



# Mental Health Matters

Publicis Groupe  
2025

United  
Healthcare

# Tammy Huf, BSN, MBA, RN

## *Director of Client Management, Optum Behavioral Health*



Tammy is a Registered Nurse and joined United Health Group in 1999. She is currently responsible for client strategy, education, and innovations that improve the mental health of employee populations.

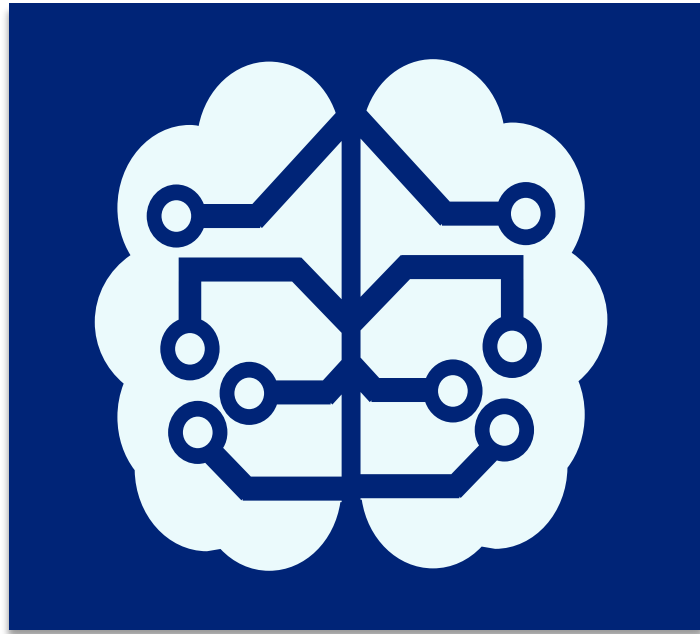
These strategies include understanding network changes, anti-stigma initiatives, clinical trends, and emerging innovations that help members access and engage in behavioral care. Her career has been patient-focused, promoting holistic clinical and behavioral wellness, and increased awareness of how all people can seek and find care.

The presentation today will focus on mental health common conditions, how mental health impacts the entire family and how to find resources based on how individual people like to engage in health care. .



# Mental Health

Mental health is a key component to one's overall health and wellness.



- emotional, psychological, and social well-being
- how we think, feel, and act
- how we deal with stress, relate to others, and make healthy choices



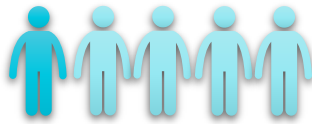
# Mental Health Conditions

- Mental health conditions affect a person's thinking, feeling, behavior or mood and can deeply impact daily life and the ability to relate to others.



**85%**

of consumers said  
mental health issues  
were **disrupting their  
daily life** <sup>1</sup>



**1 in 5**

**children** has a mental  
health condition <sup>2</sup>



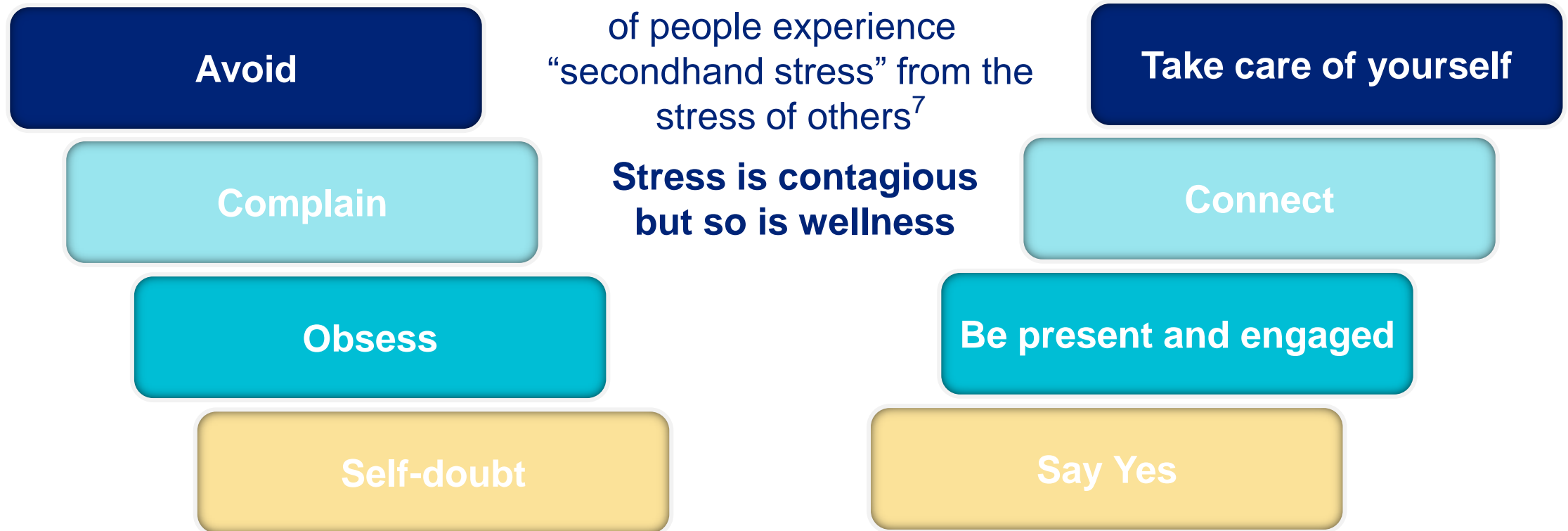
**47.8M**

Americans are living  
with a **substance use  
disorder** <sup>3</sup>



# Stress

- Stress is the body's internal alarm that prepares it for action; the natural instinct to protect oneself
- 30%**

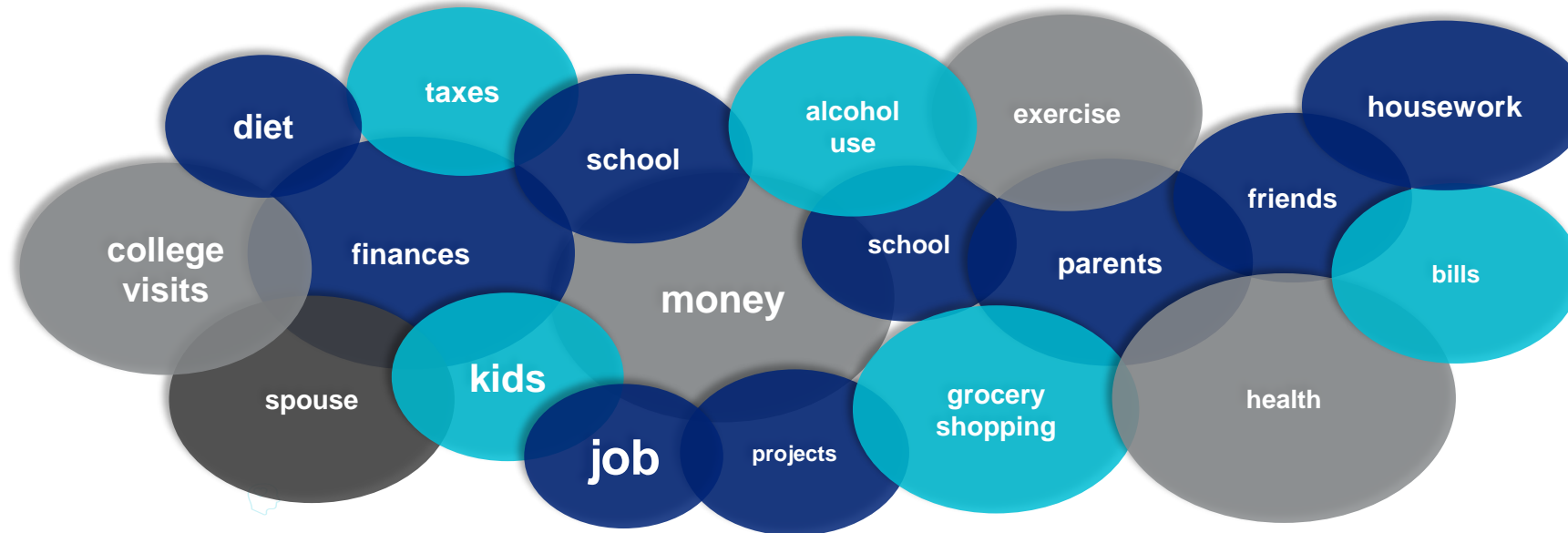


7. Advisory Board, How to be a less-stressed leader; August 2018



# Anxiety

- Anxiety is one of the most common mental health concerns in the world



## Emotional and physical symptoms

- Feelings of dread, tension, moody
- Expecting the worst
- Racing heart, sweating, shaking hands, and shortness of breath
- Headaches, feeling tired, insomnia

## Ways to ease anxiety and panic

- Journaling
- Breathing exercises
- Reframing unhelpful thoughts
- Move your body





# Depression

- Depression is one of the most common mental disorders in the U.S



## Take care of yourself

- ✓ Manage stress by avoid overcommitting
- ✓ Build strong friendships and stay connected
- ✓ Take care of the basics
- ✓ Reflect on the positives in your life, no matter how small
- ✓ Find and maintain a sense of purpose and belonging
- ✓ Seek support

## Take care of others

- ✓ Check on them
- ✓ Ask them open-ended questions
- ✓ Listen without judgement
- ✓ Invite them to join you
- ✓ Share resources



# How the mental health crisis is affecting children

**1 in 5**

children has a mental health condition

**50%**

of mental health illnesses begin by age 14

**4 in 10**

teens reporting that they feel persistently sad or hopeless

**1 in 5**

teens has contemplated suicide



Source: Centers for Disease Control and Prevention. YRBS Data Summary & Trends. [cdc.gov/healthyyouth/data/yrbs/yrbs\\_data\\_summary\\_and\\_trends.htm](https://cdc.gov/healthyyouth/data/yrbs/yrbs_data_summary_and_trends.htm). Last reviewed April 27, 2023.





# How children's mental health impacts the workforce



At least once a month:

**75%** of parents missed work (full or partial day)

**72%** of parents had work interrupted

**58%** of parents felt like work quality was negatively affected

**50%** felt unprepared in a meeting

**50%** fell behind on workload

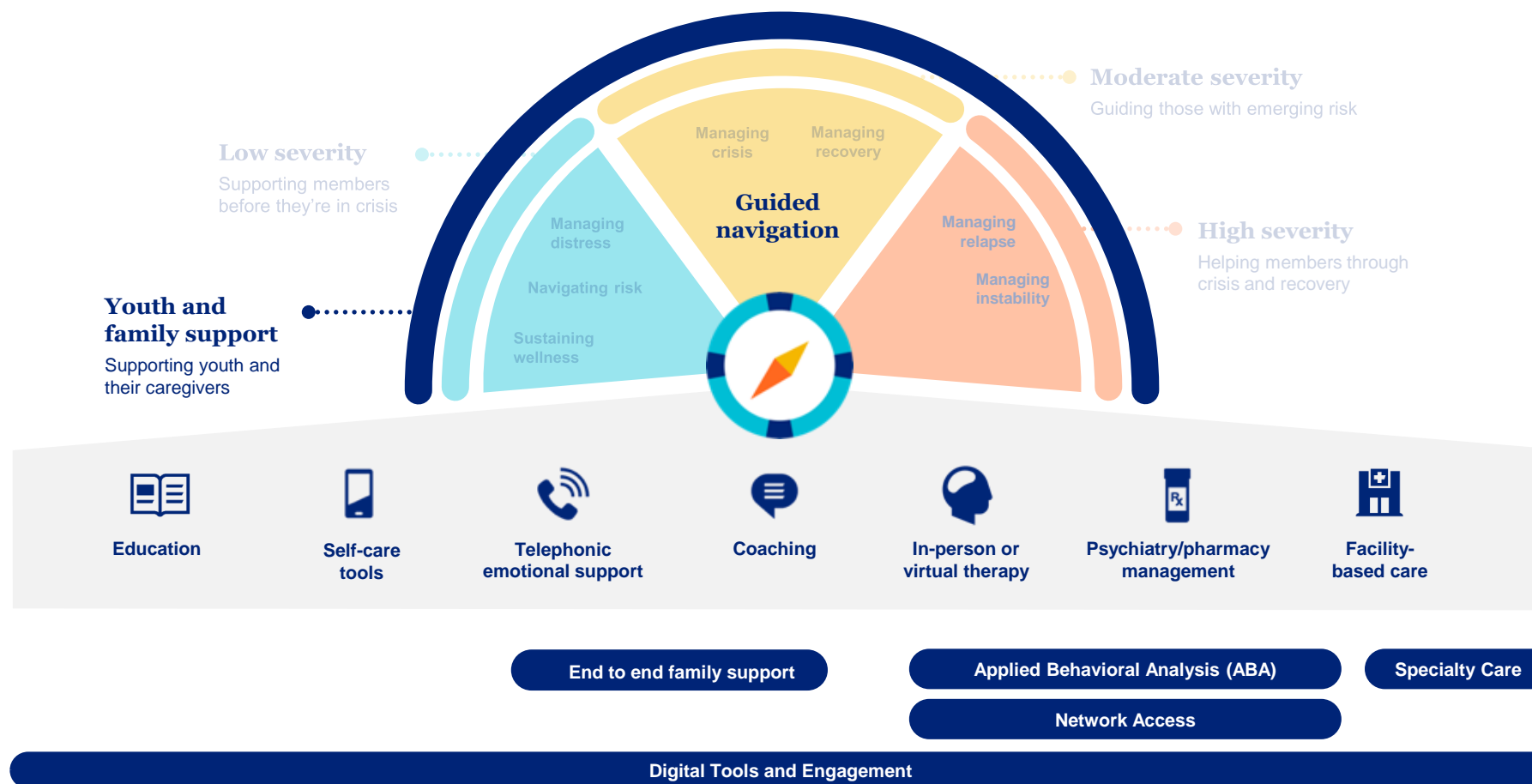
\*The Great Collide 2022 report. On Our Sleeves: The Movement for Children's Mental Health.



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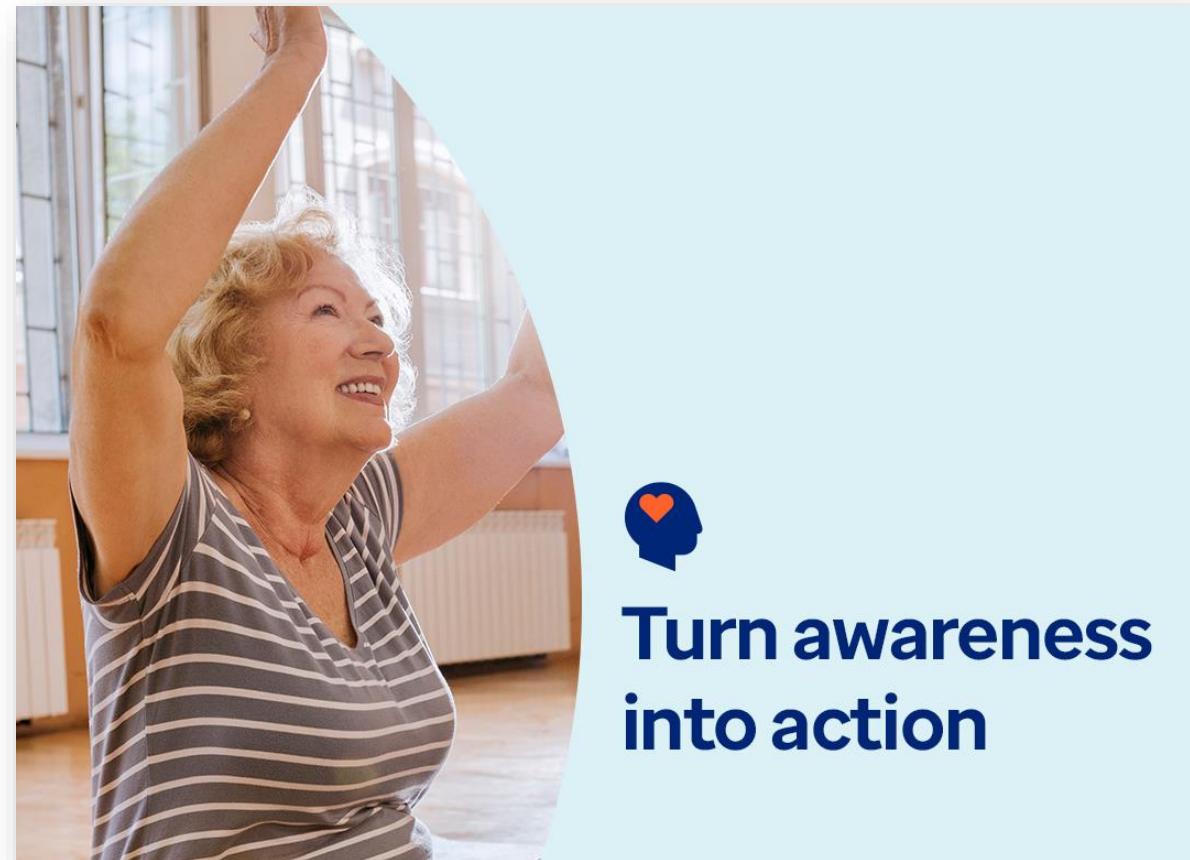


# Guiding adults, youth and caregivers to the right care for their unique needs across a full range of behavioral health solutions



**It's one thing to know about the importance of mental health — and quite another to turn your awareness into action. How we manage our feelings, thoughts and behaviors is important to supporting our well-being. So is knowing when to ask for help.**

- Value yourself
- Make decisions
- Let go
- Empower yourself to change
- Take care of yourself
- Seek Support



**Practicing mindful living is a great way to support your mental health and wellbeing. By helping you be present in the moment, mindfulness can help you feel calmer and more joyful.**

- Set an intention each day
- Pause throughout the day to take in the moment
- Move your body intently
- Notice your emotions
- Make a commitment to yourself



**Practice  
mindfulness**



**A good therapist will show you respect and make you feel safe and heard. They'll also help you understand more about how you're feeling. It's part of how they support you.**

- Consider what you need – and prefer
- Cultural considerations
- Convenience factors
- How to find a therapist
- What to ask at the first visit

## **Know when to seek support**





**Boundaries come in many forms, including emotional, physical, time, financial and sexual. When you set healthy personal boundaries, you're valuing yourself and protecting your health and well-being.**

- Step 1 – Self reflect - Take a moment to think about your current life in terms of your time, emotions and physical space.
- Step 2 – Identify boundaries to make - Identify boundaries to make  
Review your answers in Step 1. Choose those that most stand out to you.
- Step 3 – Brainstorm guidelines...For each boundary noted in Step 2.
- Step 4 – Make a plan. Next, consider ways you could set the boundary.
- Step 5 – Anticipate challenges. Consider potential challenges and ways to overcome them.
- Step 6 – Follow through. For each identified boundary need, first write down the action(s) you need to take to either set a new one or adjust an existing one. Then consider and write down how you will support yourself in the process.
- [May 2025 Empowering yourself with healthy boundaries en-US.pdf](#)



**Set healthy boundaries**





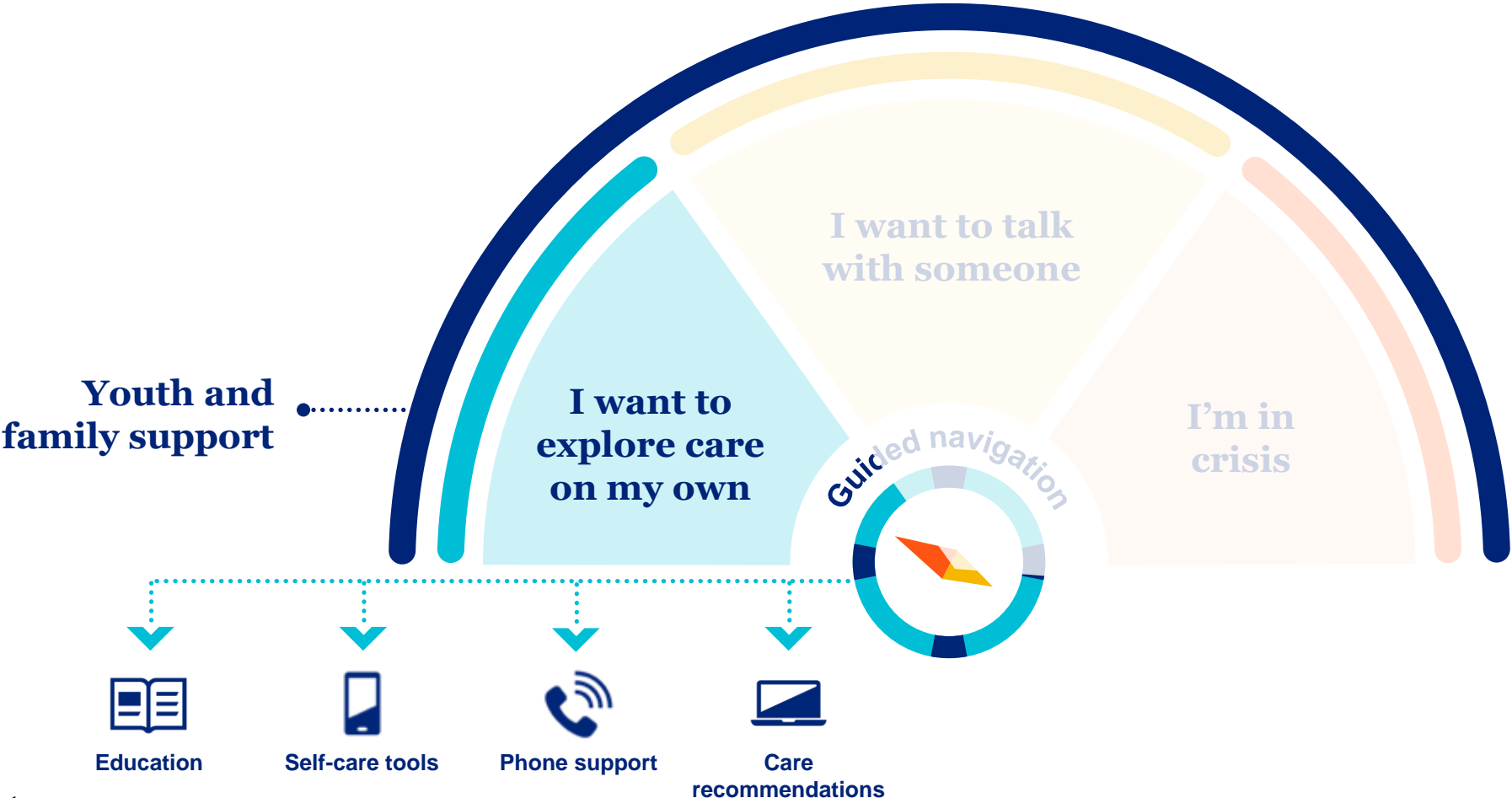
# The mental health journey

Emotional well-being can fluctuate. Some examples include feeling confident and resilient to being overwhelmed or in need of ongoing or crisis care. To help you and your family, individual and **youth and family support** are available whenever you need it.



# I want to explore care on my own

These resources are available to help you handle temporary and mild stress, anxiety or depression.



# Member navigation digital guidance on myuhc.com



**Dr. Yusra Benhalim**  
Sr. National Medical Director,  
Behavioral Solutions

**“Throughout this experience we want to help support the member with what they think is important. Their experience and journey should reflect their priorities, on their terms.”**

### What are your goals?

Thinking about your goals can be a good first step. Choose all that may apply to you. Your responses are confidential and will not be shared with your employer.

Feel less lonely or isolated

Feel less sad

Feel less worried

Feel less hopeless or worthless

Cut down on drinking or drug use

Cope better with stress

Improve relationships

Have more energy and focus

Not sure or none of these

< Back

Continue



# Myuhc.com Mental Health Hub

Medical

Mental Health

Prescription Drug

Dental

Vision

Additional benefits

Plan Documents

All exclusions >

Go To Top ↑

Mental Health

Your plan

Coverage from 1/1/2022

Member covered Chrisdemo

Employee Assistance Program (EAP) >

To help support you, your health plan provides null sessions per issue per year with network therapists and psychologists participating in EAP, at no additional cost to you. Services are completely confidential and will not be shared with your employer.

You pay

\$0

For up to null sessions, once authorized

Chat

Explore all your mental health benefits >

View the benefits covered as part of your health plan. Learn how benefits may support you.

• Coaching, counseling, and therapy to talk with someone.

• Courses and digital tools to support you at your own pace.

• Parenting and caregiving resources to support someone in your care.

• Substance use resources for help on your road to recovery.

View all mental health coverage

Find a mental health provider

Member

Filter services

Choose which services display on the page. Note: You must have at least one service category selected.

☒ Self-care courses & tools

☒ Coaching, counseling & therapy

☒ Parenting & caregiving

☒ Substance use

Reset filters

Learn about mindfulness

Lessons include in-the-moment tips and exercises for mindfulness.

Take course on mindfulness

Skills to help with anxiety

Get exercises and information that may help you navigate anxiety.

Start lesson on anxiety

Learn about resilience

Learn tools to build resiliency at your own pace.

Take course on resilience

Skills for cultivating joy

Learn a strategy for finding joy in even the most difficult times.

Take course on joy

Skills for better sleep

Learn how sleep works and how to make sleep work better for you.

Take course on sleep

Learn relationship skills

Learn ways to connect, navigate change and resolve conflict.

Take course on relationships

Self Care by AbleTo >

Get self-help tools and techniques that may help boost your mood. Anytime, anywhere. Online or through the mobile app.

You pay

\$0

For Self Care by AbleTo

Sanvello Self-Care App >

The Sanvello Self-Care App gives you powerful tools to help dial down the symptoms of stress, anxiety and depression – anytime. Your coverage includes a premium subscription.

You pay

\$0

For Sanvello Self-Care App

Live and Work Well by Optum >

Access videos, articles and resources explaining a range of self-help and professional care options that can help you be informed and take action.

You pay

\$0

For Live and Work Well

Go to top ↑

United Healthcare

Messages

Search

My Account

Home

Find Care & Costs

Claims & Accounts

Coverage & Benefits

Pharmacies & Prescriptions

Health & Wellness

Home > Coverage and benefits > Mental health

Mental health benefits and resources

Know what's covered and included. Below are the mental health benefits and resources you are eligible for as part of your health plan.

Not sure where to start?

If browsing your mental health benefits feels overwhelming, answer a few questions about what you or your family member is going through and we will suggest some options for you to consider.

Get recommendations

Filter services

Choose which services display on the page. Note: You must have at least one service category selected.

☒ Self-care courses & tools

☒ Coaching, counseling & therapy

☒ Parenting & caregiving

☒ Substance use

Reset filters

Self-care courses & tools

Consider turning to these courses and tools at no additional cost when you want to work on skills to support your mental health at your own pace, between visits with a provider or if you're not ready to talk to someone yet.

Learn about mindfulness

Lessons include in-the-moment tips and exercises for mindfulness.

Take course on mindfulness

Skills to help with anxiety

Get exercises and information that may help you navigate anxiety.

Start lesson on anxiety

Learn about resilience

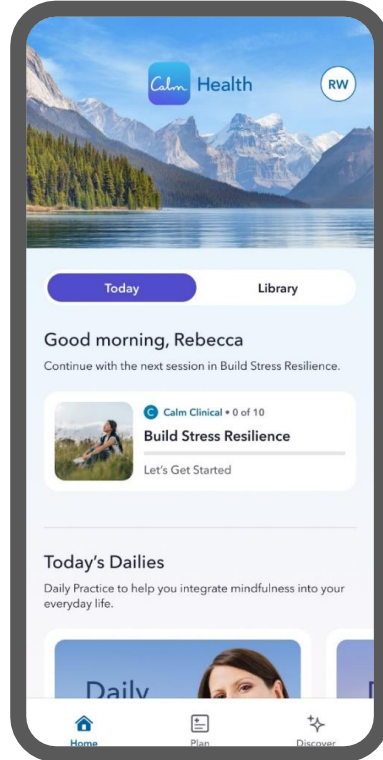
Learn tools to build resiliency at your own pace.

Take course on resilience

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# Calm Health providing access to mental well-being support



## On-demand, integrated support with no out-of-pocket member costs



**24/7 access to digital content** for sleep, stress, and mindfulness—enhanced with evidence-based modules created by psychologists

### Topics include:

- Mental health conditions like anxiety and depression
- Physical conditions like diabetes and cancer
- Lifestyle issues like sleep and stress



**Industry recognized screenings** help users track symptoms over time and results inform personalized recommendations



**Referrals and navigation** to additional support, including coaching or therapy, based on individual screening responses



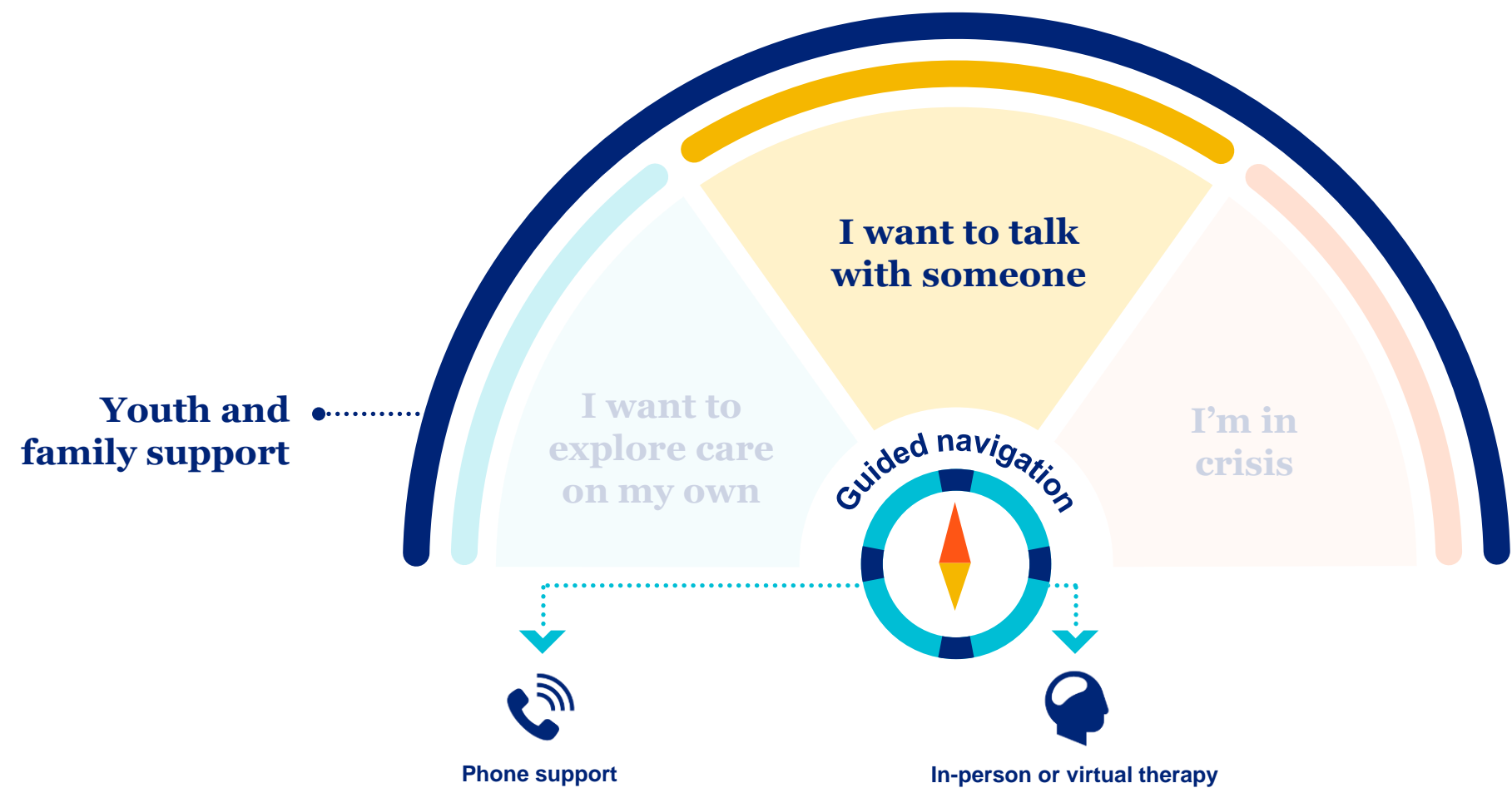
**Robust metrics and reporting** to help organizations understand well-being needs, utilization and engagement

Calm Health is not available to UnitedHealthcare E&I Fully Insured customers/members in District of Columbia, Maryland, New Jersey, New York, Pennsylvania, Virginia and West Virginia due to regulatory filings. Employee benefits including group health plan benefits may be taxable benefits unless they fit into specific exception categories. Please consult with your tax specialist to determine taxability of these offerings. Images provided for illustrative purposes only.



# I want to talk with someone

These resources are available to help with depression, stress and anxiety that are affecting everyday life.





# Your caring advocates address benefit inquiries and help members find resources



**Your Premier Advocate team** helps support members behavioral health needs by:

- Answering benefit, coverage and claims inquiries
- Assisting with behavioral health provider searches
- Finding crisis support, as needed
- Connecting members to support programs and tools
- **1-833-313-2025, 8 am – 8 pm in your time zone**



# Providing greater access to behavioral care

We're using virtual technology to help expand access to care. Employees may receive help from a behavioral health specialist in 1 of 3 ways:

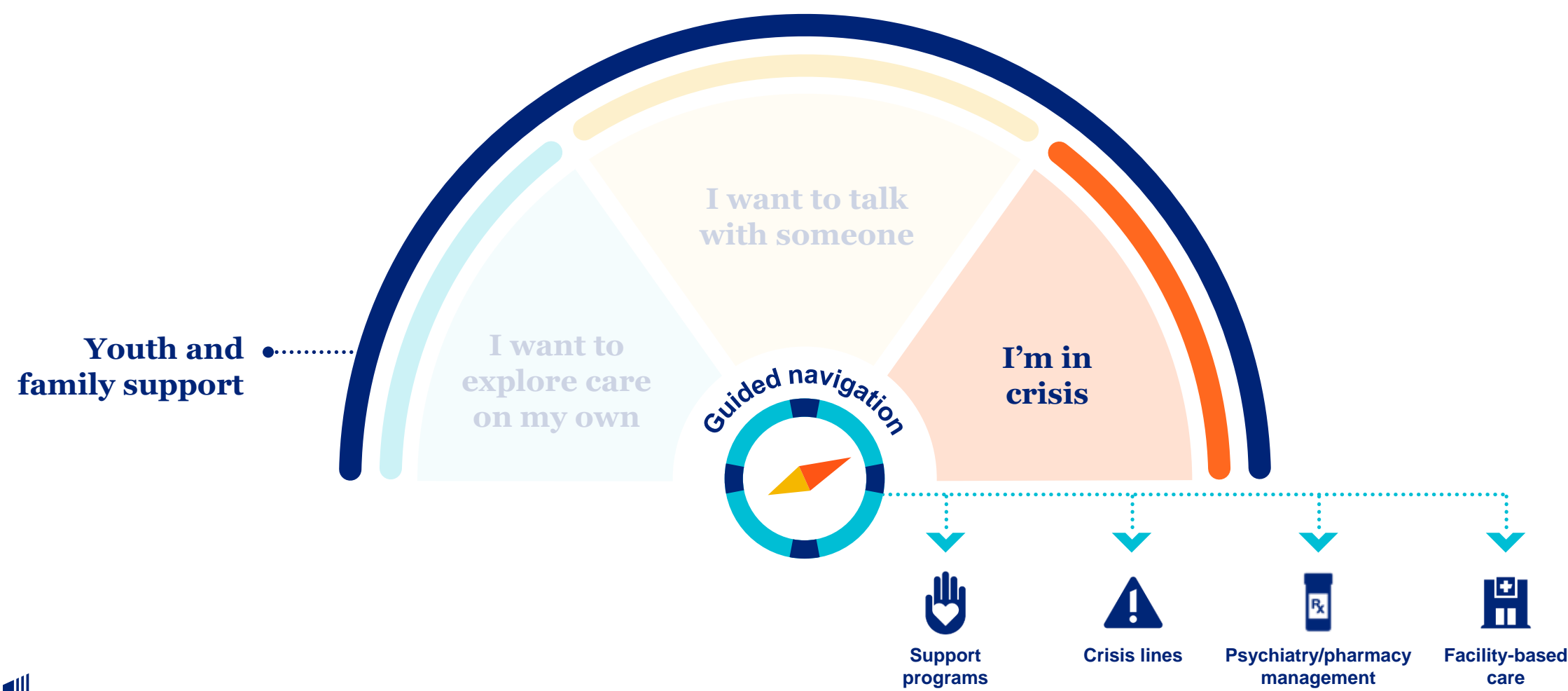
- 1 Office only**  
Provider sees patients in an office setting
- 2 Virtual only**  
Provider sees patients via video-enabled technology; they don't have a physical office location
- 3 Office and virtual**  
Provider conducts sessions in the office and via video-enabled technology; patients may choose to see the provider in 1 or both settings

Behavioral Health virtual visits may provide similar outcomes for many conditions — and cost the same — as in-person office visits.



# I'm in crisis

These resources help with conditions that impact your ability to work or negatively affect your health.



# Comprehensive support for members in crisis

When a member is in crisis, they receive rapid access to support, along with clear guidance toward immediate solutions to address their needs

## Access to support through call and digital experience



Member engages by calling **833-313-2025** which is on the health plan ID card



Member engages by exploring care options on **myuhc.com**® or the UnitedHealthcare® app, which directs member to call a Clinical Care Advocate



### Mobile Crisis Team

Face-to-face assessment, intervention and stabilization services at home, school or in the community; provides safety measures and therapeutic services on site; connects member with ongoing outpatient care

### Psychiatric Urgent Care

Clinical Care Advocate connects member with urgent care provider; member is scheduled for an in-person or virtual appointment with a psychiatrist within 48 hours

### Facility-based Crisis Care

Referral to facility-based crisis care; may be at member's request or recommendation for the member's safety or urgent access to medication

### Substance Use Helpline


Free, confidential alcohol and drug addiction support

### 988 Suicide and Crisis Helpline

National option when a member or loved one is having a mental health crisis or thoughts of suicide

### 911 Emergency Services

For immediate, life-threatening emergencies

 Members can access these help lines without speaking to a Clinical Care Advocate. Resources are found on myuhc.com and UnitedHealthcare app.



# Substance Use Disorder Helpline

## 855- 780-5955

- Connecting individuals to specialized substance use recovery advocates

The SUD Helpline provides immediate, locally-based provider referrals and other confidential assistance to members 24/7 at no additional cost. Callers can remain anonymous during the interaction.

### The substance use recovery advocate will:



Take the time to provide the appropriate next steps



Provide expert decision support and connection to immediate clinical evaluations



Arrange an immediate evaluation with a trusted, licensed substance use provider, typically within 24 hours

# 90%

of individuals who identify themselves when calling the SUD Helpline use in-network treatment, leading to **better outcomes and a lower total cost of care**<sup>1</sup>



In 2023, more than 9,200 calls handled with on average 12.76 minutes time spent with a caller<sup>2</sup>

1. Substance Use Disorder Helpline performance monitoring and related claims (2018–2021 data); Nussbaum April 2022.

2. MISskillreporting, 2022. Nussbaum March 14, 2024



# Your support, your path





# Q&A

## Questions and wrap-up



# Resources



## Premier Advocacy Team



833-313-2025



UnitedHealthcare® app



myuhc.com®

## How to download Calm Health from myUHC

How do I find the Calm Health landing page within myuhc.com®?

If you are logged in to your myuhc.com account and trying to find the Calm Health landing page:

- Navigate to the “Coverage and Benefits” tab
- Click on “Mental health” > “View all mental health coverage”
- On the Mental health benefits and resources page scroll down to the Calm Health section



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