TUFTS Health Plan

# Supporting Mental Health Awareness & Education in the Workplace

**May 2024**

a Point32Health company

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# What is Mental Health?

**Emotional**

**Psychological**

**Social**

- Mental health includes our emotional, psychological, and social well-being, affecting how we think, feel, and act
- Mental health is important at every stage of life
- Poor mental health and mental illness are different; one can have poor mental health without a diagnosis, and a diagnosed individual can still have periods of physical, mental, and social well-being



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# 2023 Mental Health Trends (US)

**21%** of adults (50 million) are experiencing a mental illness. 5.44% experienced a severe mental illness.

**40M** of adults suffer from an anxiety disorder including PTSD and OCD

**55%** of adults with a mental illness receive no treatment

**30%** of adults with a cognitive disability were not able to see a doctor due to costs

**15%** of adults in America reported having a substance use disorder - double last year data set

**12.1M** of adults with serious suicidal thoughts - an increase 1.6% from last year's data set

**60%** young people have experienced a major depressive episode



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# 2023 Workforce Mental Health Trends

**65%** of 65% of U.S. workers reported that their mental health impacted their ability to do their jobs, up from 60% in 2022

**7%** of employees reporting a severe impact nearly doubled, from 4% in 2022

**1 in 5** workers considered leaving their company last year due to their mental health's impact on their ability to work

**55%** said they're unsure or disagree that their company's leadership team understands their mental health needs

**80%** of U.S. employees ranked a prospective employer's mental health care benefits as "somewhat important" or "very important" to their job decision process.

**$15k** The estimated annual cost (per employee) to employers of lost productive work time, absenteeism, and other costs due to mental illness

**93%** of benefits leaders reported that manager training was an integral part of their company's workforce mental health strategy. 68% last year.



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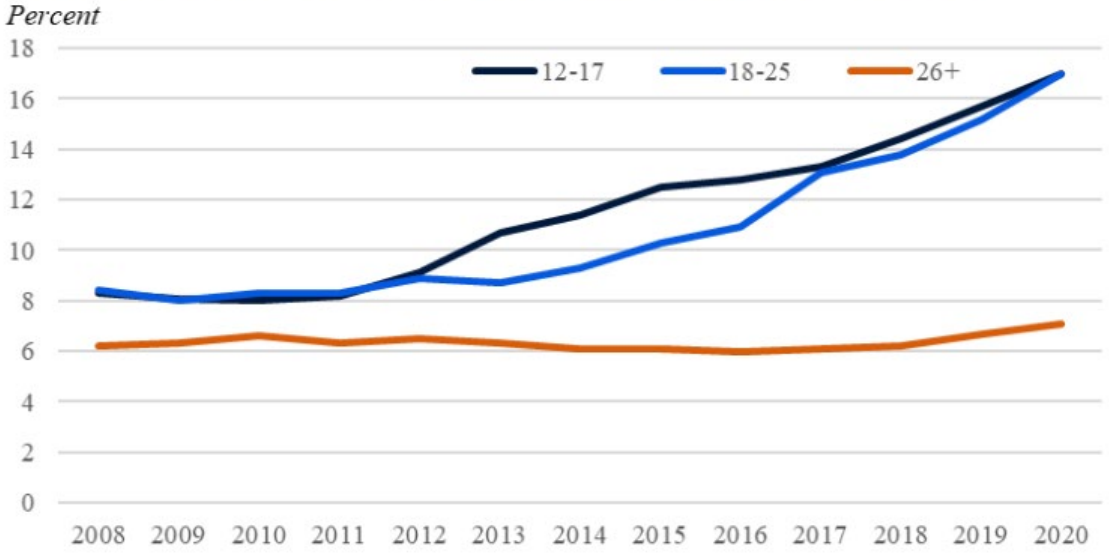
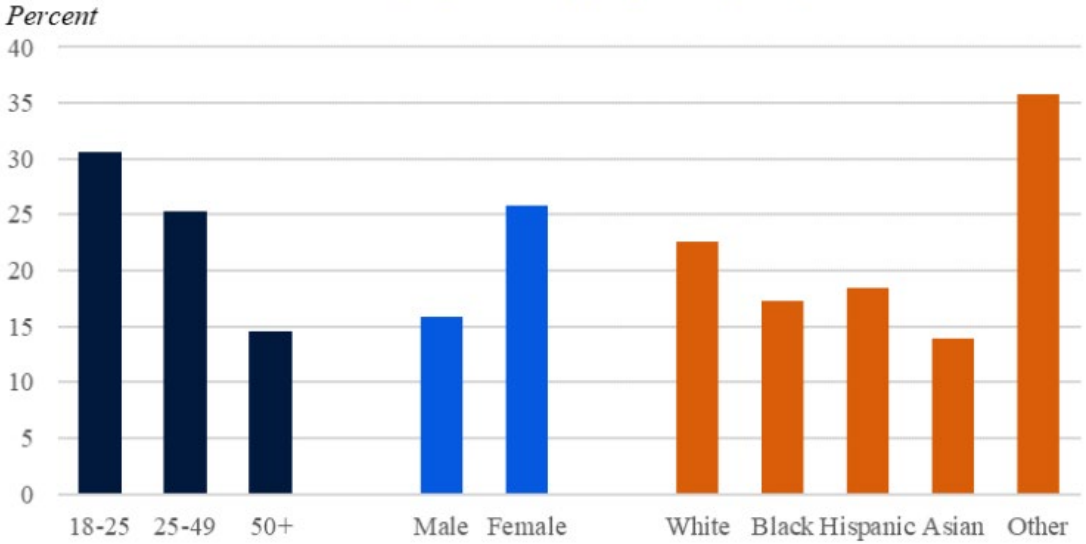
# Key area of needs

**Figure 1. Percent of the population with a major depressive episode in the past year by age, 2008-2020**




Source: Substance Abuse and Mental Healthh Services Administration

**Figure 2: Percent of the adult population with any mental illness in 2020, by demographic group**




Source: Substance Abuse and Mental Health Services Administration

Among children age 3-17, the most commonly diagnosed mental disorders from 2013 to 2019 were ADHD (9.8%), anxiety (9.4 %), behavioral problems (8.9%), and depression (4.4%). These disorders often begin in early childhood: approximately one in six U.S. children age 2-8 had a diagnosed mental, behavioral or developmental disorder.



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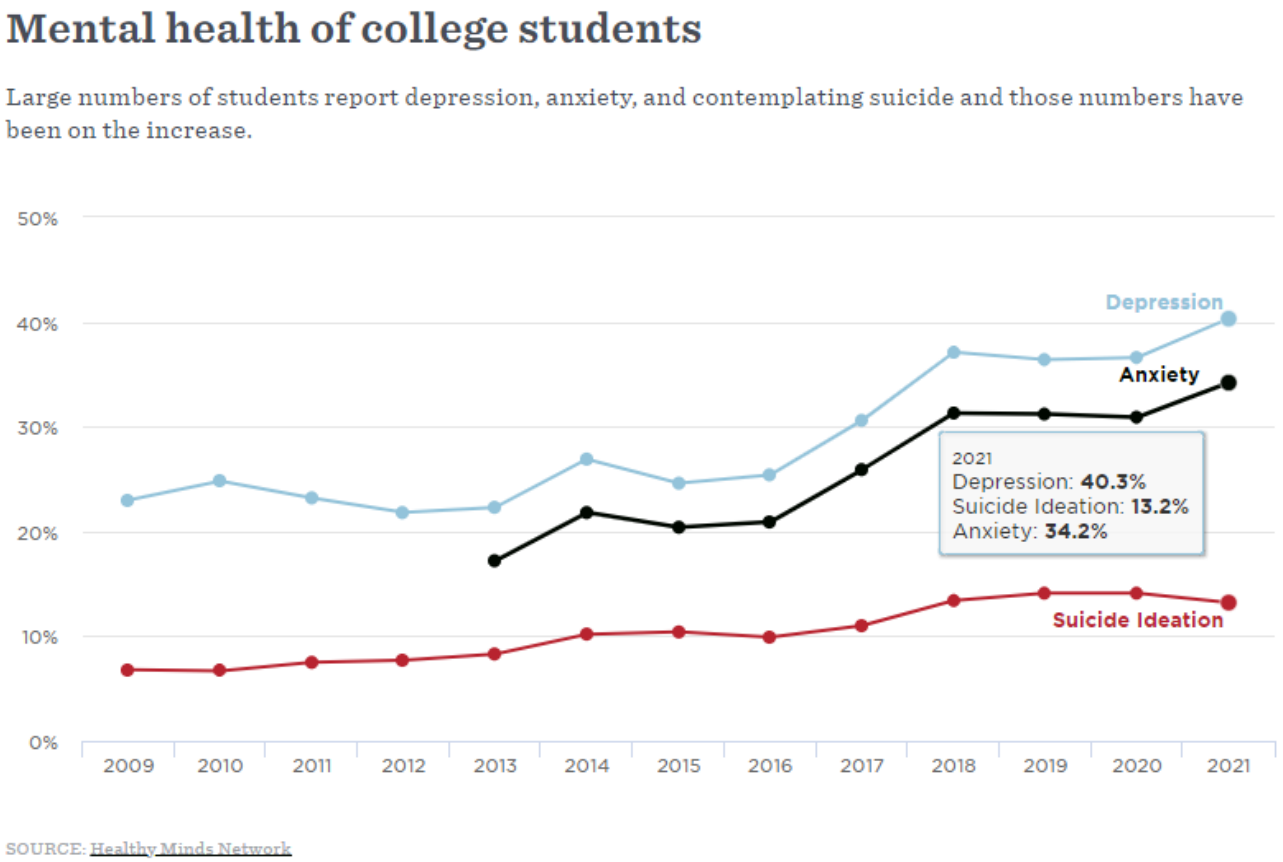
# Higher Education: Key areas of need




- The higher education environment presents unique challenges that can contribute to the development of mental health issues.
- **Stress, anxiety, depression, substance abuse, eating disorders,** and **sleep disorders** are some of the most common **problems faced by students and staff alike.**
- It's important that we recognize and address these challenges to maintain a healthy education community

50% of all mental illness begins by age 14 and 75% by age 24



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# Top 2024 Insights

## Most workers face mental health challenges at some point in their career but often do not get help

- 50% of employees cite concern about retaliation or job loss if they seek care
- Many employees are unclear on how to access their mental health benefits

## Work-related stress is the 2nd biggest stressor contributing to employee burnout

- Mental health issues account for 62% of lost work days
- For every employee experiencing mental distress, employers incur $15,000 per year in lost productivity, health care costs and turnover.

## Poor mental health can cause lost productivity, i.e., increased absenteeism and presenteeism

- Mental health challenges commonly co-occur with chronic medical conditions
- Untreated mental health issues negatively impact physical health conditions

## Managers may lack support in

- Knowing where to direct employees for needed mental health resources
- How to redesign the work environment

The most successful organizations will be those that take the time to better understand their employee's mental health needs, and offer the resources necessary to address them

# De-stigmatizing Mental Health – Practical Steps

Organizations can help employees take control of their total health through awareness of wellness programs to increase job satisfaction and reduced health care spending.

Fostering a supportive and inclusive work environment:

- Awareness campaigns
- Guest speakers and workshops
- Open conversations about mental health
- Assess and improve mental health benefits
- Implement mental health education in orientation and training programs
- Encourage work-life balance for employees and yourself



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# Identifying Mental Health Needs

## When to ask for help

- Changes in appetite
- Sleeping problems
- Feeling numb or unable to experience emotions
- Helplessness and hopelessness
- Severe mood swings
- Persistent thoughts that you can't quiet
- Trouble in your relationships

## What you can do to support someone in need

- Listen and validate
- Ask questions
- Resist the urge to fix or give advice
- Explore options together
- Take care of yourself and find your own support



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# Employee Resources

## Tufts Health Plan

- BH Programs and Support
- Behavioral Health Service Navigation
- Trauma resources
- Living Well
- Mind the Moment

## National/Employer

- Employee Assistance Programs (EAPs)
- Substance Abuse and Mental Health Services Administration (SAMHSA)
- Mental Health Access Line in Massachusetts
- American Psychiatric Association Foundation's Center for Workplace Mental Health
- National Alliance on Mental Illness (NAMI)
- Mental Health First Aid
- 988 Suicide Line (Call/Text/Chat)



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# Value of Integrated Behavioral Health

## An insourced and integrated model provides substantial value and differentiation

1. Model focuses on the '**whole person**' and overall health of a member – physical, mental, social
2. Supports an **increase in quality and reduction in total cost of care** vs. reduction in utilization and cost of care for behavioral health only
3. Enables internal team integration to drive a more **collaborative and coordinated approach** to care, including efficiency in the management of members
4. Offers **integrated systems** access across **behavioral and medical data** (e.g., claims, service) to drive improved analytics and enhance member identification and stratification
5. Delivers a self-developed and managed network of behavioral health providers to enable **better referrals, relationships,** and **quality-driven contracts**



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# Behavioral Health Programs & Services Overview

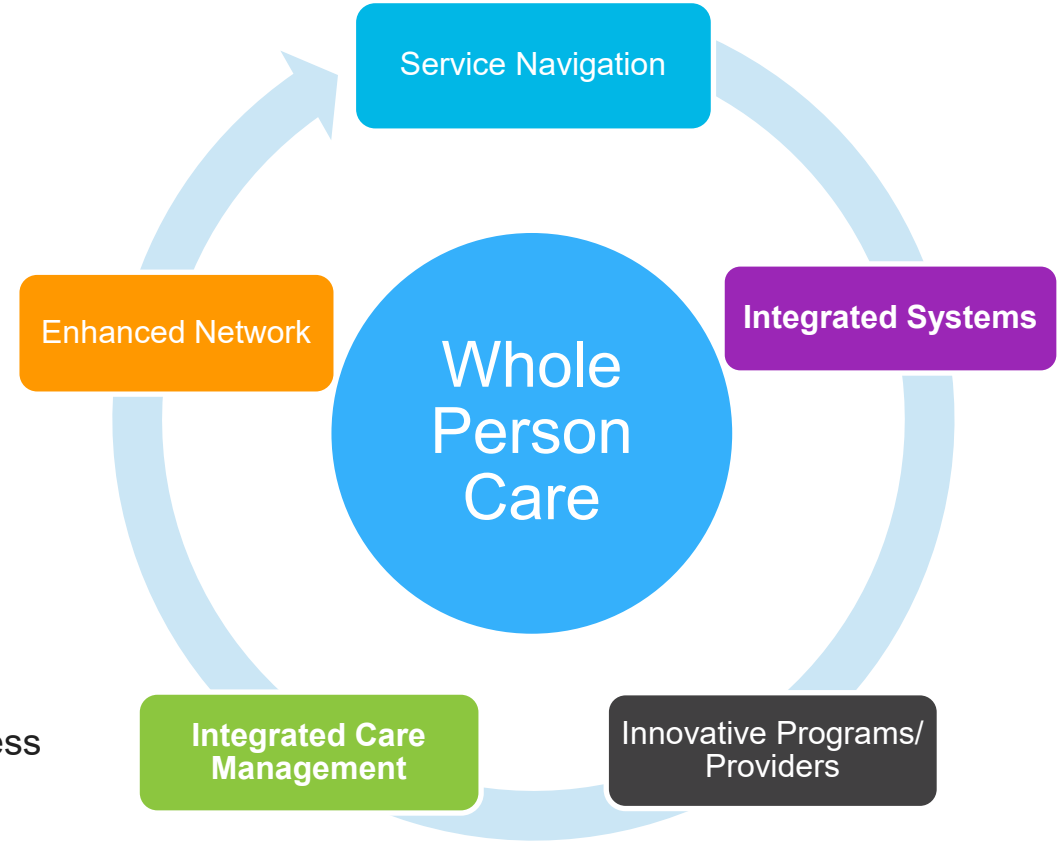
On November 1, 2023 we launched our best-in-class, whole person integrated behavioral health approach for Harvard Pilgrim members. This enhanced model is comprised of a broad, innovative provider network, new service navigation program, and access to expanded programs and resources.

## Provider Network

Our enhanced model is comprised of a broad, insourced provider (medical and behavioral health) network in New England and nationwide

## Innovative Services

Innovative provider partnerships provide specialized behavioral health services, including self-service digital tools for easy access to virtual therapy and treatments




## Personalized Support

Our team of service navigators guide members to the right behavioral health providers to ensure timely appointments and streamline access our behavioral health resources

## Optimize Care Coordination

Coordinating Care with our internal licensed Clinicians and peer support specialists will work with members and their providers to manage their care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# Behavioral Health: Programs & Services

We continue to develop unique and innovative partnerships with providers who can enhance service delivery and access to resolve health disparities

**Autism**

Autism Care Partners

Cortica™

**Substance Use**

Spectrum Health Systems

Better Life Partners

**Therapy Access/ Digital Tools**

growtherapy

dr. on demand

AbleTo

Northeast Health Services
A MEMBER OF TRANSFORMATIONS CARE NETWORK

valerahealth

**HPHC Service Navigation**

Self Care
by AbleTo

Cortica, AbleTo and Valera Health offer access to 24/7 therapeutic digital tools to support patient treatments. The programs reflected above complement our comprehensive behavioral health network of providers and facilities.



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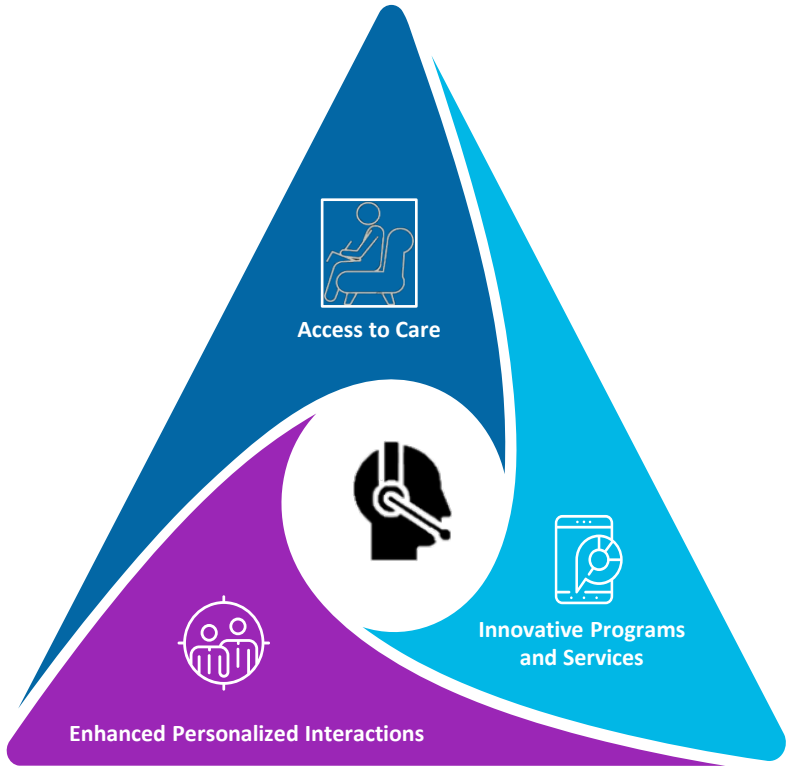
# Behavioral Health Service Navigation Program




**Behavioral Health Service Navigation**

## GOALS

- **Strengthen the Member Experience:** by helping members navigate the complex healthcare system and care continuum through enhanced personalized interactions
- **Enhance Access to Care:** by helping members obtain timely behavioral health appointments and connecting them to internal supports and programs, such as internal care managers
- **Connect with Self-service Tools:** by educating members about and connecting them with our innovative tools and services to support their behavioral health needs
- **Support Advancement of Health Equity:** by providing Behavioral Health Service Navigation to all lines of business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# Behavioral Health Service Navigation: Member Journey

1. Member calls **Integrated Member Services Team** for behavioral and physical health inquiries

2. **Member services representative addresses member's behavioral health inquiries** and connects member with specialized behavioral health service navigation team

3. Behavioral health service navigation staff works with member to **discuss personalized behavioral health support options**

4. Behavioral health service navigation team **connects member to the right service or resource at the right time**

5. **Member receives follow-up outreach** from behavioral health team to ensure needs are met



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"I think it’s really important to take the stigma away from mental health… My brain and my heart are really important to me. I don’t know why I wouldn’t seek help to have those things be as healthy as my teeth." —Kerry Washington, from HuffPost



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# Appendix



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# Workplace mental health: listening in on social media

**Figure 4. The impacts of burnout[24]**

Employees who say they very often or always experiences burnout at work are:

**63%** more likely to take sick day

**23%** more likely to visit the emergency room

**13%** less confident in their performance

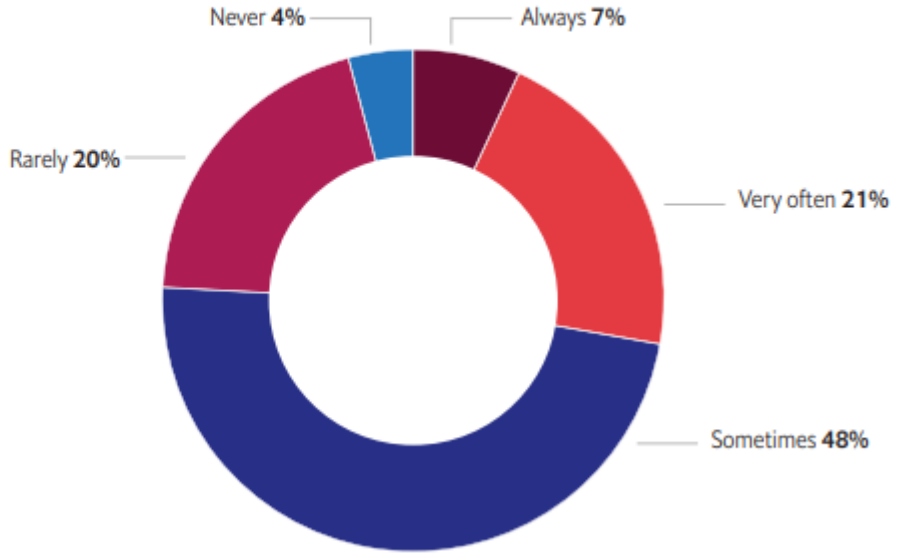
**1/2** as likely to discuss how to approach performance goals with their manager

**2.6x** as likely to be actively seeking a different job

**Figure 3. Rates of burnout for employees[24]**

How often do you feel burned out at work:

**76%** of employees experience burnout on the job at least sometimes




**Encourage autonomy, meaning and provide opportunities for growth**



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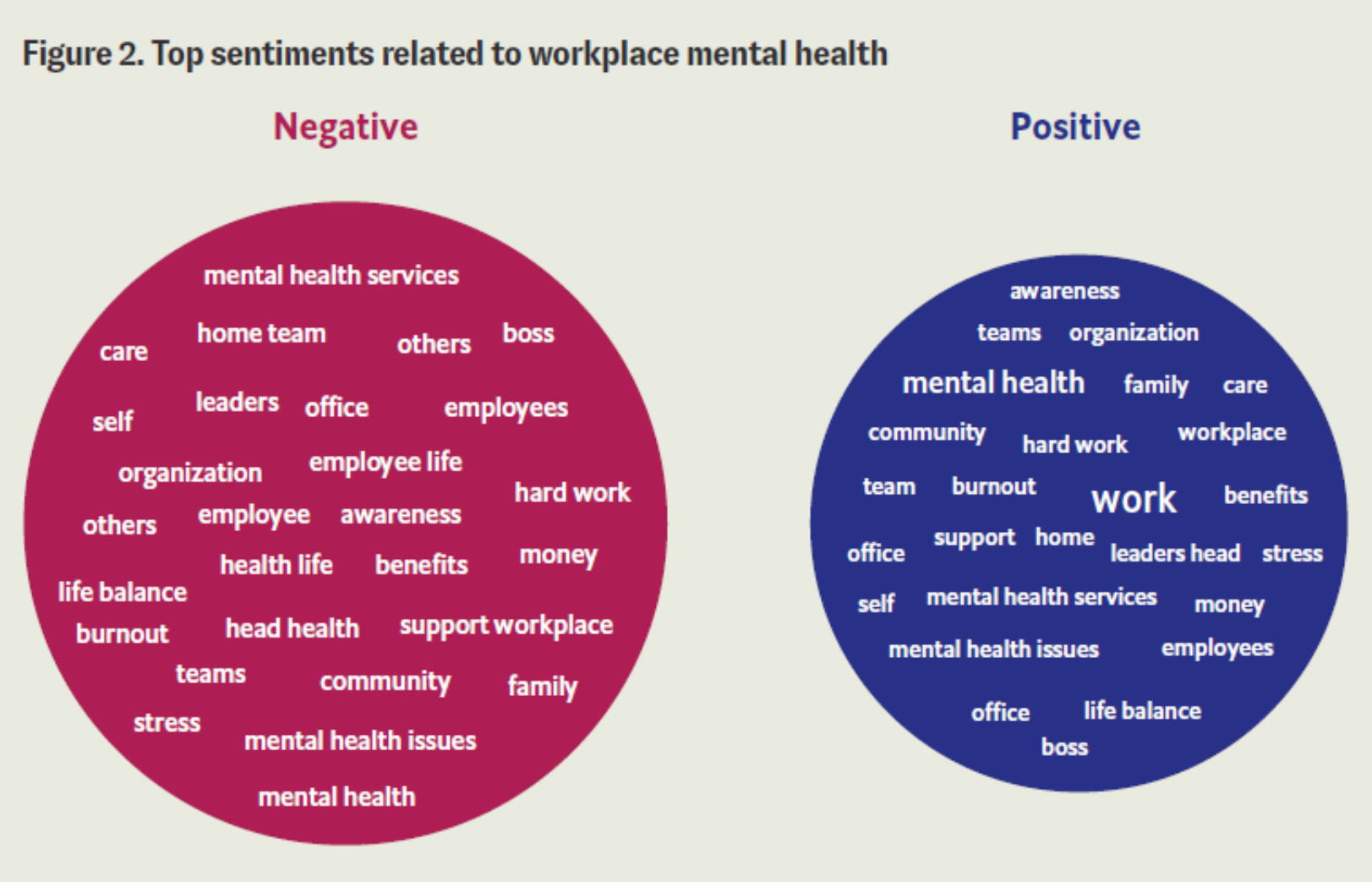
# Workplace mental health: listening in on social media



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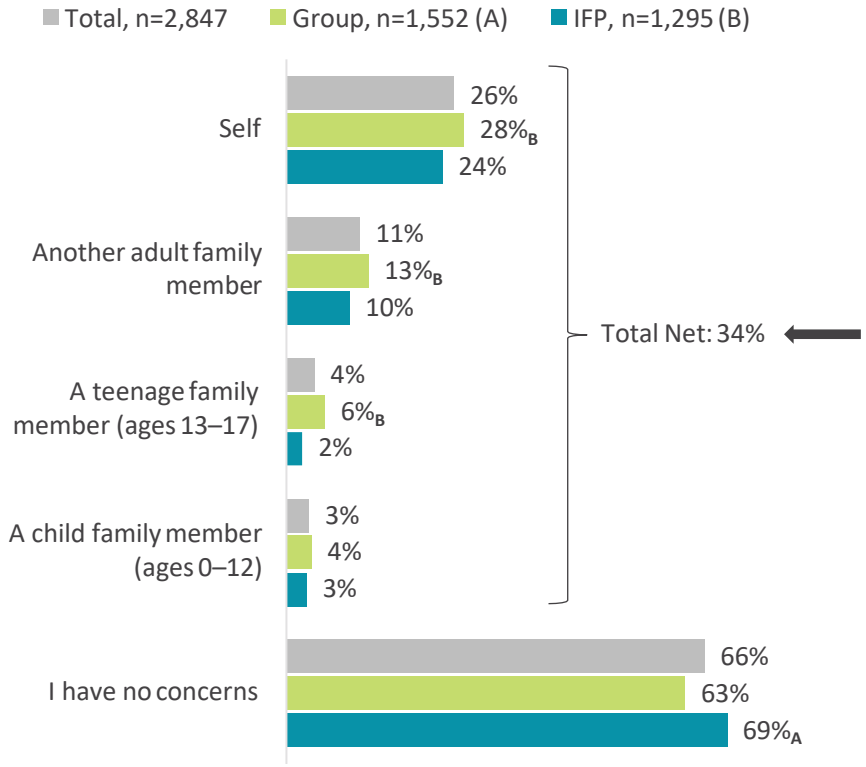
# Overall, about one-third of members report a behavioral or mental health concern within their household but only about a quarter sought help for it.

While most care sought is for adults, approximately 10% of members with dependent children have concerns about their teenagers and about 10% have concerns about their younger children.

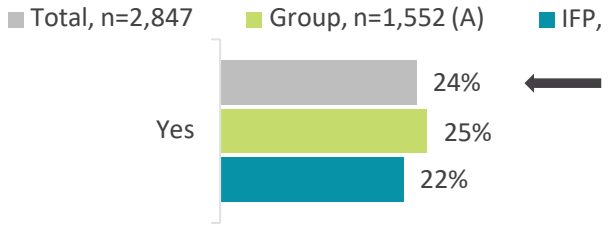
**CONCERNS ABOUT MENTAL OR BEHAVIORALHEALTH BY COVERAGE TYPE**

Base: All
Multiple Response



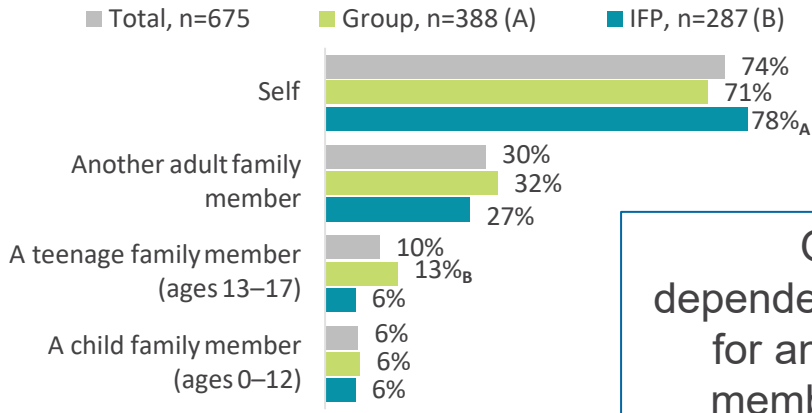

**SOUGHT CARE BY COVERAGETYPE**

Base: All




**WHO IN THE HOUSEHOLD SOUGHT CARE BY COVERAGE TYPE**

Base: Sought Mental Health Help
Multiple Response




Of those with covered dependents who sought care for anyone, 20% of Group members were looking for care for their teenagers.



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2022 Commercial Digital Tools Study
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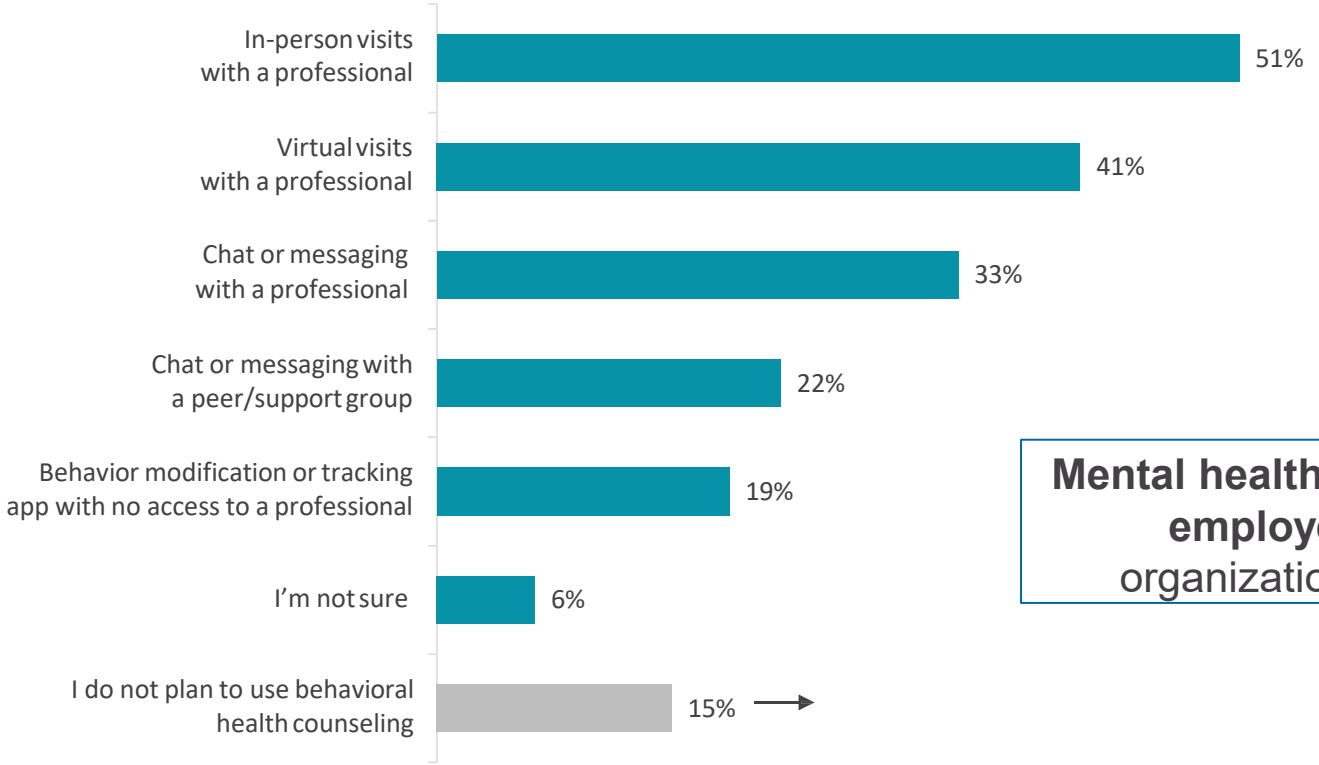
# With access to counselors and therapists stymied by a shortage of professionals accepting insurance, many employees indicate they are quite open to seeing a mental health professional virtually.

Considering only about six in ten psychiatrists in the U.S. accept new patients with private insurance,[1] treating behavioral health virtually may provide relief to employees and their dependents by granting them access to a wider network of doctors than are available in their immediate geographical area. While in-person visits are still preferred by half, virtual visits still garner ample interest from employees.

**EMPLOYEE:**
**TOP BEHAVIORAL HEALTH SERVICES DESIRED**
Base: Employee, Non-ICHRA, n=2,811 Multiple Response




**Mental health services are important to almost all employees**. Only 15% have no interest in their organization providing behavioral health services.



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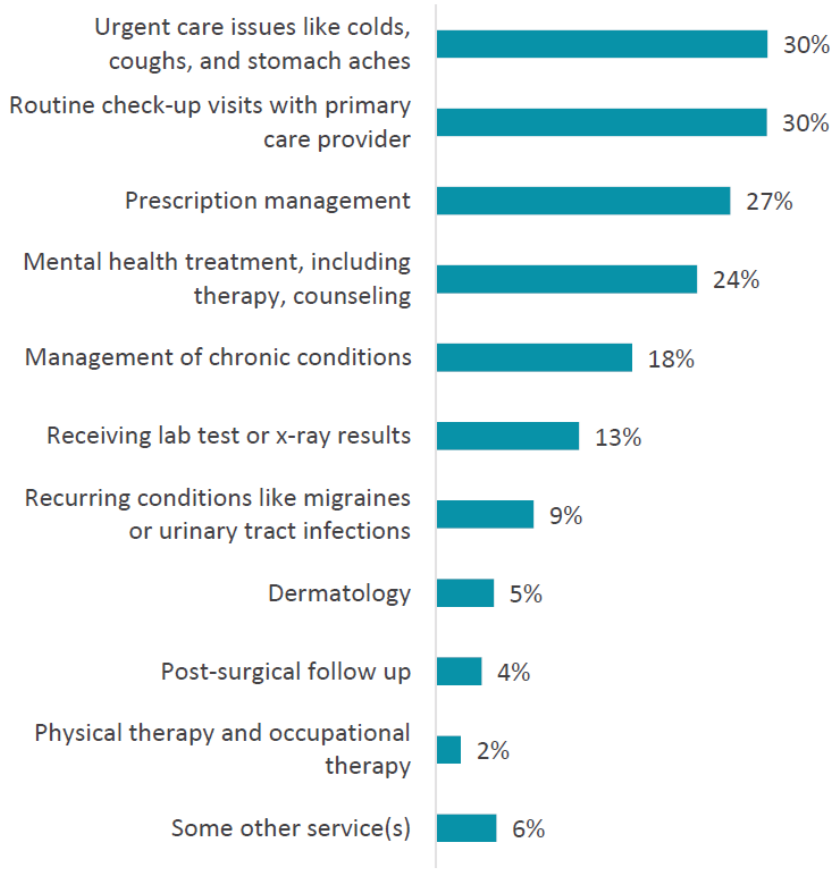
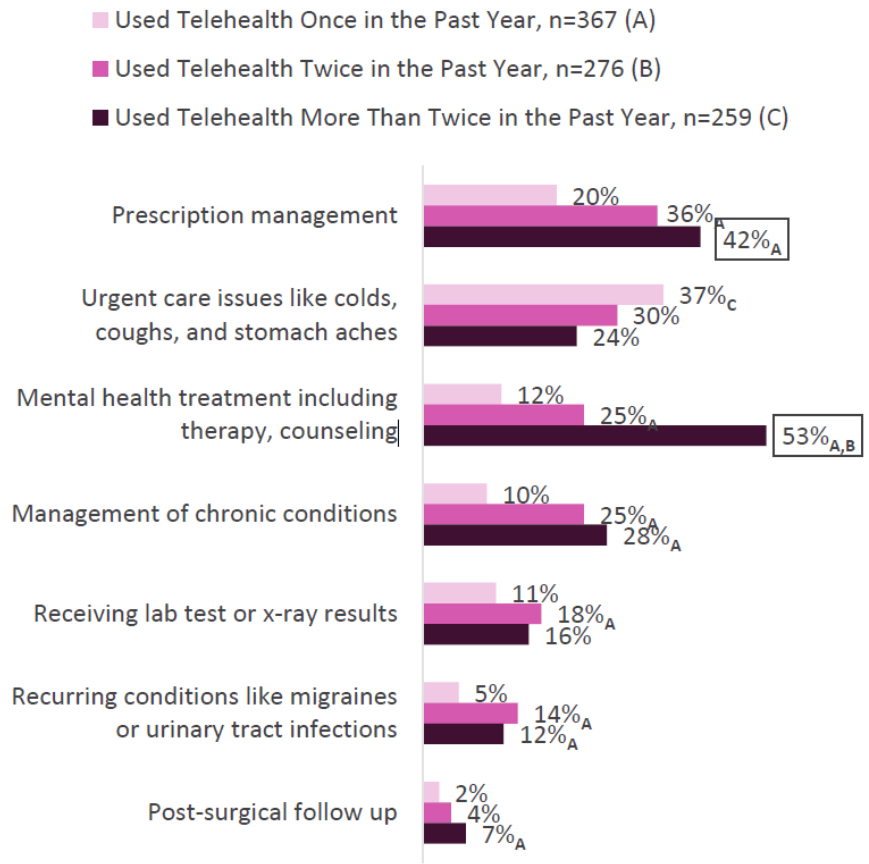
# Urgent care and routine checkups are the main services sought via telehealth by IFP members.

Frequent telehealth use is driven primarily by services that are recurring by nature, notably mental healthcare and prescription management.

**SERVICES RECEIVED THROUGH TELEHEALTH**
Base: Used Telehealth in the Past Year, n=1,343

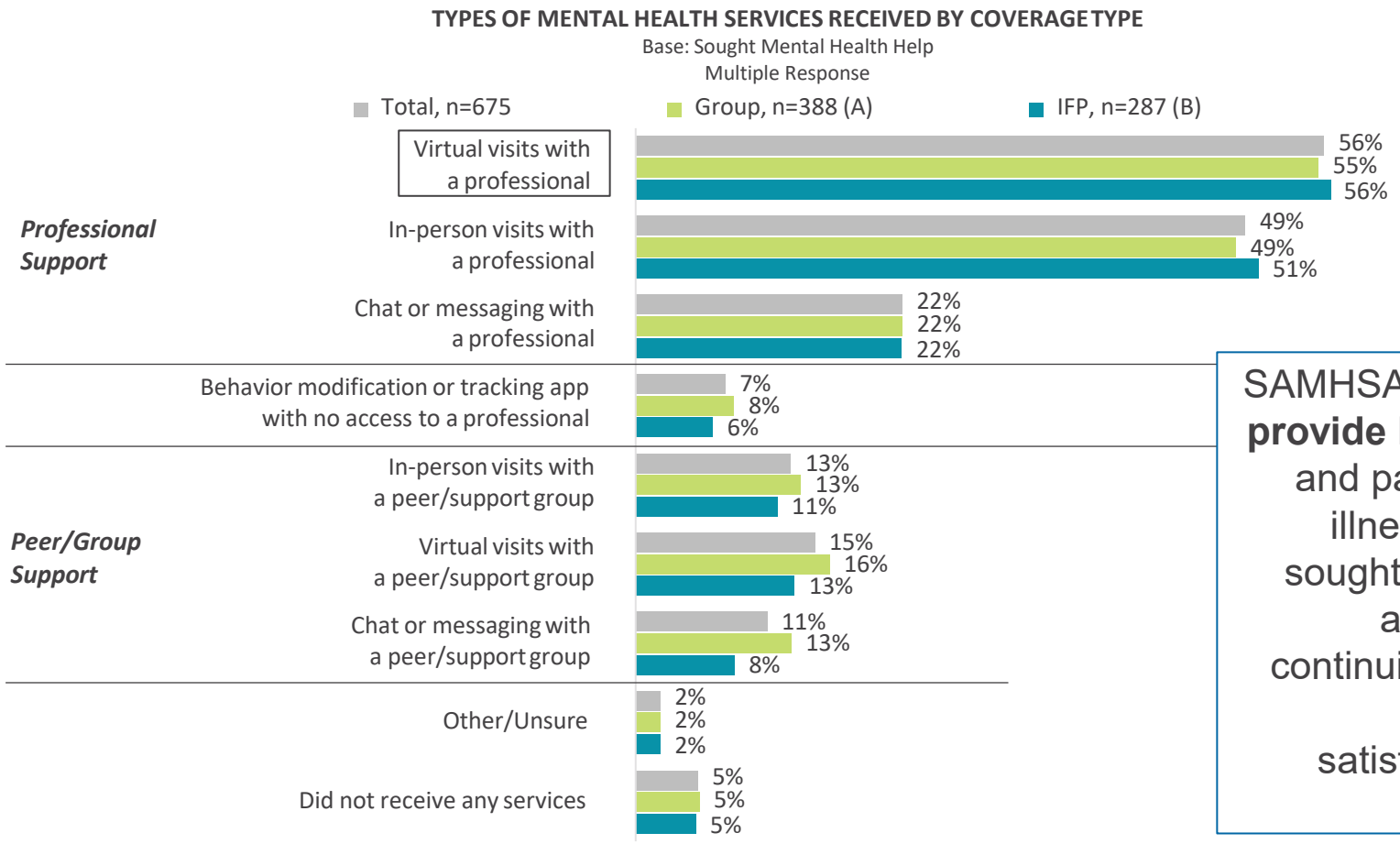



**SERVICES RECEIVED THROUGH TELEHEALTH BY FREQUENCY OF TELEHEALTH VISITS**
Base: Used Telehealth in the Past Year
Significant Differences Only




Letters indicate statistically significant differences from corresponding group, $p < .05$.
*Choosing all that apply, what health services have you received over telehealth?*

## As “typical” mental health visits do not require physical examinations and occur with higher frequency than many other types of medical care, more members received virtual visits than any other type of behavioral healthcare.




SAMHSA reported that **virtual options can provide better outcomes** for both provider and patient. Patients with serious mental illness or substance use disorders who sought virtual mental healthcare received access to higher quality care, better continuity of care, increased convenience, reduced stigma, and comparable satisfaction to those who sought care in person.[1]



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