

A woman with dark curly hair, wearing a yellow cable-knit sweater and a dark skirt, stands in a classroom. She has her hands clasped in front of her and is smiling. In the background, other students are seated at desks, and a world map is visible on the wall. The image is overlaid with a large yellow circle on the right side containing text, and a teal shape at the bottom right.

Emotional health support to care for the whole member

Behavioral Health Management
from Univera Healthcare

Helping members care for their overall health

Wellbeing is more than physical health. It's taking care of your emotional and financial health, too. At Univera Healthcare, it's our approach to bringing people, programs and tools together to care for our members every day. And it means employers and employees enjoy comprehensive care that offers better outcomes, lower costs, and greater peace of mind.



Mental health and substance use issues cost U.S. businesses \$80-\$100 billion each year. Managing behavioral health holistically isn't just good business, it's what employees want and need--especially those facing new stresses, anxieties, and health challenges.

That's why we tap into data and technology, offering self-management tools your employees can use that work in concert with targeted personal interventions. So we can reach your employees where they are, with the appropriate level of support.

Our approach to Behavioral Health Management:



Univera Healthcare Behavioral Health Management Team

On-staff health professionals coordinating care



Wellframe® App

Free personalized behavioral health support



Telemedicine

Online access to therapists and psychiatrists



24/7 Nurse Line

Care and assistance from our nurses anytime

200M
workdays

are lost due to
mental illness
each year



Univera Healthcare Behavioral Health Management Team

The right team, always there for your team

Our on-staff Behavioral Health Management team members coordinate to deliver the right care for your employees at the right time – whether it's a common condition like depression and anxiety, or a more complex one like schizophrenia or opioid use.

Behavioral Case Manager

Coordinates closely with all other team members to ensure each employee's specific mental and emotional needs are being met.

Medical Case Manager

Works directly with the Behavioral Case Manager to address any physical health needs employees may have to support the whole member.

Utilization Manager

Works with providers to ensure the appropriate level of care is delivered, while facilitating the continuity and coordination of care.

Quality Manager

Ensures the members most at risk are receiving the services and medications necessary to maintain a stable and secure quality of life.

Licensed Social Worker

Addresses social and economic barriers that may hinder the member's ability to manage their mental health and/or substance use.

Registered Nurse Care Manager

Provides coordinated mental health and addiction support, education, and coaching to empower members to self-manage their care.

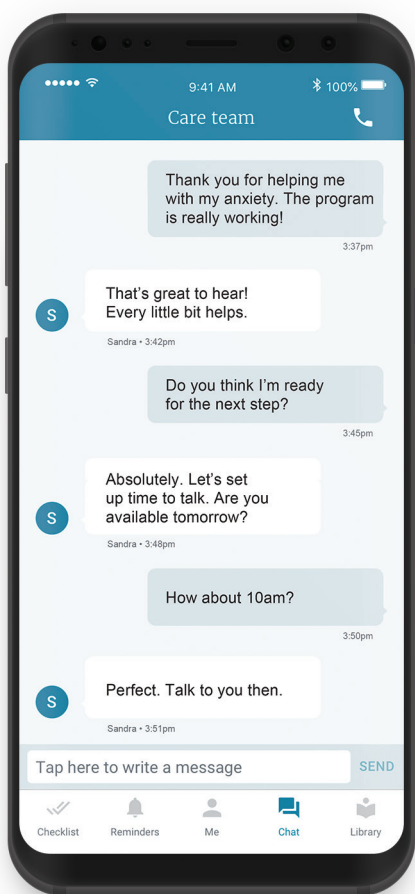




Wellframe App

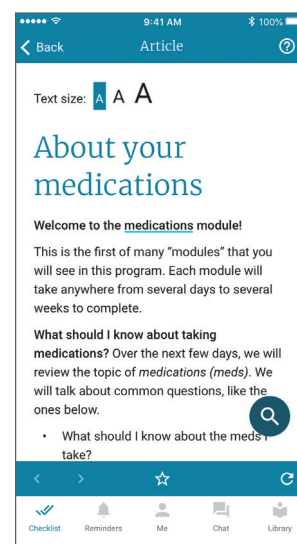
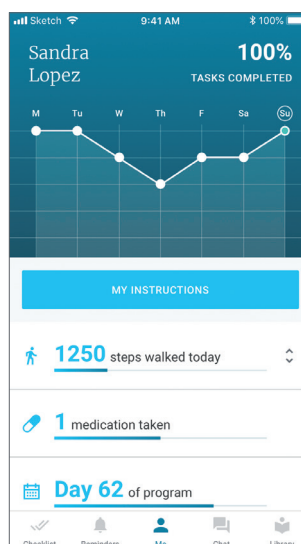
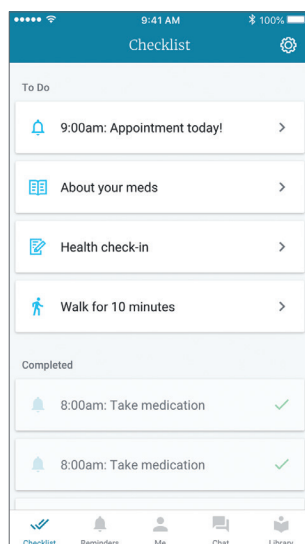
Support from our team, where and when you need it most

When you live with mental illness or addiction, being able to reach professional support anytime you need it is vital. That's why all Univera Healthcare members receive FREE access to the Wellframe® mobile app.



Text a Care Manager 24/7

Employees can chat privately, securely, and directly with Univera Healthcare Care Managers. The more your employees interact with Wellframe®, the better we can customize their behavioral health management plans.



Create daily checklists

Care Managers help members create daily "to dos" – including medication reminders, physical activity, educational content, and more.

Connect with diagnosis-specific programs

In addition to a 30-day Behavioral Health & Wellness Foundation program, Wellframe® offers tailored modules for:

- Depression
- Anxiety
- Bipolar Disorder
- Schizophrenia
- Substance Use Disorders
- Post-Traumatic Stress Disorder

80
percent

of Univera Healthcare members on Wellframe® have successfully addressed a health issue

3



Telemedicine

Emotional support from the comfort of your home—or anywhere else.

The benefits of telemedicine go beyond treating non-emergency medical conditions. Now, your employees can also get remote behavioral health support.

Many local providers offer telemedicine visits. Plus, Univera Healthcare members can access MDLIVE™ to connect with a national network of board-certified psychiatrists and licensed therapists anytime for help with:

- Anxiety
- Depression
- Bipolar Disorder
- Stress Management
- Grief and Loss
- LGBTQ Support
- Trauma & PTSD
- Relationship Issues
- Panic Disorders
- Addictions
- And more



Book first-time appointments fast—in days instead of weeks



Get medications prescribed and sent to the nearest pharmacy



Enjoy savings compared to conventional behavioral healthcare

25
PERCENT

of Americans
have an untreated
behavioral condition

\$44B

annual cost of lost
productivity due to
depression alone

50
PERCENT

of counties in the
U.S. have no mental
health professionals



24/7 Nurse Line*

Connect with support and education when you need it.

If your employees have a question and don't know where to turn, we offer our 24/7 Nurse Line. Our specially-trained, registered nurses can provide support and education, and direct members to emergency resources when they're in need – or simply want the comfort of a voice on the other end of the line.



1-800-348-9786* (TTY: 1-800-662-1220)

If you're experiencing a medical emergency, please call 911.





Together, We Can Help Tackle Anything



Diane, one of our Care Managers, introduced Jonathan, a member struggling with mental health and substance abuse, to the Wellframe® app. They connected almost daily on his progress, plans, and occasional setbacks.



One day, Jonathan contacted Diane after taking heroin. She feared he had overdosed and didn't know where he was. Diane helped Jonathan identify his location and contacted 911.



Within minutes, Jonathan responded:

***"Thank you so much for helping
me get the help I need!"***



Once she confirmed he was on his way to the hospital, Diane followed up with a text: "Jonathan, you're a strong person. As you said today, you have an addiction and need help."

Learn more about how we can support you
and your employees at

UniveraForBusiness.com



Our Health Plan complies with federal civil rights laws. We do not discriminate on the basis of race, color, origin, age, disability, or sex.

Atención: Si habla español, contamos con ayuda gratuita de idiomas disponible para usted. Consulte el documento adjunto para ver las formas en que puede comunicarse con nosotros.

注意：如果您说中文，我们可为您提供免费的语言协助。请参见随附的文件以获取我们的联系方

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