

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 slightly. In the background, other students are seated at desks, and a world map is visible on the wall.

# *Emotional health support to care for the whole member*

Behavioral Health Management  
from Univera Healthcare

**univera**<sup>®</sup>  
H E A L T H C A R E

## *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.

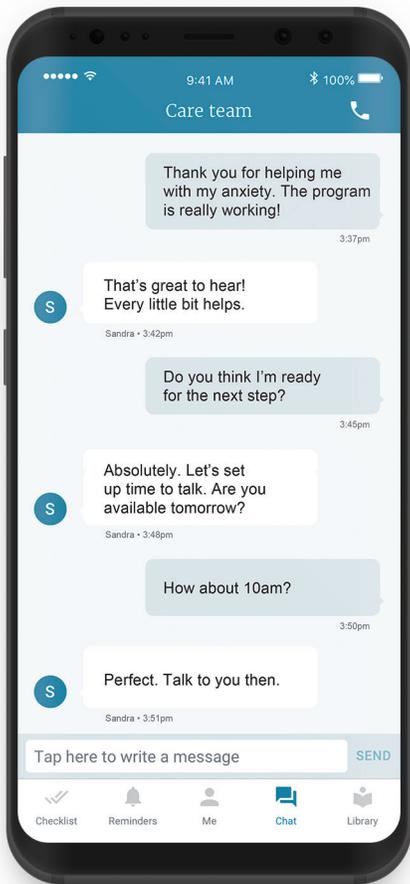




## Wellframe App

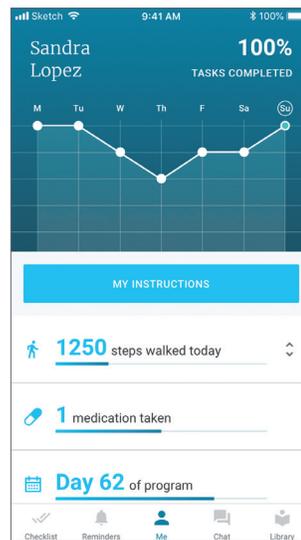
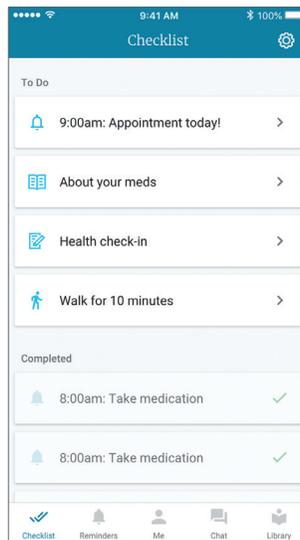
### Support from our team, where and when you need it most

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



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

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## 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](https://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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