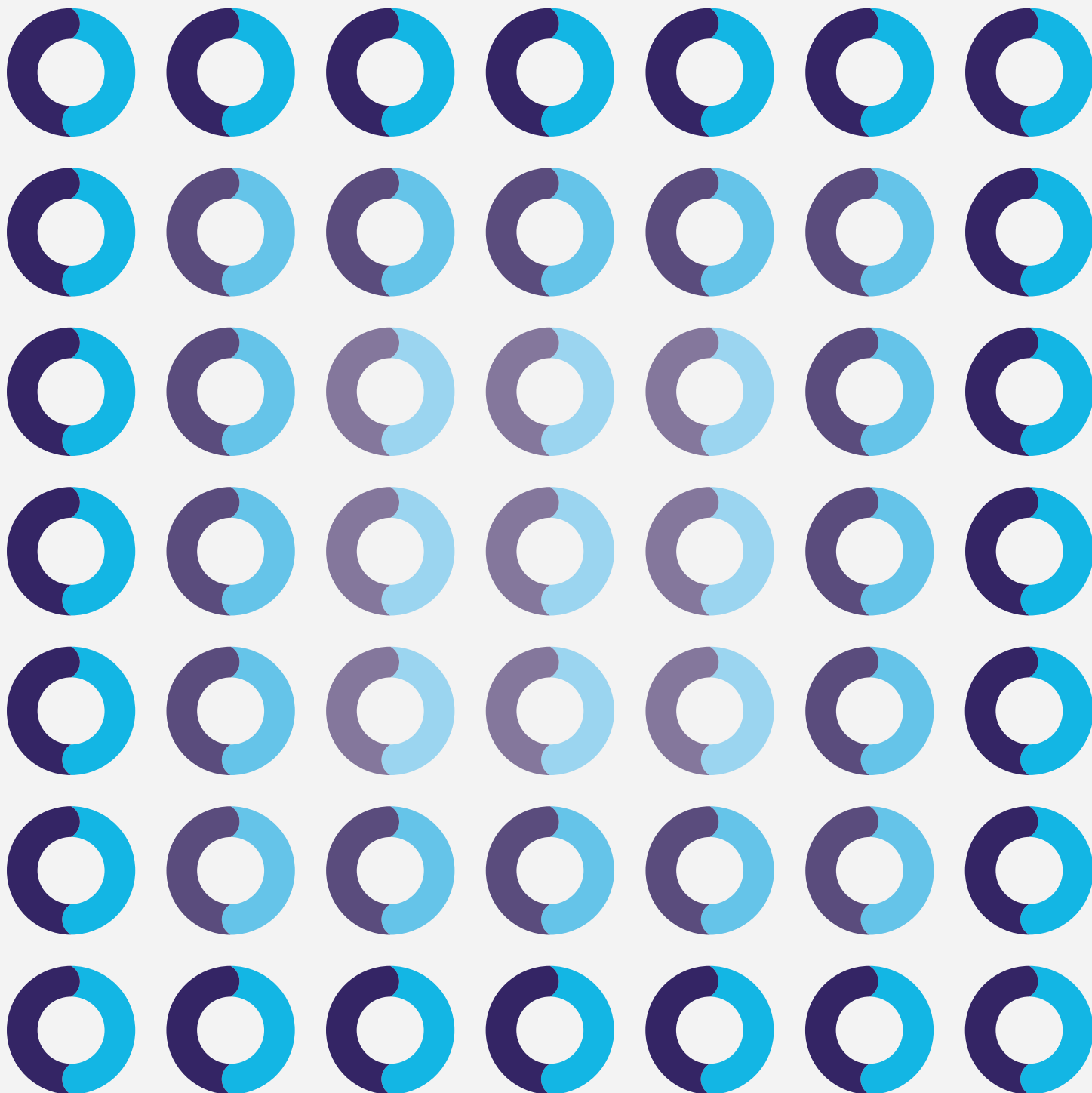


Virtual Behavioral Healthcare

Breaking Down Barriers and
Increasing Access to Quality Care





Executive Summary

One in five adults faces a medically diagnosed mental illness at some point in their lifetimes, but there are many barriers to treatment. Learn more about:

- The impact of mental illness on employers and their employees
- How a virtual behavioral healthcare solution can solve access barriers
- How to improve employee health and your organization's bottom line

Problem

Out of nearly 300 illnesses and injuries, major depressive disorder is the second-leading global cause of disability, and anxiety disorders are ranked seventh on that list.¹ Further, 1 in 25 adults has a serious mental health condition that severely affects their everyday living²—keeping them from being able to work, have relationships, or even live on their own.

Because there are many barriers to behavioral health treatment, such as the stigma associated with mental health issues, prolonged wait times for appointments, and the inconvenience and disruption of meeting with traditional “brick-and-mortar” providers, employees are looking to employers to provide a solution. And it's in employers' best interests to ensure their employees have access to the kinds of healthcare they need.



1 month

The national average wait time for a visit³

Employers that offer convenient ways for their employees to identify and treat mental health issues will see increases in productivity, as well as lower costs as a result of proactively treating comorbidities when mental health issues occur alongside physical conditions.

\$201B

is spent on behavioral healthcare annually.⁴

53%

of mental illnesses are misdiagnosed.⁵

+50%

of patients have a physical comorbidity.⁶

100M

North Americans experience shortages of mental health providers.⁷



The impact of mental illness is widespread

There are many reasons why employees don't seek out care, but social stigma remains one of the most common barriers to accessing mental health treatment. Seventy-five percent of those with a mental illness firmly believe that others think less of them, judge them, or at the very least are not caring or sympathetic to them. Employees who want to maintain anonymity may fear that seeking treatment at a brick-and-mortar setting will not allow them to do so easily.⁸

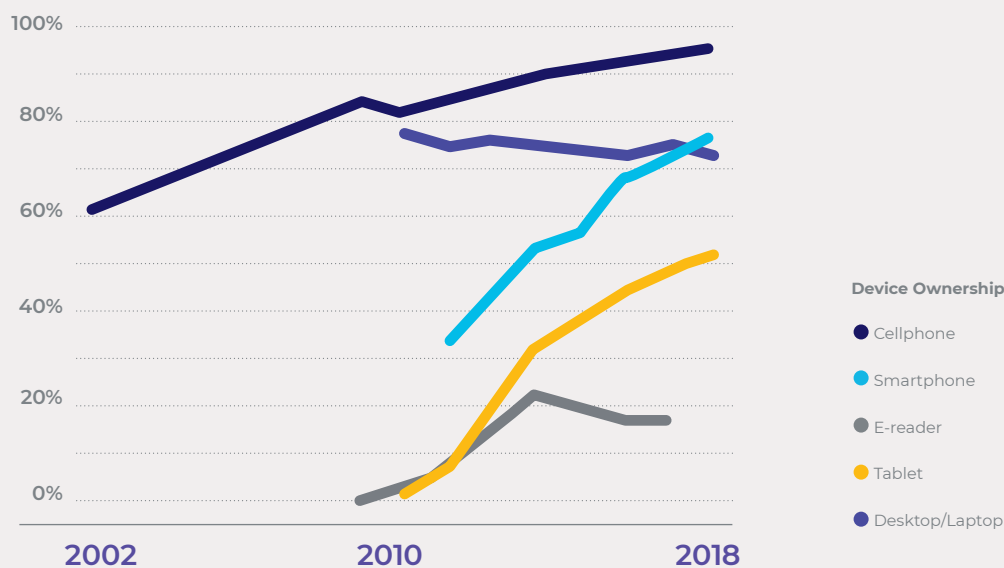
However, neglecting to treat mental health disorders comes at a high cost, both emotionally and financially. It can lead to disability, addiction, incarceration, dropping out of the educational system, homelessness, and suicide—which is the second-leading cause of death in young adults, and the 10th-leading cause of death overall.⁹ Lack of proper treatment can also worsen comorbid conditions such as diabetes, cardiovascular disease, pulmonary disease, and chronic pain.

75%

of those with mental illness firmly believe that others think less of them

Consumers are changing, and healthcare needs to change with them.

Today, more people than ever are connected by internet and mobile devices.¹⁰ Nearly 75 percent of them are open to using the internet or mobile apps to manage their healthcare needs.¹¹



Improve outcomes with virtual behavioral healthcare

Employers can address the challenges these trends present with virtual care. As the global leader in virtual care, Teladoc Health set out to find a better way to connect doctors and patients. We cover a broad spectrum of healthcare needs—creating a new kind of healthcare experience with better convenience, outcomes, and value. One part of our comprehensive virtual care offerings is our integrated Behavioral Health Solutions, which utilizes a care model that allows members to navigate and manage a mental health issue.

Behavioral health services offer confidential, cost-effective care that overcome the most common barriers that exist with traditional care, stigma, and access. A virtual platform offers care seven days a week by phone or video, which makes it easier and less intrusive. For example, those with severe social anxiety may at first have trouble leaving their homes or comfort zones to seek treatments.

Further, a virtual solution offers reassurance of the correct diagnosis and treatment pathway, integration with other mental health and wellness providers, expert support for primary care providers, and coordination of healthcare management.

“[Virtual visits are] a prime opportunity from a treatment and engagement perspective because they’re doing it on their own time in a safe environment that’s comfortable for them.”

Chris Dennis, MD, MBA,
FAPA, and behavioral health expert
at Teladoc Health

5 reasons virtual behavioral health makes all the difference

1

If employees are unsure of a diagnosis, the best option is to receive an in-depth review of their diagnosis and treatment by an expert physician, a comprehensive process that results in either a confirmation or a correction of the diagnosis and treatment plan.

2

Just a diagnosis and treatment recommendation isn't enough. Providing further navigational support helps employees put their treatment plan into action and ensures that those in need of a provider get help finding one.

3

Some employees face barriers to treatment, which is when virtual visits can fill the gap. In providing access to board-certified providers on a virtual platform, employees can better keep up with the commitment of seeing a mental health provider.

4

Virtual care allows employees to choose their own provider based on their needs, set a convenient date and time, meet with the provider via phone or video, and schedule follow-up visits with the same provider.

5

With Teladoc Health, employees have access to the care they need.

88%

improved diagnosis after an expert review

72%

of patients with depression improved after two visits

81%

improved treatment after an expert review

69%

of patients with anxiety improved after two visits

68%

changed medication after an expert review

Client Story

After continued success with Teladoc Health, one client decided to expand its offerings to provide specialized support for mental health and dermatology conditions. The company wanted to reduce absenteeism and presenteeism associated with these conditions and provide greater access and convenience to cost-effective, high-quality care.

- The client offered our General Medical Services to its employees and recently began offering Behavioral Health Care, allowing employees to visit with a mental health provider virtually, and Dermatology, allowing them to consult with a dermatologist.
- By taking advantage of our surround-sound engagement science, the client was able to effectively let employees know of the new services, and in the first month, **utilization jumped 20%**.
- By providing employees with care when they most needed it, the client **saved \$200,000**.



Conclusion

When employees realize they need care for mental health concerns, virtual care is a convenient, effective way of providing that treatment—and in some situations, it can work even better, especially when other options don't.

Our solutions can offer convenient, remote access to quality clinical and mental healthcare. Patients are able to access care when they want to, how they want to, and when they are motivated to do so, which is optimal for improved outcomes.

How Teladoc Can Help

Teladoc Health's Behavioral Health Solutions focuses on meeting patients where they are. It includes nearly all types of treatment that currently exist for mental health treatment for conditions ranging from anxiety and depression—our most common conditions—to PTSD, panic disorders, domestic issues, eating disorders, and substance abuse. With a truly integrated offering, we provide our members with support throughout the entire process, whether they need virtual counseling on a schedule that works for them, expert advice on their diagnosis and treatment, or both.

1. Leading Causes of Global YLDs: Individual Diseases/Disorders. (2010). National Institute of Mental Health. Retrieved from <https://www.nimh.nih.gov/health/statistics/global/leading-causes-of-global-ylds-individual-diseases-disorders.shtml>
2. Mental Health By The Numbers. (n.d.). National Alliance on Mental Illness. Retrieved from <https://www.nami.org/Learn-More/Mental-Health-By-the-Numbers>
3. Long Wait Times Typical for Psychiatry Appointments. (2014). *Psychiatry Advisor*. Retrieved from <https://www.psychiatryadvisor.com/practice-management/long-wait-times-typical-for-psychiatry-appointments/article/377654/>
4. Holmes, L. (2016). The Highest Health Care Cost in America? Mental Disorders. *Huffington Post*. Retrieved from https://www.huffingtonpost.com/entry/highest-health-costs-mental_n_574302b8e4b045cc9a716371
5. Moss, G. (2016). 5 Mental Health Disorders That Are Often Misdiagnosed. *Bustle*. Retrieved from <https://www.bustle.com/articles/165839-5-mental-health-disorders-that-are-often-misdiagnosed>
6. Druss, B. G. and Walker, E. R. (2011). Mental disorders and medical comorbidity. Robert Wood Johnson Foundation. Retrieved from https://www.integration.samhsa.gov/workforce/mental_disorders_and_medical_comorbidity.pdf
7. Radnofsky, L. (2015). Where Are the Mental-Health Providers? *The Wall Street Journal*. Retrieved from <https://www.wsj.com/articles/where-are-the-mental-health-providers-1424145646>
8. Attitudes Toward Mental Illness: Results From the Behavioral Risk Factor Surveillance System. (2012). Centers for Disease Control and Prevention. Retrieved from https://www.cdc.gov/hrqol/Mental_Health_Reports/pdf/BRFSS_Full%20Report.pdf
9. Mental Health By The Numbers. (n.d.). National Alliance on Mental Illness. Retrieved from <https://www.nami.org/Learn-More/Mental-Health-By-the-Numbers>
10. Mobile Fact Sheet. (2018). Pew Research Center. Retrieved from <http://www.pewinternet.org/fact-sheet/mobile/>
11. How Smartphones Are Changing Health Care for Consumers and Providers. (2010). California HealthCare Foundation. Retrieved from <https://www.chcf.org/wp-content/uploads/2017/12/PDF-HowSmartphonesChangingHealthCare.pdf>

LEARN MORE

TeladocHealth.com | engage@teladoc.com

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.

