Exploring Digital Behavioral Health Resources

A review of self-directed resources and virtual care services available through your Medica health plan

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Agenda

- Access and Network
- Self-directed Resources
  - Online directory
  - Self Care by AbleTo
  - Live and Work Well
  - My Health Rewards

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Access and Network

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Behavioral Health is Health

Over 20% of the US population experience mental illness at any given time. In 2024 that was 60 million people. We know how much ease of access to providers and other tools to support emotional health can be to health, and we are here today to talk through the clinical and digital resources available that support behavioral health.

Proactive Outreach when a little extra care is needed

Partner with members and the community to provide **local clinical support**, like a face-to-face case management option and quick access to care when needed.

Sophisticated analytics help us know when to call you and offer a little extra mental and chemical health support.

Pioneering algorithms help us support members with physical health conditions, where mental health support is key to holistic health progress.

Connecting people to quality care when they are ready

The nation's largest behavioral health network with **445,103** providers including **227,804** that offer care virtually.[1]

Virtual care appointments are 20% faster than in-person sessions with **7,595** virtual visit providers in **Minnesota alone.**

Virtual appointments are often available within 2-5 days, compared to the industry standard of 14 days for routine care.

Engaging and supporting individuals

Dedicated member portal with **hundreds of resources** education on wellbeing, mental health and substance use: www.liveandworkwell.com

Anonymous Substance Use Disorder helpline to assess/educate members, engage in treatment and support recovery.

Continuously seeking member feedback to understand and improve the member experience.

1. Optum national behavioral provider network count as of **January 2025;** Janowski, August 2018 2. Gallucci, Gerard, Swartz, Wayne & Hackerman, Florence (2005). Impact of the Wait for an Initial Appointment on the Rate of Kept Appointments at the Mental Health Center. *Psychiatric Services*, Vol. 56, No. 3, 344-346

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Expanding and improving access to personalized, equitable care

Medica Behavioral Health offers a full-service call center 1-800-848-8327 helping our members with all aspects of behavioral healthcare: Claims questions, understanding behavioral health benefits, help finding a provider, crisis support from a licensed mental health or drug and alcohol clinician, referrals to case management.

- National Network of more than **445,000 providers** including **227,804** that offer care virtually[1]
- **4,800 Medication-Assisted Treatment** providers
- **27,028 Autism specific Applied Behavioral Analysis providers nationwide**
- Our network currently reflects **29 ethnicities** and **130 languages**
- Members have access to a **24/7 translation service** through our call center



1. Optum national behavioral provider network count as of **January 2025**

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Medica Behavioral Health case management

Overall goal

When a member needs support with mental health or substance use to:

- Stop things from getting worse
- Find more intensive levels of care
- step down to less intensive services after a hospital stay
- A **Care Advocate Case Manager** can help find resources, create a treatment plan reflective of member priorities, and help with coverage or claims questions.

Eligibility

All Medica members who meet designated criteria for the case management intervention

Program features

If a member calls for clinical reasons, from crisis response to generally needing more help, they will be asked to answer questions about their history, current needs and preferences.

Based on their situation, case management might be offered, but if available, there may be other options a care advocate can recommend, such as therapy, intensive outpatient, or specialized group supports.

Care management interventions

Transition of care

-Post hospitalization

Medical Behavioral Integration

-Assistance for those who also have a chronic health condition

Family Support Program

-Assistance for a child with complex mental health or substance use

-Pediatric mental health professional support you in finding resources, community supports, problem solving and care planning

Integrated Solutions (Intensive telephonic case management services)

-Assist with complicated mental health condition and/or a substance use condition

-A Care Advocate provides support at the level needed based on the member's situation, and can help with resources

Family Support Program

Clinical expertise and care navigation support for caregivers of children with complex mental health needs

- Helps families whose children have an autism diagnosis or other psychiatric conditions that require system navigation, developmental testing, coordination with pediatric medical providers and higher levels of mental health care like inpatient or residential treatment.

- Care Advocates can provide information on care options, help locate community health care providers and resources, and coordinate care with community agencies to offer clinically appropriate referrals to in-network providers.



Call Medica Behavioral Health at **1 (800) 848-8327** to learn more about the program or ask to be connected to a Family Support Program Associate

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We have Urgent Care and Reserved Psychiatry Appointments

For pressing mental health concerns, Psychiatric Reserved Appointments, and our Urgent Care feature, can help you get a virtual or, for MN members an in-person evaluation, within 48 hours.

How it works

- **Call**

Call the number on the back of your insurance card. Tell the representative that you're looking for a Psychiatric Reserved appointment, or Urgent Care referral, whatever is first available. They will transfer you to a licensed mental health specialist to coordinate.

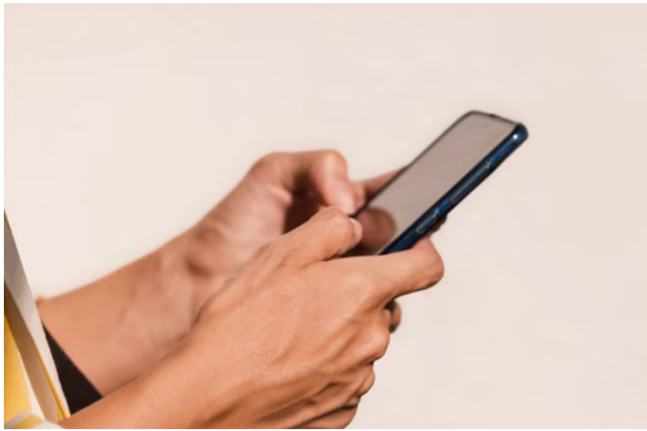
- **Talk to a specialist**

You will be connected to a licensed mental health professional, and they will talk through your situation and offer guidance on your needs, including a recommendation for emergency care (contacting 911) Psychiatric Urgent Care, Substance Use Support, or other level of care recommendations.

- **Make an appointment**

If Psychiatric Urgent Care is recommended, and you're calling during regular business hours, the specialist will transfer you to someone who can help you schedule an appointment with a psychiatrist.

If you call after hours or over the weekend, the representative can submit a referral, and a provider will call you back to schedule your evaluation.



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Online Specialty Groups

These are just a few of the provider groups in the network that are designed to help you get the right care, fast

Bend
Virtual mental health care for kids, teens and young adults. Bend offers medication services and therapy in a treatment-team format

Equip
Online eating disorder treatment provider both medical and mental health care including support of nutritionists and dieticians

Brightside Health
Evidence-based therapy and medication services for individuals 13 years and older

Talkspace
Helps members work with a licensed therapist anywhere, anytime. Curated matching process that promotes member choice

Charlie Health
Virtual intensive therapy for youth and young adults experiencing depression, self-harm, substance use and other concerns that impact teens

Ria Health
Digital alcohol addiction treatment providing medication services, coaching and tools for people who want to change their relationship with alcohol

Talkiatry
Virtual mental health treatment that matches you with a licensed psychiatrist for diagnosis and medication services, digital program for drug and alcohol addiction

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Self-Directed Resources

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Behavioral health directory

Easy to use resource can help you locate a health provider based on your specific needs

Members can:



Search by provider name, condition, expertise, specialty, program/therapy methods, gender, ethnicity, language and more

Find providers who offer virtual visit/online therapy

View average cost estimates

See patient satisfaction ratings

Click to call, email, or visit a provider's website

Login to access more functionality such as online appointment scheduling and cost estimates based on their plan benefits

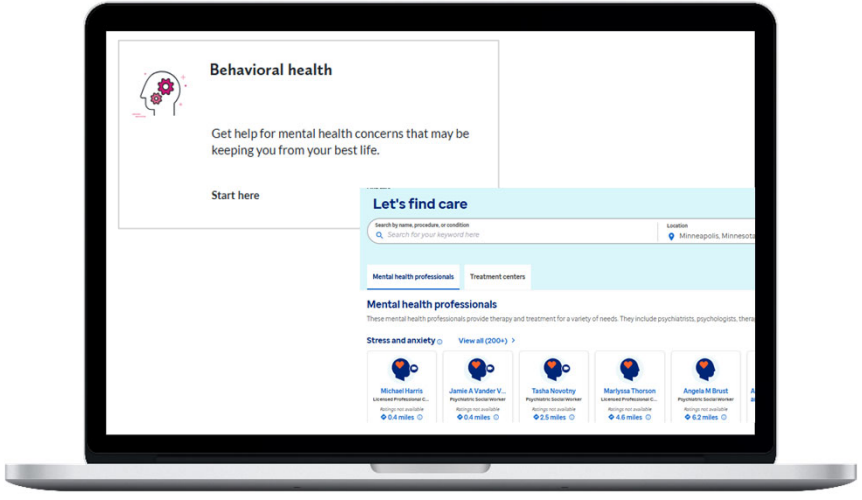
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Accessing the behavioral health directory

An extensive network includes more than 445,000 behavioral health providers nationwide

Behavioral health directory

- Visit **Medica.com/FindCare** and select your health plan
- Click on “Start here” within the “Behavioral health” tile
- See immediate results for the most common care categories based on your location
- Change location, search by name or condition or click "view all" to see more results or further refine search



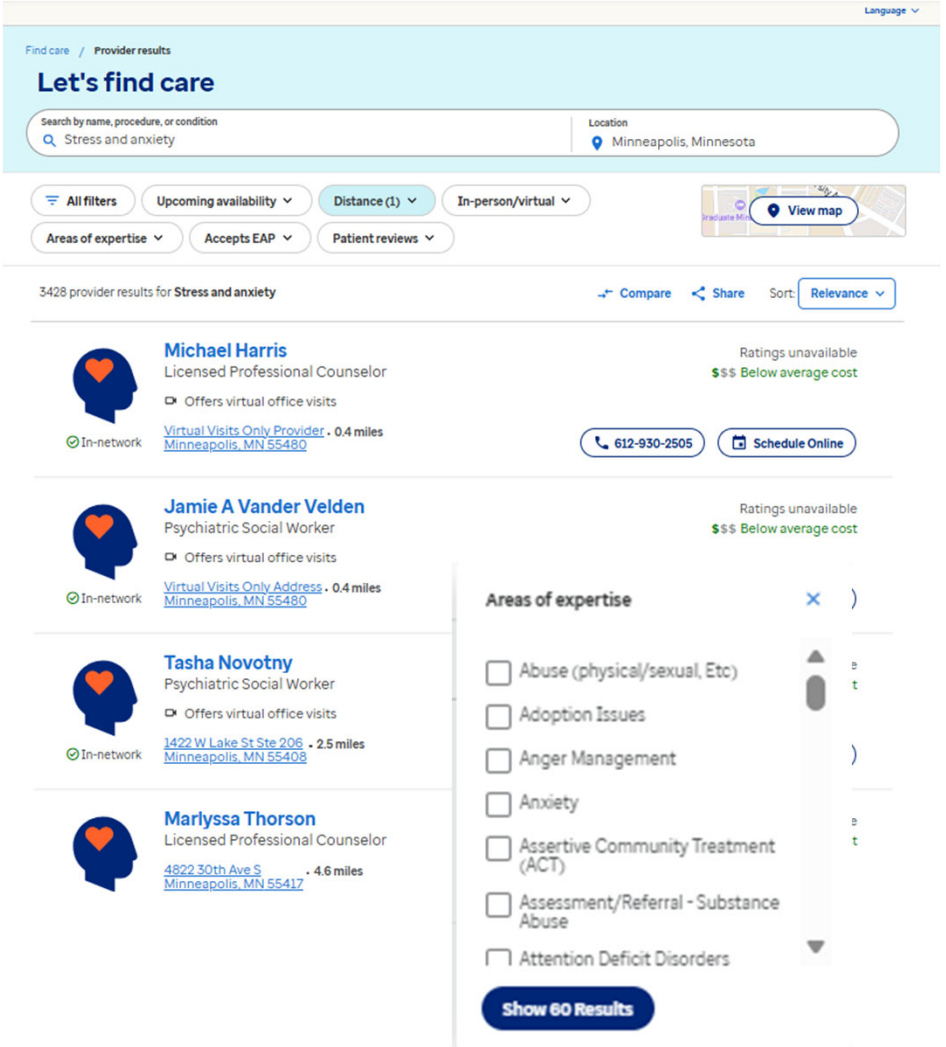
Members can also access the directory by signing in to their Medica member site or going to www.LiveandWorkWell.com and entering access code Medica.

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Extensive filtering options

70+ filtering options enables members to personalize and refine search results

- Find providers with certain areas of expertise, evening & weekend appointments, virtual visits ages treated, language, ethnicity and more
- Easily identify providers with online scheduling and filter by upcoming availability (2, 7, 14, 30 days)*
- See average cost estimates, or login to see estimates based on your plan benefits



*Currently available for providers connected through the Optum Behavioral Health scheduling platform. Members need to login to schedule appointments.

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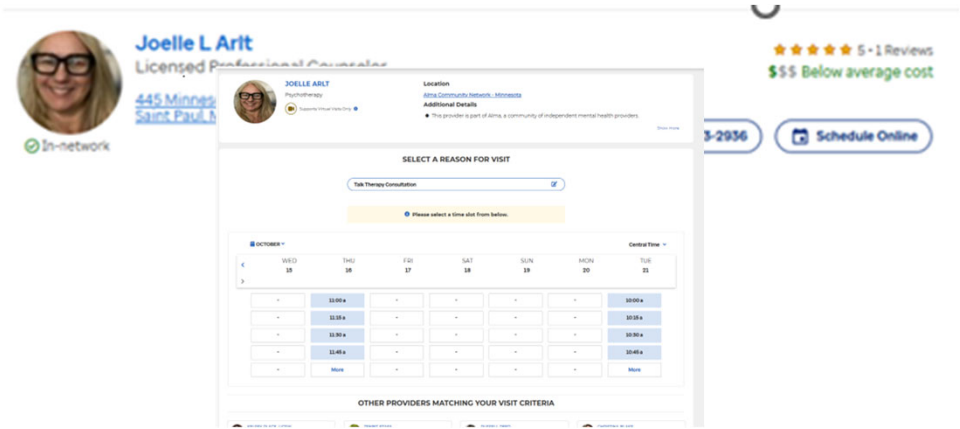
Behavioral telehealth visits

More than 240,000 providers offer convenient virtual care options – including 7,500+ in Minnesota

Use the behavioral health directory to find providers that offer virtual visits

Select the filter to find providers who offer virtual and in-person visits, or only virtual visits

You can also login to schedule online appointments with select providers



amwell®

Experienced therapists and prescribers provide care and counseling for a variety of conditions

- Download the free app from the App Store or Google Play
- Go to **Amwell.com/cm** or
- Call **1 (844) 733-3627** (TTY: **711**)

talkspace

Helps you work with a licensed therapist anywhere, anytime. Send private messages (text, voice) or schedule live video sessions

Go to **Talkspace.com/Connect**

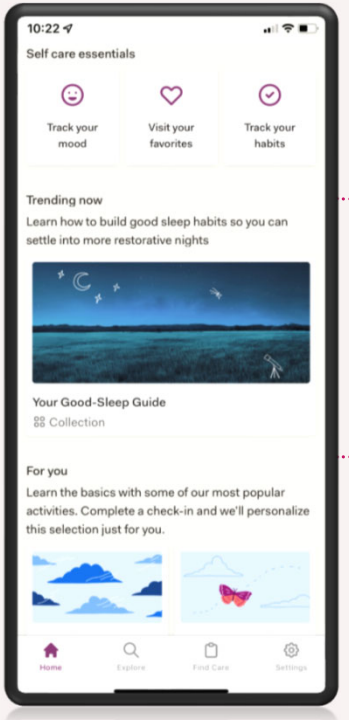
Note: Virtual behavioral health visits are covered as a behavioral health office visit.

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Self Care by AbleTo

On-demand help for stress and emotional well-being

- Self Care is designed to help individuals recognize their negative thought patterns and feelings and guide them toward adopting more productive and healthier thoughts.
- Members can access self-care techniques, coping tools, meditations and more--anytime, anywhere.
- It's is available at no cost to Medica members age 13+ through and is accessible via a mobile app or computer/web experience.



Available via app or web experience on mobile device, tablet or computer

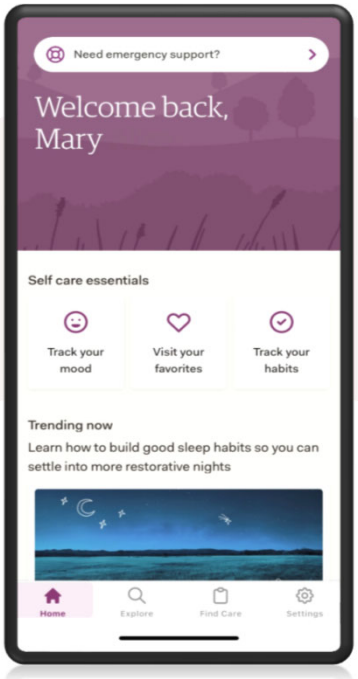
4.7/5-star rating on the Apple app Store[2]

1. AbleTo Apple app store rating accessed April 2025.

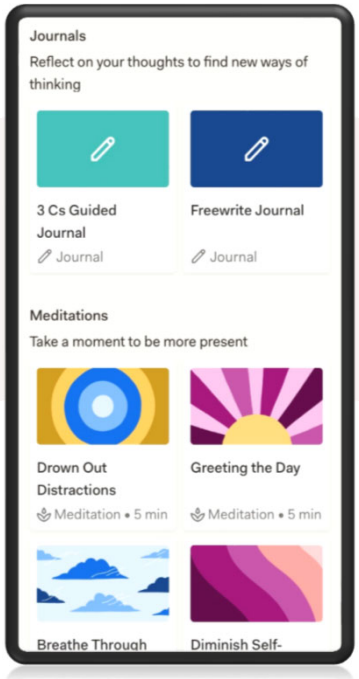
The AbleTo mobile application should not be used for urgent care needs. If you are experiencing a crisis or need emergency care, call 911 or go to the nearest emergency room. The Self Care information contained in the AbleTo mobile application is for educational purposes only; it is not intended to diagnose problems or provide treatment and should not be used on its own as a substitute for care from a provider

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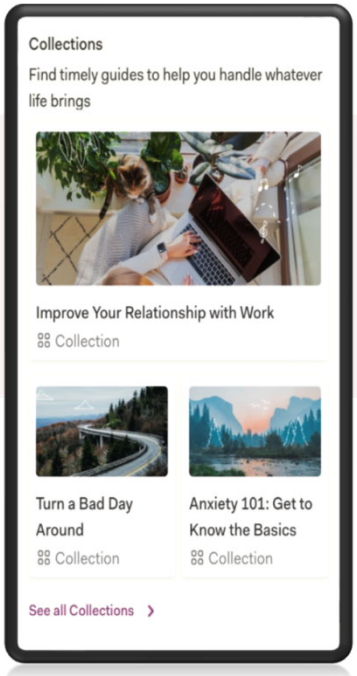
Self Care by AbleTo: Four main components of self-support



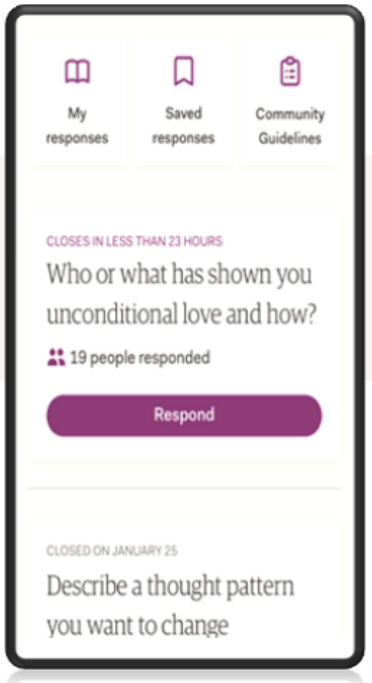
Assessments and tracking



Mental health skills and tools



Collections

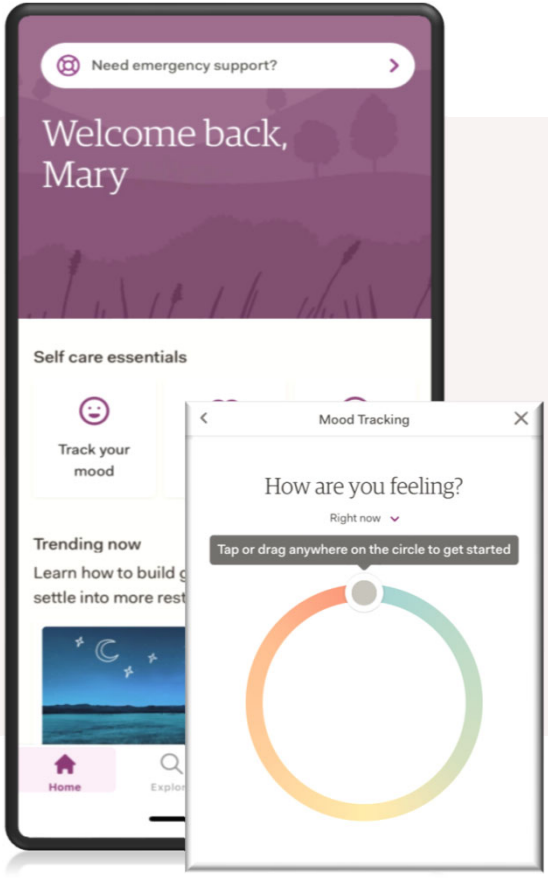


Community

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Self Care: Assessments and Mood Tracking

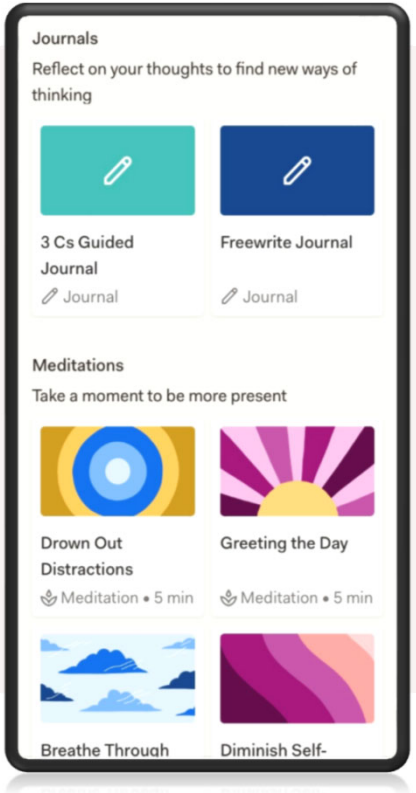
- Helps members understand their emotional state and track progress
- Provides access to focused content, tools and support.
- Daily mood tracking and notifications enable members to build awareness of their emotional state in the moment and over time.
- Weekly assessments track progress and provide recommendations to best support and improve a member's well-being.
- Members can view and track their scores over time to gain insights on their stress, worry and mood.



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Self Care: Mental health skills and tools

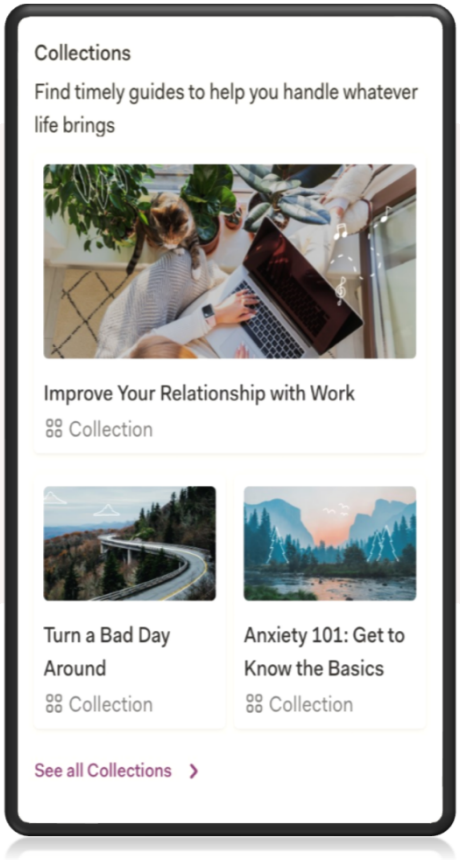
- Clinical tools and techniques help members learn and practice mental health strategies for long-term resilience such as:
  - Challenging negative thoughts and adopting new ways of thinking
  - Deep breathing and mindfulness activities
  - Habit tracking; and journaling
- Personalized recommendations based on:
  - Individual goals
  - Assessment results
  - Engagement patterns



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Self Care: Collections

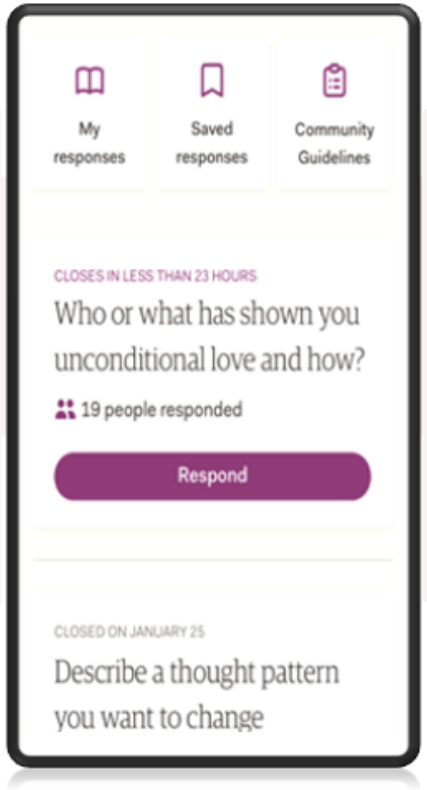
- Curated content, tools and resources to help members learn and apply evidence-based skills relevant to their specific needs or situations—from work life balance to getting through a bad day and more.



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Self Care: Community

- Engages members around daily prompts on topics like gratitude, changing behaviors, work stress, parenting, and more
- Members can learn from one another with positive and supportive messages

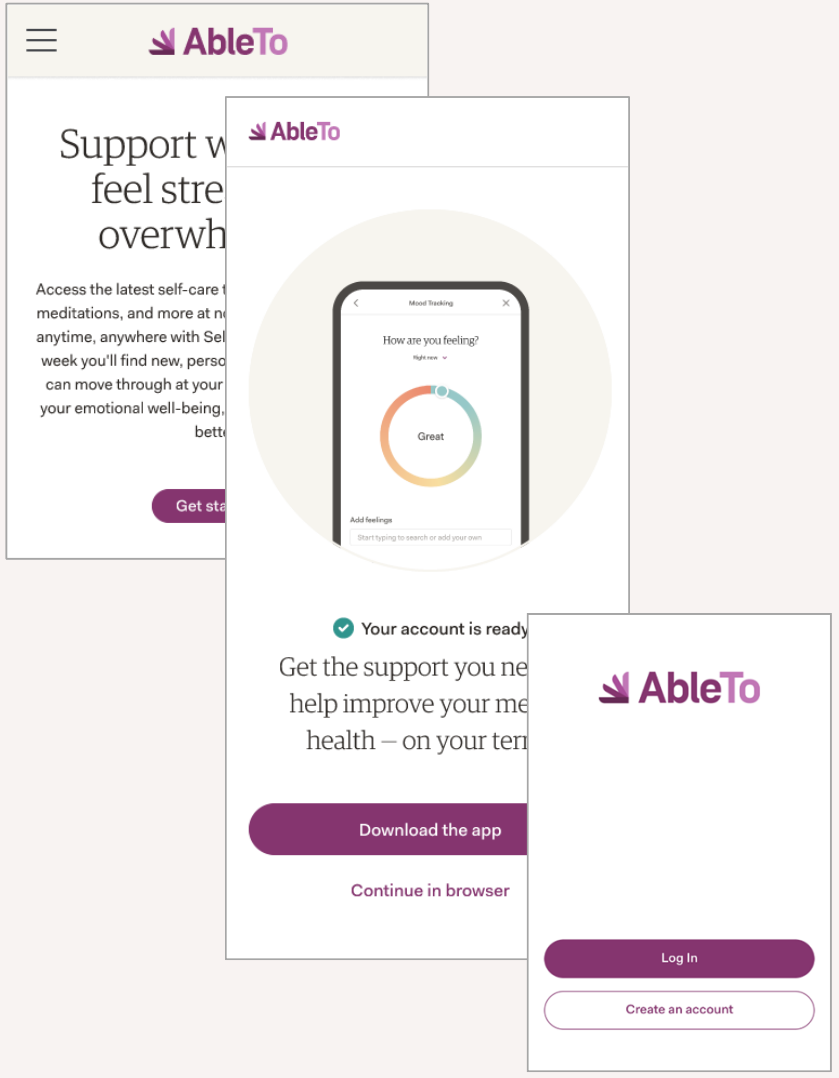


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Getting started

1. Go to **Ableto.com/Begin** and choose “Get started” to set up account
2. Enter access code: **Medica**
3. Answer a few questions
4. Enter your name, date of birth, and email; then you’ll then be asked to create a password
5. After you provide the information, you’ll get a prompt to download the free app from the App Store or Google Play
6. Once you’ve downloaded the app, open it and choose “Login,” and enter your email and the password you entered when you set up your account

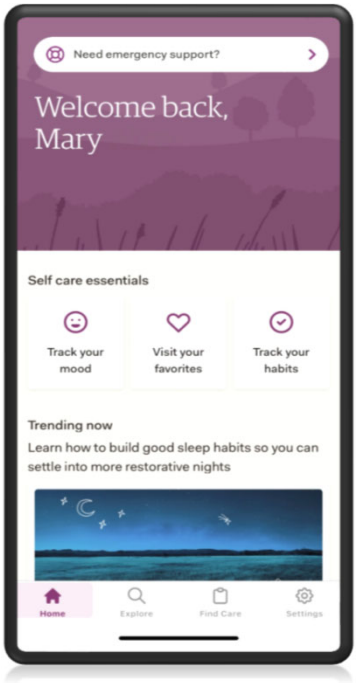
Note: To ensure a seamless set-up, it's best for members to set up their Self Care by AbleTo account prior to downloading the app.



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Accessing online therapy*

Self Care by AbleTo provides easy, convenient access to online therapy



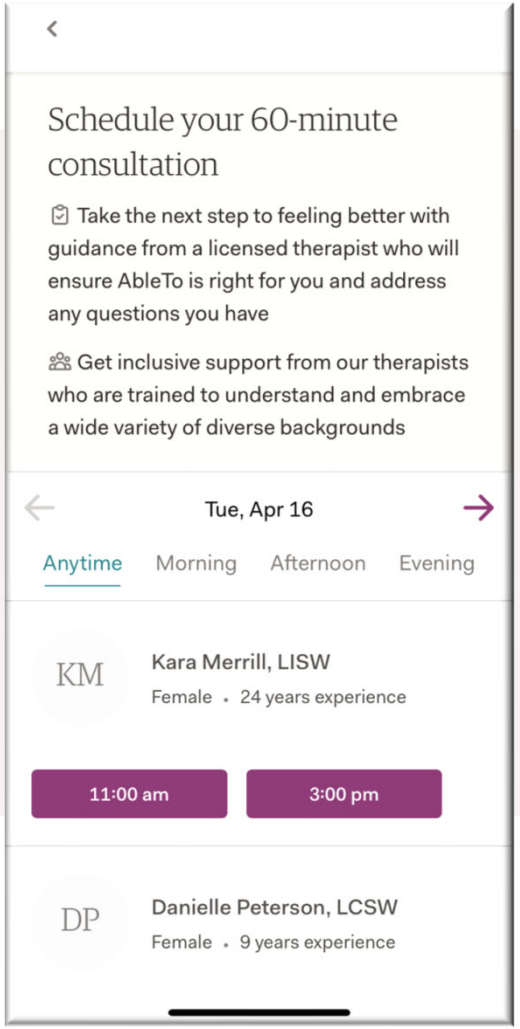
1. Open the AbleTo app and tap “Find Care” in the menu
2. Tap the “Find Care” tile and select “Next”
3. Have your Medica ID card handy to enter your insurance information
4. Answer a few questions about how you’re feeling to find therapists who match your criteria
5. Select “Schedule Consultation” and follow the prompts

*Members must be 18+. The providers available via the Self Care by AbleTo app are in the Medica Behavioral Health network. There’s a separate cost for online therapy sessions. Sessions are covered under your plan as a behavioral health office visit. Visits are subject to applicable copay, coinsurance, and/or deductibles.

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Online therapy: What to expect

- Provides short-term, skill-focused therapy
- Therapists are part of the Medica Behavioral Health network
- Members must be at least 18 years of age
- Initial 60-minute consultation to create a personalized plan
- An 8-week program is sometimes recommended, with weekly 45-minute sessions, but can be adjusted
- Visits can be either via video or phone.
- There is a separate cost for online therapy sessions. Sessions are covered under the plan as a behavioral health office visit. Visits are subject to applicable copay, coinsurance and/or deductibles.



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Live and Work Well

24/7 online access to support, self-help programs and a variety of helpful information and resources

Explore a **wealth of self-help services, interactive tools and action-oriented advice** to help you take steps toward feeling healthier, happier, and in control of your well-being

View the latest news, events and library of expert articles and advice, to learn about conditions and issues that may be affecting your life

Access the substance use disorder (SUD) helpline, a free, confidential resource available to you or a loved one. Provides **direct access to a substance use recovery advocate 24 hours a day, 7 days a week.**



Access a variety of self-improvement video courses on topics such as anxiety, resiliency and relationships

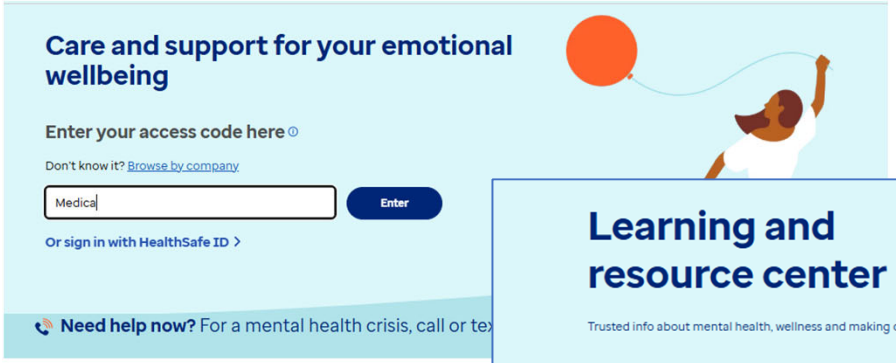
Search the online directory to **find a behavioral health provider to meet your needs and see cost estimates**

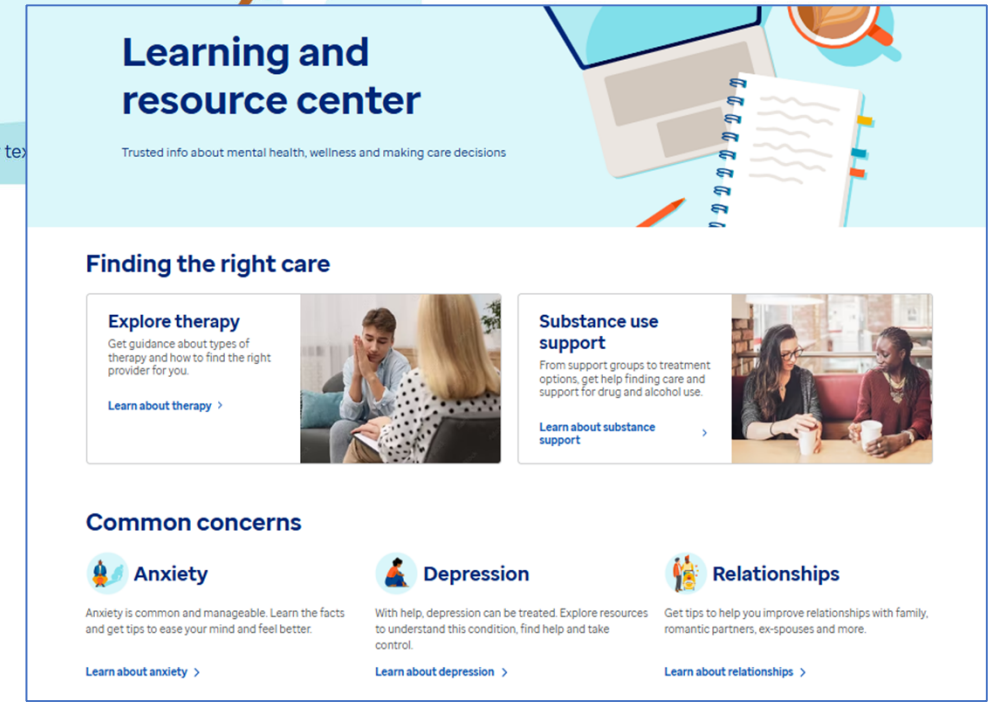
Sign in to your Medica member website or Visit **LiveandWorkWell.com** and enter access code **Medica**

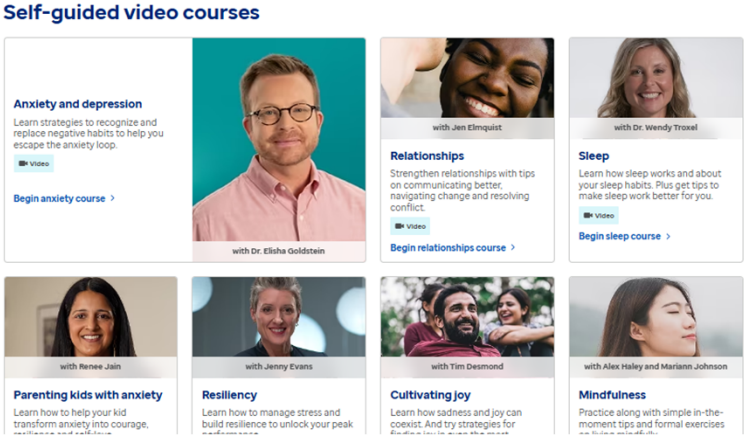
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Some of the support you'll find on Live and Work Well

Information and resources on stress, depression, family concerns, financial fitness, parenting, and much more







Note: Some enhanced services are only available to members with Emotional Wellbeing Solutions, an employee assistance program.

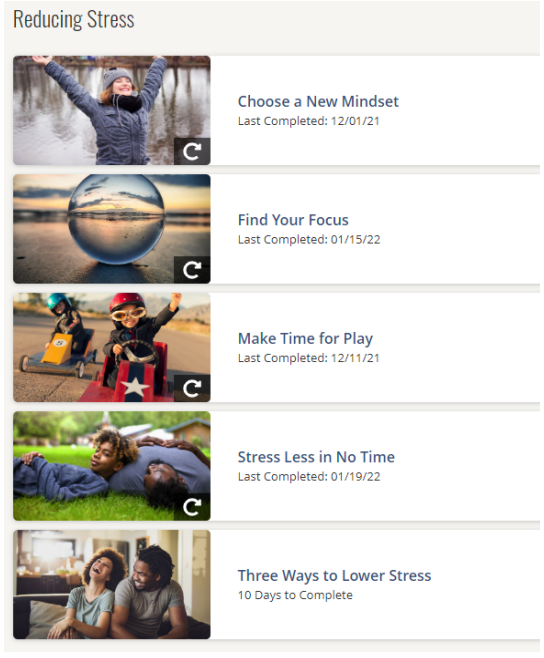
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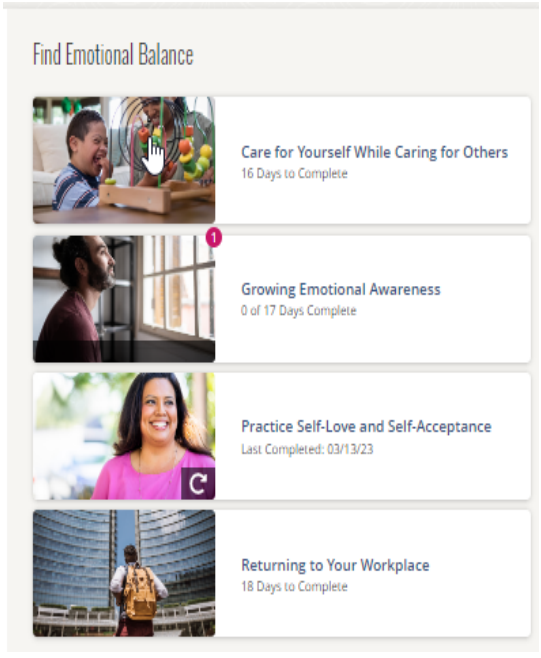
My Health Rewards

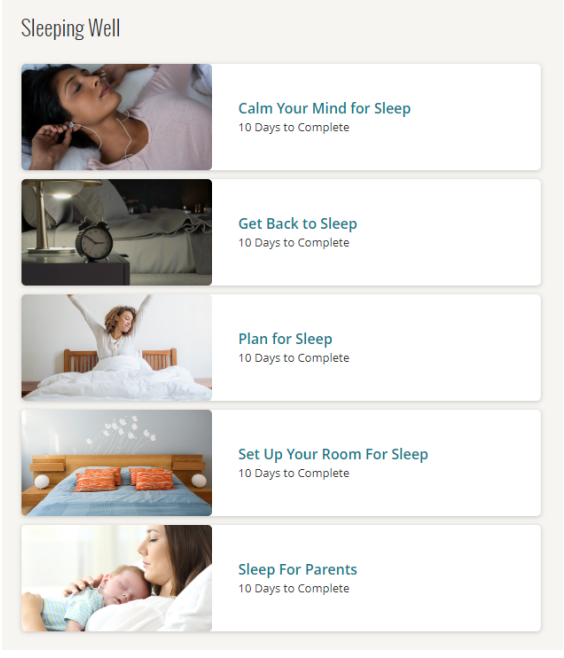
Includes a variety of resources to support mental health

Journeys®

Each journey breaks a key behavior or a larger goal into smaller achievable steps, helping people improve their health literacy and form new habits as they go







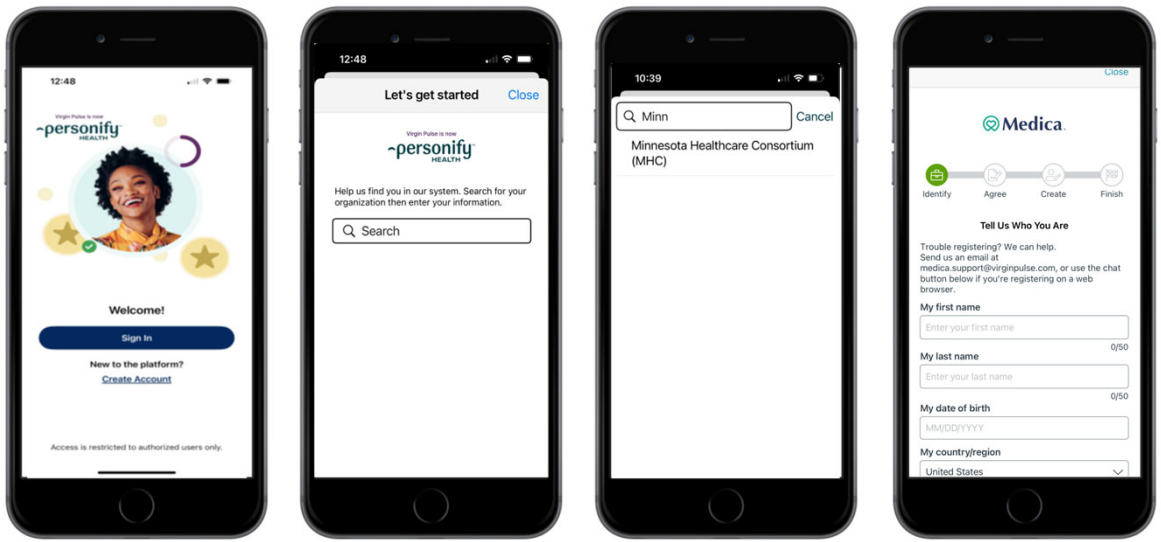
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Create your account

Registration process – Mobile App

- A mobile experience makes it easy to register and track your health habits anywhere, anytime.
- Download the free Personify Health app from the App Store or Google Play. Follow these simple instructions and you'll be ready to roll!
- Prefer to sign up online? Go to **Medica.com/MHC** to create your account.

STEP 1	STEP 2	STEP 3	STEP 4
Click on **create account**	Search for **Minnesota Healthcare Consortium**	From the list, select **Minnesota Healthcare Consortium**	Complete your registration



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Questions

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