

Integrated mental healthcare services for vulnerable populations



INDUSTRY: Nonprofit health plan

EMPLOYEES: 4,500+

MEMBERS: 2 million

TELADOC HEALTH PRODUCTS: myStrength

Summary

CareSource's mission is to make a lasting difference in its members' lives by improving their health and well-being. **Central to CareSource's whole-person health strategy is offering a full spectrum of tailored, personalized mental health services to improve health outcomes and life satisfaction—especially among its most vulnerable members.**

“It’s been telehealth and remote services that have enabled our members to continue [to receive] care and enable new members to get care.”

Jonas Thom, Vice President, Behavioral Health, CareSource

Challenge

CareSource provides healthcare coverage for many of the nation’s most vulnerable populations—including Medicaid members who may be at greater risk of mental health challenges due to lower income levels, reduced access to care, and chronic and complex medical conditions. Isolation during COVID-19 further increased the incidence of anxiety, while government-mandated lockdowns made it more difficult for members to access the physical and mental healthcare they needed.

To address these challenges, CareSource looked to close the gaps in its mental health coverage and extend the care its behavioral health professionals could offer.



Up to 22k%

INCREASE IN BEHAVIORAL
TELEHEALTH AND REMOTE SERVICES
UTILIZATION SINCE THE START OF
THE PANDEMIC.¹

PROGRAM HIGHLIGHT: MENTAL HEALTHCARE DURING TRAGEDY

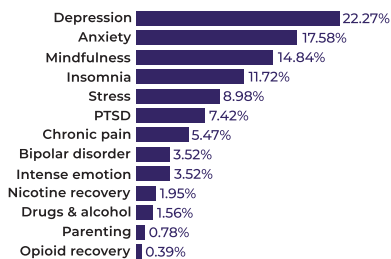
During the summer of 2019, Dayton, Ohio, suffered 13 tornadoes and a mass shooting. The myStrength program from Teladoc Health provided CareSource members and employees with a crucial service to access high-quality mental healthcare and other stress-related programs from wherever they were.

These tragedies, followed by the COVID-19 pandemic, strained healthcare resources and caused telehealth utilization to skyrocket. To manage the increased volume, CareSource leveraged reports from Teladoc Health to analyze myStrength data and view trends. With this information, care managers were able to offer better support models and optimize resource allocation.

Approach

- Extend member and employee access to myStrength—a stepped-care solution for addressing a wide range of mental health acuity levels
- Connect people to mental health services in convenient ways to enhance care quality
- Increase digital inclusion by providing free Wi-Fi and Chromebooks to qualifying members

CareSource May 2021: myStrength new user focus areas



Teladoc Health consumer study reinforces impact of comprehensive virtual mental healthcare

92%

REPORTED AT LEAST SOME
IMPROVEMENT DURING THE
PANDEMIC²

33%

REPORTED SIGNIFICANT
IMPROVEMENT OR A
“BREAKTHROUGH” DURING
TREATMENT²

47%

WHO LEVERAGE VIRTUAL
MENTAL HEALTHCARE USED THE
SERVICE AT LEAST WEEKLY²

Results

In addition to addressing the immediate needs of members and employees during the COVID-19 pandemic, CareSource is using the power of virtual care to support their ongoing health and well-being. By investing in technology and tools that fit into people’s daily lives, this health plan is staying true to its mission—improving access to care, reducing costs and providing a positive member experience that addresses the whole person.

¹AHIP webinar: Data-Driven Mental Healthcare Integrated into Whole-Person Care

²Teladoc Health Mental Health Study - May 2021

LEARN MORE: TeladocHealth.com | engage@teladochealth.com

About Teladoc Health: Teladoc Health is empowering all people everywhere to live healthier lives by transforming the healthcare experience. Recognized as the world leader in whole-person virtual care, Teladoc Health leverages clinical expertise, advanced technology and actionable data insights to meet the evolving needs of consumers and healthcare professionals.

