

CLIENT SUCCESS STORY

Helping one family at a time starts at home



Through compassionate, culturally sensitive, strength-based behavioral health services, Red Mountain Behavioral Health Services' (RMBHS) team of therapists, counselors and behavioral health technicians carry out their mission of healing lives, bringing hope and serving others "one family at a time."

The Challenge

Supporting and strengthening families in times of crises is a rewarding yet challenging job. It requires building trust and therapeutic relationships; it often also means being available outside of normal business hours. And while being there for others is a cornerstone of RMBHS, its human resources team recognized that many employees were struggling to find time to care for their own health. They initially launched virtual care for general medical, and due to the program's success, when their broker introduced them to the HealthiestYou Complete Bundle, they quickly adopted the expanded offering.

By expanding to the HealthiestYou Complete Bundle, RMBHS increased its savings from General Medical by more than 56%.

Our Approach

Expand access

- Expand offering to include Mental Health Care, Expert Medical Services, Neck and Back Care and Dermatology
- Offer a \$0 copay for all employees to drive wide adoption of services

Promote

- Remind employees of their benefits when they call out sick, share member testimonials and regularly communicate the benefits of the bundle
- Include HealthiestYou as a key part of its company culture to remove stigma

"The biggest value HealthiestYou provides Red Mountain is a sense that we genuinely care about our employees and their families. It has been a real game-changer for us."

Teddie Cox Lance, Human Resources Administrator, Red Mountain Behavioral Health Services



WHEN A PANDEMIC HITS CLOSE TO HOME

Helping the communities that need it most

COVID-19 impacted certain rural Arizona communities especially hard. And while the RMBHS staff remained committed to meeting the growing demand of its clients, their resourcefulness was put to the test as they navigated new challenges of working remotely. Soon, many on the team began to encounter burnout and, under the weight of the virus, suffered from anxiety and mental health stressors themselves.

The human resources team came to rely on HealthiestYou as an essential resource for addressing employee questions about COVID-19 symptoms and other concerns related to the virus. They also reminded employees of the available Mental Health Care benefit.

General Medical utilization and savings

With only General Medical:

84.2% utilization
\$31,537 savings

After adding the HealthiestYou Complete Bundle:

109% utilization
\$49,115 savings

Results

July 2019 to June 2020:

+109% General Medical utilization
+247% Mental Health Care utilization

+101% Dermatology utilization

Summary

For RMBHS, making a meaningful impact for its clients hinges on a staff that is both physically and mentally healthy. HealthiestYou has become a go-to resource for the human resources team and the organization's leadership. More importantly, it has become an ingrained part of its culture of care. And while the HealthiestYou Complete Bundle saved RMBHS an estimated \$58,000 in just one year, RMBHS doesn't measure its return on investment in only dollars and cents. It looks to its employees' satisfaction and loyalty as well. In partnership with HealthiestYou, RMBHS can care for both its clients' families as well as its own.

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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.