

# Mental Health Integrated Care

Integrating mental and physical healthcare for happier employees and ROI

## The Epidemic in the Pandemic: A Growing Mental Health Crisis

As the COVID-19 pandemic continues to threaten our physical health, disrupt routines, and isolate us from one another, our country's emotional and mental health is suffering. Employees are feeling more stressed than at any other point in their careers, and 60% of workers say their employers could do more to support them.<sup>1</sup>

For employers, the costs are high. A growing emotional and mental health crisis means more missed work days, lost productivity, unwanted attrition, and 2 to 3 times higher medical costs.<sup>2</sup> Workforce health—physical and mental—is not just better for business, it's critical for business continuity. Employers are feeling stuck as they try to navigate between major financial constraints and the growing mental health needs of their people. The question on employers' minds is how to improve employee well-being and reduce overall healthcare spend at the same time.

## Current Mental and Behavioral Health Solutions are Falling Short

The very idea that behavioral health solutions are their own category of solutions is part of the problem. The mind and body are one, but the industry isn't well set up to address them together. As a result, many employers are ill-equipped to confront the growing crisis, despite increased investments in virtual care, onsite clinics and other solutions. Outcomes are falling short of expectations because these approaches are:

- **Reactive.** Mental health solutions rely on employees to self-identify and self-refer, but 8 out of 10 workers with a mental health condition do not seek mental healthcare due to shame and stigma.<sup>3</sup> Which means that engagement often happens late—after an acute event.
- **Fragmented.** A completely disconnected mental health system is not just hard to access. It also leads to care inefficiency and double the medical costs (or more) for people with co-morbid chronic disease and mental health conditions.
- **Not data-driven.** Most mental health solutions focus on access and utilization rather than driving positive health and financial outcomes, and many are incented to provide less care, not more.

## It's Time For a New Approach: Introducing Accolade's Mental Health Integrated Care

Delivered in partnership with Ginger, the leader in on-demand mental healthcare, Mental Health Integrated Care is the first employer solution to unify mental and physical healthcare to improve employee well-being and reduce healthcare costs. The solution is built on the Collaborative Care Model proven to reduce depression and physical pain, improve overall quality of life, and deliver a return on investment.<sup>4</sup>

"The Collaborative Care Model has the most evidence among integration models to demonstrate its effective and efficient integration in terms of controlling costs, improving access, improving clinical outcomes, and increasing patient satisfaction in a variety of primary care settings."

- American Psychiatric Association<sup>5</sup>

In collaboration with Ginger, we destigmatize mental health, engage people at all levels of risk early, and put them on the best path for better health outcomes and cost savings. Mental Health Integrated Care is:

- **Proactive**, identifying and engaging people who need support and guiding them to the right care, rather than waiting for rather than waiting for self select-in.
- **Integrated**, bringing physical and mental healthcare into a single collaborative care process and coordinating with primary care.
- **Comprehensive**, addressing the full spectrum of mental health needs across the population and targeting clinical outcomes, not just utilization.

**75% of adult patients with depression see PCPs but only half are accurately diagnosed.  
When a referral is made to a behavioral health provider, only half follow through in making an appointment. <sup>6</sup>**

## The Collaborative Care Process

### Reaching People and Reducing Stigma

Mental Health Integrated Care uses relationships and claims data to identify members needing mental health support, and conducts targeted, multi-channel outreach campaigns to engage them early. Our frontline care team educates members, destigmatizes mental healthcare, uncovers needs, and guides members to on-demand mental healthcare.

### Integrated mental and physical care

The Accolade and Ginger team coordinates care for the member using a shared care plan, discusses cases in joint case rounds and exchanges member data. Accolade addresses physical health needs and member medication adherence, and collaborates with the member's primary care physician—closing the last mile gap of most mental health solutions.

### Easy access to the right care

The member is guided to a mental health coach from Ginger within two minutes. When coaching begins, the member can be escalated to care from a licensed therapist or psychiatrist, depending on needs, within 48 hours. Members also can be navigated to an outpatient rehabilitation center or other in-person mental healthcare depending on their needs.

### Better Outcomes

Where most mental health solutions only track utilization and access, Accolade's Mental Health Integrated Care tracks clinical outcomes across all levels of risk, backed by performance guarantees. We provide pre- and post-assessment results data and reporting data including specific depression and anxiety assessment scores such as PHQ-9 and GAD-7.

## Accolade

Accolade is your strategic partner throughout the COVID-19 crisis and beyond. With our evidence-based approach, clinical thought leadership, empathetic frontline care teams who build trust and influence employees, and an open technology platform built for integration, Accolade can help your organization and your people navigate through this time of unprecedented uncertainty.

<sup>1</sup> Workforce Attitudes Toward Mental Health, Report 2020, Ginger

<sup>2</sup> Milliman Research Report: Potential Economic Impact of Integrated Medical-Behavioral Healthcare, February 2018

<sup>3</sup> Mordecai, D., Mental Health at Work - Why Stigma is a Workforce Health Issue, <https://business.kaiserpermanente.org/insights/mental-health-workplace/stigma-at-work>

<sup>4</sup> Ratzliff, A., MD, PhD, Collaborative Care: Evidence-Based Mental Health Care in Primary Care Settings, AIMS Center, University of Washington, 2013

<sup>5</sup> <https://www.psychiatry.org/psychiatrists/practice/professional-interests/integrated-care/learn1>

<sup>6</sup> National Institute of Mental Health, <https://www.nimh.nih.gov/health/topics/integrated-care/index.shtml>