



# Connecting members to quality, integrated care.

Behavioral health issues, such as depression and anxiety, often go unaddressed, costing the economy an estimated \$1 trillion in lost productivity each year.<sup>1</sup>

Employers are looking for programs that not only help address these challenges but are also cost effective. We help our Oxford members make more informed decisions so they can find appropriate, quality care that helps lower their costs.

## Helping members get care for their needs.

The Oxford Behavioral Health program helps guide members' to appropriate inpatient and outpatient behavioral health care by providing:



### Benefit design and network access.

- Largest performance-based tiered behavioral network.<sup>2</sup>
- Expanded specialty networks.
- Flexible and faster access to care.



### Data and technology.

- **myuhc.com**<sup>®</sup>: Integrated medical and behavioral provider information.
- **Virtual provider visits**: Greater and faster access to care.
- **liveandworkwell.com**: Self-help information.



### Clinical advocacy.

- Proactive outreach.
- Targeted interventions for high-risk members.
- Licensed clinicians available 24/7.

Nearly **1 in 5**

adults are affected by mental health issues.<sup>3</sup>

**57%**

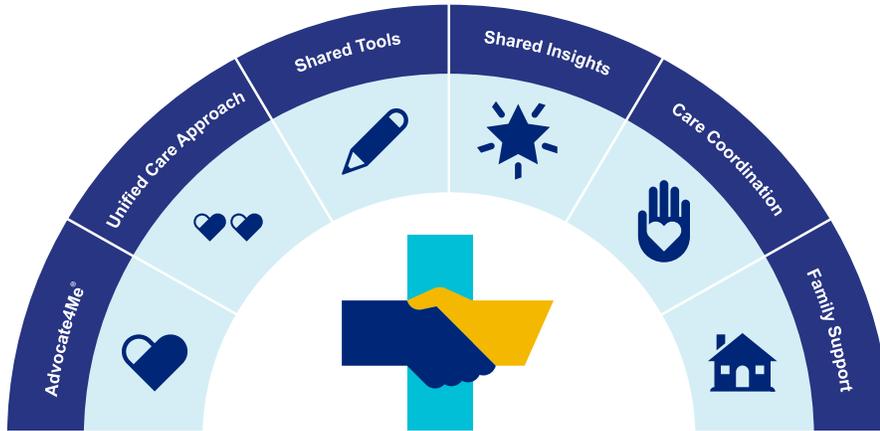
of adults with mental illness did not receive mental health services in the previous year.<sup>3</sup>

Only **1 in 10**

Americans with a substance use disorder receives treatment.<sup>4</sup>

# Engaging members through a whole-person approach.

The Oxford Behavioral Health program takes a whole-person approach that integrates behavioral, medical and pharmacy to support members.



## A collaborative care approach that delivered:

- **11%** lower readmission rates from our high-performing facilities.<sup>5</sup>
- **21%** lower cost (**\$1,940** average savings) per episode from our higher-performing (preferred) facilities versus non-preferred facilities.<sup>5</sup>
- **26%** reduced absenteeism and **36%** reduced presenteeism reported by members who received outpatient care.<sup>6</sup>
- **20%–40%** lower cost per substance use disorder (SUD) episode versus a non-preferred SUD facility.<sup>7</sup>

## Helping members get care.

### For employees:

- Convenient, confidential and accessible behavioral health resources.
- Access to care advocates who provide clear guidance and support.
- Whole-person care that also addresses any medical or behavioral comorbidities.

### For employers:

- Clinical advocacy approach that's designed to improve quality and reduce costs.
- Increased value and savings from provider network performance.
- Analytics and expert consultation to help drive benefit design decisions.

## Breaking new ground in behavioral health.

By connecting members to quality, high-impact, integrated care and engaging them in their own wellness, this program is designed to drive better overall health outcomes and bringing down the total cost of care.

**Learn more.**

Contact your Oxford representative.

**United  
Healthcare  
Oxford**

\*This also includes plan participants for a self-funded plan administered by Oxford.

<sup>1</sup> World Health Organization. Mental Health in the Workplace: Information Sheet. [who.int/mental\\_health/in\\_the\\_workplace/en/](http://www.who.int/mental_health/in_the_workplace/en/). May 2019.

<sup>2</sup> Based on an Optum<sup>®</sup> competitive study through a national third-party research firm, September 2017.

<sup>3</sup> National Institute of Mental Health website, data from 2017 National Survey on Drug Use and Health by the Substance Abuse and Mental Health Services Administration. [nimh.nih.gov/health/statistics/mental-illness.shtml](http://nimh.nih.gov/health/statistics/mental-illness.shtml). Accessed September 2020.

<sup>4</sup> Center for Behavioral Health Statistics and Quality (2016). Results from the 2015 national survey on drug use and health. Detailed tables, Rockville, MD: Substance Abuse and Mental Health Services Administration.

<sup>5</sup> Optum provider analysis. Source: C. Mau, July 24, 2018.

<sup>6</sup> Optum CSG Healthcare Analytics; Ly, Aug. 9, 2018.

<sup>7</sup> C. Mao and J. Takamatsu, Aug. 17, 2018.

Virtual doctor visits phone and video chat with a doctor are not an insurance product, health care provider or a health plan. Unless otherwise required, benefits are available only when services are delivered through a Designated Virtual Network Provider. Virtual doctor visits are not intended to address emergency or life-threatening medical conditions and should not be used in those circumstances. Services may not be available at all times, or in all locations or for all members. Check your benefit plan to determine if these services are available.

Advocate4Me services should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room. The information provided through Advocate services is for informational purposes only and provided as part of your health plan. Wellness nurses, coaches and other representatives cannot diagnose problems or recommend treatment and are not a substitute for your doctor's care. Your health information is kept confidential in accordance with the law. Advocate services are not an insurance program and may be discontinued at any time.

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