



Mental Health Navigator

Expert guidance helps members find and stay on the best path to recovery.

Each member's mental health journey is unique. For some, finding and staying on the right path is difficult. With Mental Health Navigator, carefully selected expert psychiatrists can review a member's diagnosis and treatment plan from their primary care physicians or other practitioners. When necessary, the expert will recommend modifications with their findings. A personalized action plan is then created for each member. Dedicated Navigators provide collaborative ongoing support to assist with members' action plans, helping them make each next step with confidence.

16M

Americans live with major depression

70%

of mental health patients have a medical comorbidity

\$201B

spent annually on mental health in the U.S.

When individuals suffering from physical issues also have mental health conditions, their costs are two- to three-times greater than those without mental health concerns.

How Mental Health Navigator works



Initiate

The member provides basic information, including eligibility, by app or phone.



Visit

Members provide a comprehensive medical history and have their medical records collected on their behalf.



Personalized plan

After completing an in-depth review of the medical case, the expert provides their recommendations and a personalized action plan.



Support

Ongoing navigational support is provided by mental healthcare providers.

Benefits

Expert intervention

Members can find confidence in the expert assessment of their existing diagnosis and treatment plan.

Improved outcomes and lower costs

Ensuring accurate diagnoses and effective treatment plans help reduce the high costs associated with absenteeism, increased disability claims, and decreased productivity.

Personalized support

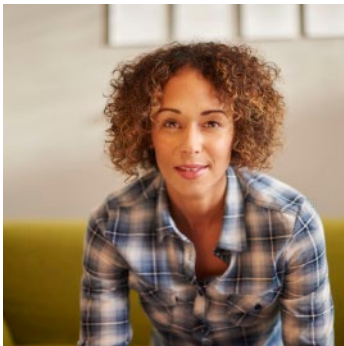
The highly personalized action plan combined with the guidance from a dedicated navigator helps members find and stay on the path to mental health.

How Navigator delivers value

- Provides confidence in the diagnosis and treatment plan with a personalized action plan
- Discreetly helps navigate members through the complex, often disjointed mental health system
- Reduces costs associated with absenteeism, increased disability claims, and decreased productivity
- Provides more value from existing mental wellness partners such as EAP and carve-out providers with dedicated clinical integration

Support provided by the Navigator

- Coordination with primary care
- Peer support
- Health Plan case manager
- Connect to local counselling
- Community support



“I hadn’t had any direction for the past 8 years. [With Mental Health Navigator] I feel like someone has finally listened to me.”
Tina D, health plan member

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About Teladoc Health

Teladoc Health is the global virtual care leader, helping millions of people resolve their healthcare needs with confidence. Together with our clients and partners, we are continually modernizing the healthcare experience and making high-quality healthcare a reality for more people and organizations around the world.

