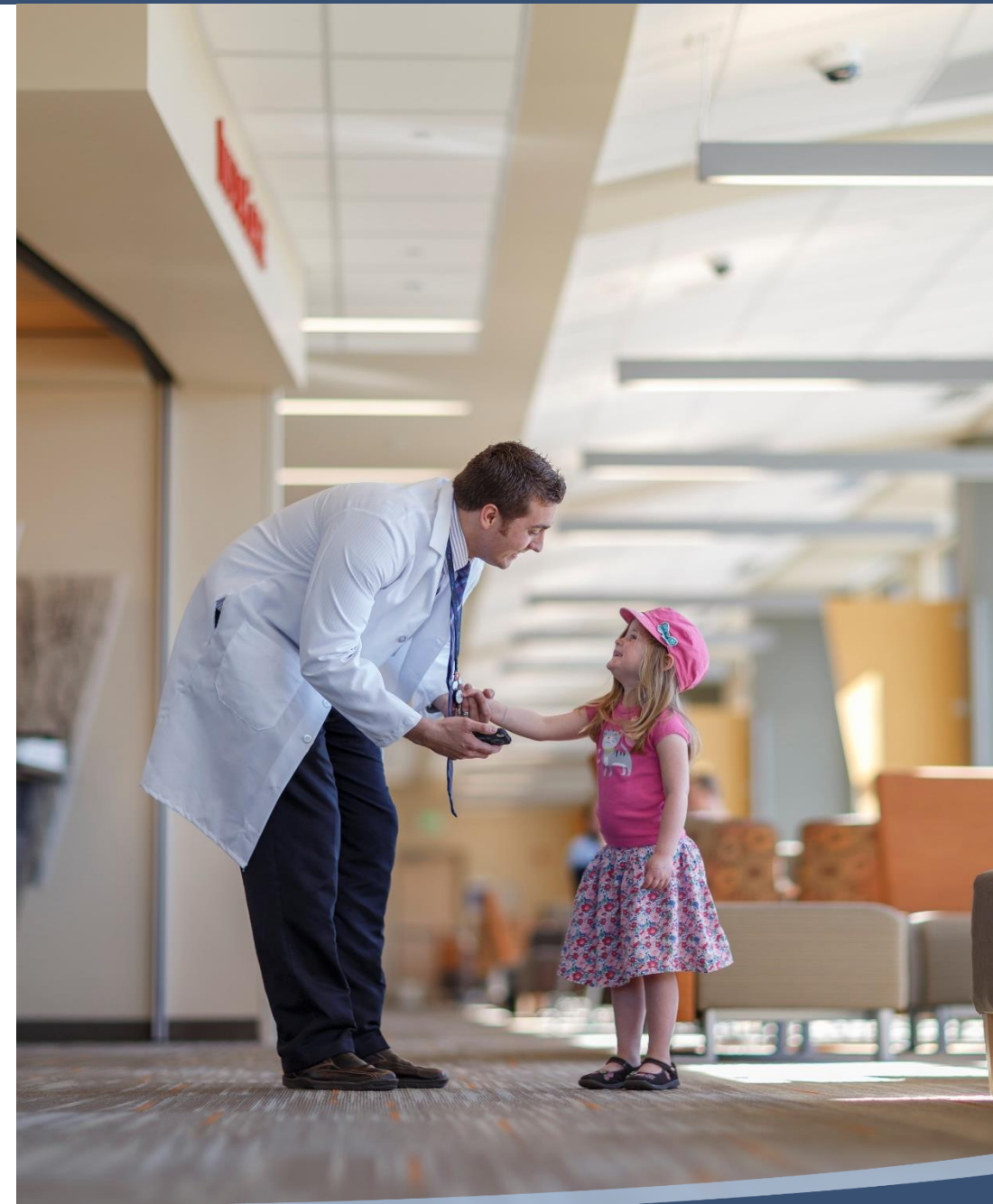


Integrated Approach to Behavioral Health Claims - Reducing Time Away from Work

Integrated Benefits Institute
Annual Forum 2017

March 29, 2017



Behavioral Health- What are Employers Thinking?

Willis Towers Watson Behavioral Health Pulse Survey

21%

of employers feel their behavioral health program helps **decrease disability claims** and **improves productivity**

88%

of employers feel behavioral health to be **moderately to extremely** important priority to their organization in the next 3 years.

61%

of employers feel effective **integration** of behavioral health with medical, **disability conditions** to be an **extremely important** priority

39%

of employers have taken steps to **reduce stress** and improve resiliency in the workplace

314

clients participated, representing **3.9 million** employees and **10+ million** covered lives

28%

provide educational programs about the **warning signs** of behavioral health issues or distress

25%

provide **educational** programs to **reduce stigma** associated with behavioral health conditions

Results from the 2016 Willis Towers Watson Behavioral Health Survey

2016 -314 clients, representing 3.9 million employees and 10+ million covered lives. Average client size 12k lives

Presenters



Mark Tenney

Intermountain Healthcare
Director, Health & Welfare Benefits



Terri Flint

Intermountain Healthcare
Director, EAP & Employee Wellness



Kimberly Mashburn

The Hartford
National Accounts Practice Lead



Scott Roths

Willis Towers Watson
Senior Consultant

Intermountain Healthcare

Helping people live the healthiest lives possible®

- Nationally recognized not-for-profit integrated health system operating in Utah and Idaho
 - Total Caregivers* 39,000
 - Treating clinicians and physicians: 11,000
 - Medical Group: 1,500 multi-specialty doctors and caregivers
 - Health Services: 22 hospitals and more than 185 clinics
 - SelectHealth: 800,000 member health insurer



*Intermountain Healthcare refers to all their employees as caregivers

Call to Action

Drivers for Change in 2014

- HRA data reveals depression and stress as two of the top 5 employee concerns
- STD durations spike to 72 days, exceeding historical averages by +7 days and the IBI benchmark of 70.9 days



2015 Strategy Objectives

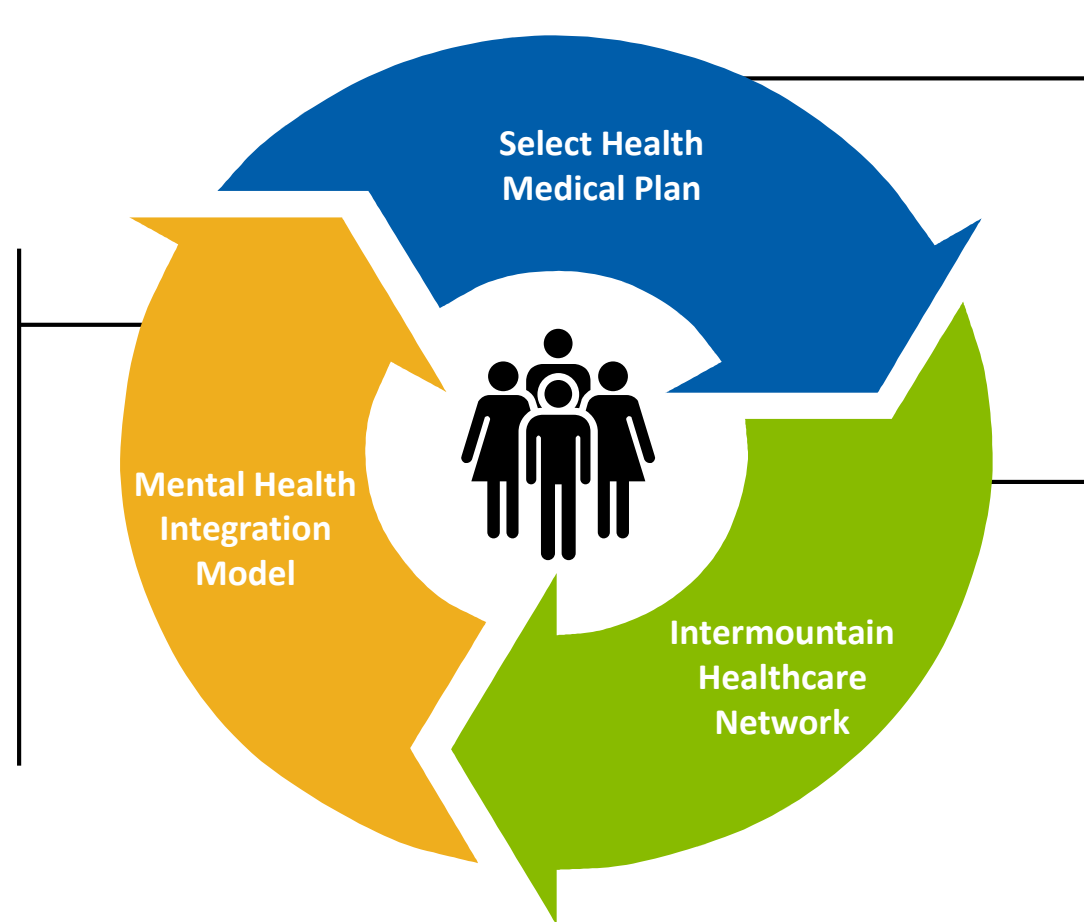
- Targeted vs. broad based approach to behavioral health
- Improve awareness and reduce the stigma of depression
- Improve access and levels of support, treatment and accommodation for members with behavioral health conditions

Evaluation of behavioral health claim drivers to target interventions

Our Model

Healthcare Delivery and Medical Plan

- Mental Health Specialists Integrated into Primary Care Offices
- Team and outcome based approach



- Owned by Intermountain Healthcare
- 65% of employees participate in the Plan
- Select Health's In-Network Provider
- High incentive for employee utilization vs. out-of-network providers

What We've Done

Employee Wellness

- Developed eLearning module, “Recognize Depression”
 - Over 33,600 employee viewings
- Built and encouraged completion of quizzes on the topic of depression, suicide and burnout
 - 14,426 employees participated





If you think you're depressed, **get help.**

There are a number of options available to you. The important thing is to ask for help.

Make an appointment with a counselor.

"Talk therapy" can help you understand your depression and work through issues. Counseling may work as well as medication for treating mild to moderate depression. Intermountain Employee Assistance Program is a perfect place to start for counseling. It's free and confidential.

Make an appointment with your primary care physician.

Your physician may prescribe an antidepressant medication that helps balance the chemicals in the brain.

Take care of yourself. Do your part to keep up with treatment and stay in touch with your healthcare team. Rebuild your confidence by staying active in daily routines if possible.

Use the support around you. This may come from your family, friends, and treatment providers.

Intermountain EAP
can be reached at
1.800.832.7733.

NAMI of UTAH
(National Alliance on Mental Illness)
offers free information,
education and support.
They can be reached at
1.801.323.9900.

What We've Done

Leave Management

Established ADAAA Committee

- Standardized process and procedures for evaluating accommodations
- Multidisciplinary committee
- Improved accommodations and limit lost productivity while on the job

Partnered with The Hartford

- Clinical nurse intake model with deep healthcare industry expertise
- Return-to-work coordination
- Analytics on program trends against large healthcare book of business

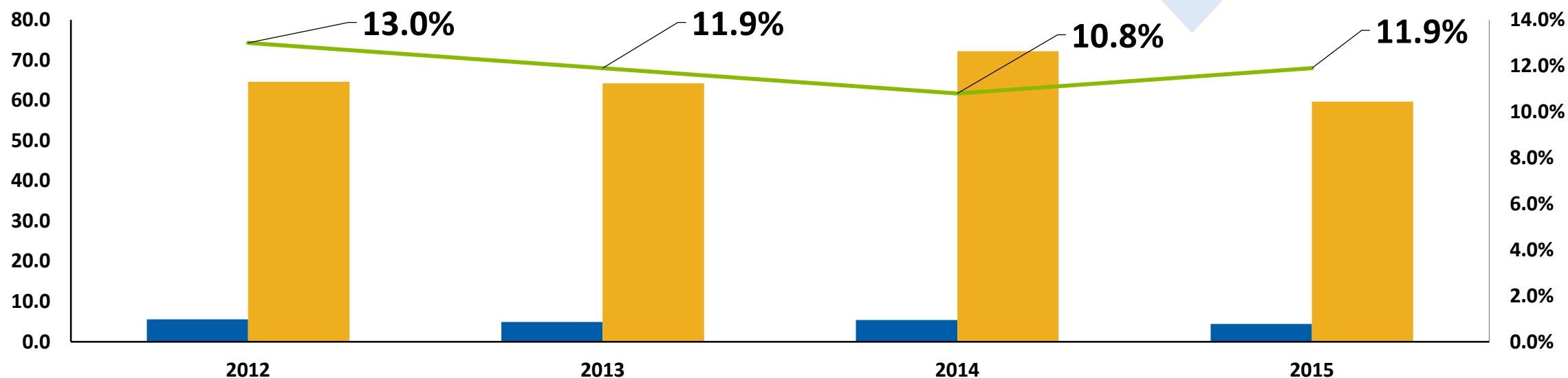
Coordinated EAP and Leave Referrals

- Internal programs ensure coordination for early intervention opportunities
- High referral success rate through inter-company transfers
 - 11.9% utilization rate for EAP

What We've Done

Employee Assistance Program

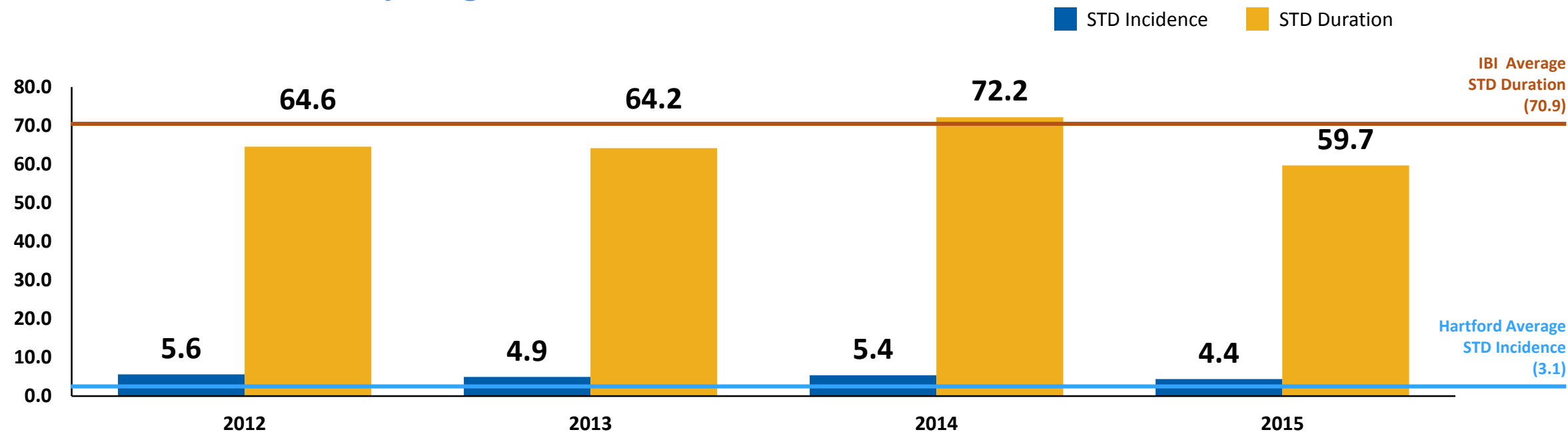
■ STD Incidence ■ STD Duration — EAP Utilization Rate



- 503 individual training sessions
- 135 group training events
- 13 classes for employees and their families

Achieved Outcomes

Behavioral Health, Primary Diagnosis

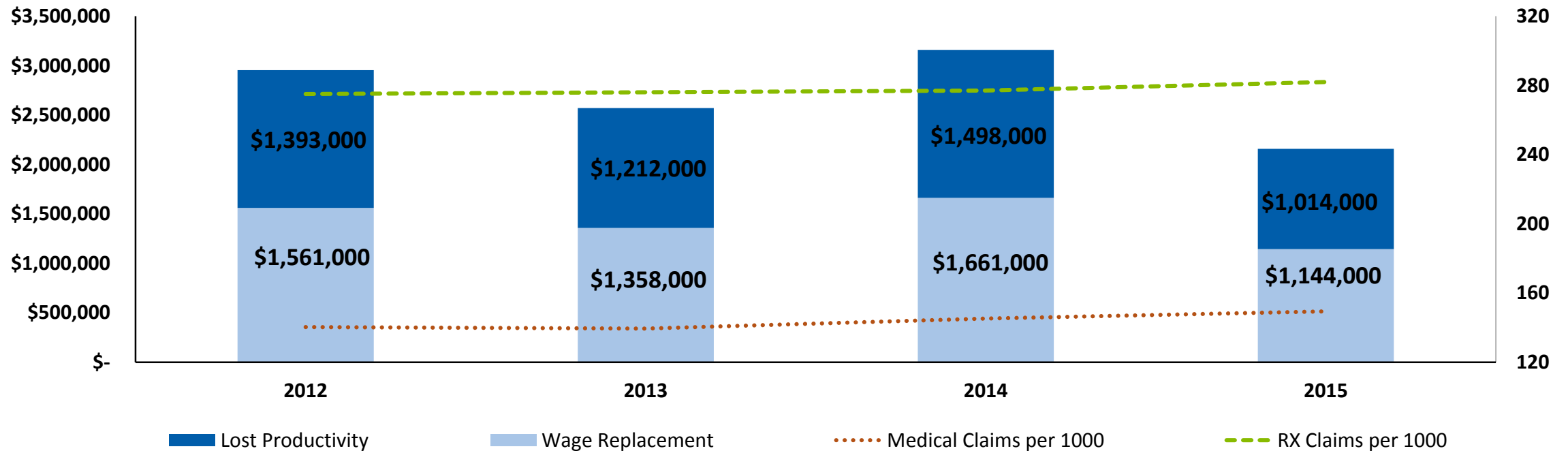


- Duration reduced by 12.5 days
- Incidence reduced by 1 claim per 1000

*Average incidence per 1000 employees for STD; Average duration in calendar days
** Hartford Behavioral Health Benchmark; a total of 7 Hartford clients with same plan design as Intermountain that represent 4,045 total claimants in 2015
*** IBI benchmark for behavioral health claims duration – IBI Hospital Symposium

Achieved Outcomes

Lost Time Costs vs. Medical & Pharmacy Utilization Trends



- Lost productivity and wage costs reduced by an estimated \$1,000,000

Maintaining the Momentum

Monitoring programs and improving productivity

- Monitor plan against historical performance and Integrated Benefits Institute and Hartford benchmarks
- Utilization of productivity metrics to target wellness programs to specific job functions

