American Well

Maine Community Health Options

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Michael Russo | Director, Client Engagement
Lindsay Henderson, PsyD | Director, Psychological Services
Community Health Options

- Health insurance company - Licensed in Maine
- Qualified Health Plan (Marketplace certification)
- Consumer Operated & Oriented Plan (CO-OP)
- Non-profit (501(c)29)
Who we are

• **Our Mission:** To connect and enable providers, insurers, patients, and innovators to deliver greater access to more affordable, higher quality care.

• **Our Culture and Values:**
  • Customer first
  • One Team
  • Deliver Awesome
Bringing care to employees

Mobile Apps

Web

Phone

Kiosk
Incredibly easy for members to use
Do you have health insurance?

- Yes
  Insurance may cover all or part of your visits. If your plan isn't listed, you can still have a visit.

  Community Health Options

- Subscriber ID
- Suffix

Are you the Primary Subscriber?

- Yes
- No
- Skip this step / My plan isn't listed

Service Key

If you received a key from your employer or another group, enter it here. More info

Service Key (optional)

Finish
Include caregivers and providers in a multiway visit

Patient Adds
• Spouse, Child, Parent
• Caregiver
• Group Therapy

Provider Adds
• Colleague
• Specialist
• Allied health provider
• Interpreter
1 in 4 American adults (61.5 million) experience mental illness in a given year

Only 41% of the population actually receive treatment

14 million Americans have a serious mental illness (SMI)

SMI population mortality rate is 25 years sooner than the general population due to chronic comorbid medical conditions

About 9.2 million adults have co-occurring mental health and addiction disorders

20% of youth ages 13-18 experience severe emotional disturbances

*Source SAMHSA 2014
High prevalence of mental illnesses and provider shortages

1 in 5 People have some sort of mental health condition

43.4 million Adults suffered from a behavioral health issue in 2015

1 mental health provider exists for every 790 individuals

28,000 Psychiatrists in the United States today

65% Of non-metropolitan counties do not have a single psychiatrist

47% Of non-metropolitan counties do not have a single psychologist

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1: Key Substance Use and Mental Health Indicators in the United States: Results from the 2015 National Survey on Drug Use and Health; 2: American Journal of Preventive Medicine; 3: Association of American Medical Colleges; 4: Parity or Disparity: The State of Mental Health in America
Rural communities have limited access to mental healthcare
Mental Health in the U.S. – What this means for Employers

Mental health illnesses are common and expensive conditions.

- Roughly 85% of employee’s mental health conditions are undiagnosed or untreated.¹

- Mental illness is the fifth leading cause of short-term disability and the third leading cause of long-term disability for employers in the United States.²

- Mental health conditions cost employers more than $100 billion and 217 million lost workdays each year.¹

- Individuals with chronic medical conditions and untreated mental illness are the most costly.²
  - Depressed patients are three times as likely to be non-compliant with their medical treatment regimen.
  - Healthcare costs are up to twice as high among diabetes and heart disease patients with depression, compared to those without depression.

¹ in 5 Adults reported they did not get the mental health support they needed
Making mental health care accessible
# Online Care Group Behavioral Health provider types

<table>
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<tr>
<th>Provider Type</th>
<th>Description</th>
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| **Psychiatrists**    | - Licensed Physicians  
                      |   - 100+ Credentialed Psychiatrists  
                      |   - Provide medication evaluation and medication management |
| **Psychologists**    | - Licensed Clinical Psychologists (Ph.D. or Psy.D. level)  
                      |   - Provide counseling and assessment  
                      |   - Provide individual therapy (couples and family therapy available through multi-way video) |
| **Therapists**       | - Licensed Masters level Clinicians *(Includes LPC, LMFT, LICSW)*  
                      |   - Provide counseling and assessment  
                      |   - Provide individual therapy (couples and family therapy available through multi-way video) |
**Program and Clinical Overview**

- Nationwide coverage (900+ licensed credentialed providers)
- Scheduled visits
- 45 minute sessions
- Child/adolescent coverage
- Patient seen weekly (dependent upon case acuity)
- Initial evaluation, ongoing assessment and diagnosis
- Multi-way video allows for couples and family work
- Common conditions include:
  - Mood Disorders
  - Anxiety
  - Adjustment Disorders
  - Bipolar Disorder
Outcome Metrics

- CGI (Clinical Global Impressions) scale
  - Average score after 5 sessions is “much improved”

- Patient satisfaction surveys
  - More than 90% of people thought their therapist was helpful, professional, and understood their concerns

- Testimonials
  - “I needed to talk to someone because my depression was getting worse. They are very helpful and caring. I would recommend this service to everyone.”
  - “She gave me hope when I needed it.”
  - “Excellent service. Being able to do this from my home office is fantastic.”

- NYT’s Wirecutter’s top choice for Online Therapy
  - Platform experience and selection of providers
Program and Clinical Overview

- Initial Evaluation 45 minutes in length (CPT Code 99204)
- Medication Management 15 minutes in length (CPT Code 99213)
- Licensed and Board Certified Psychiatrists trained in telehealth
- Nationwide Coverage for ages 18+
- Appointments available during a wide variety of times (e.g., nights and weekends)
- Ability to see urgent care physicians within same medical group
- Electronic Prescription Controlled Substances (EPCS) not available at this time to patients in the home; focus on Primary Care Integration
Psychiatric Collaborative Care Model

Roles and Responsibilities:

**OCG Psychiatrist**
- Care for patients’ psych needs
- Make recommendations to PCP: labs, tests, CS, specialist referrals

**Patient**
- Consents to collaborative care
- Has regular visits with OCG psychiatry and PCP

**Primary Care**
- Care for patients’ medical needs
- Consult with OCG on psychiatry recommendations

**Collaborative Care Model**
Tackling Addiction

• OCG Therapists able to offer:
  • Individual Therapy for mild-moderate substance use disorders
  • Psychoeducation around substance use & addictive behaviors
  • Focus on increasing motivation and commitment for change
  • Relapse prevention
  • Treatment for individuals in remission
  • Diagnosis and treatment of co-occurring disorders
  • Therapy for family members of those struggling with addiction

• OCG Therapists make appropriate referral for:
  • Individuals in need of medical detox
  • Individuals with high risk pattern of use, who is unsafe to self/others
  • Intoxication during therapy sessions

As with any individual seeking mental health care, appropriateness for treatment is evaluated by the individual clinician, determined on case by case basis, and dependent on the individual’s current needs and ability to engage effectively in treatment via telehealth.
Q&A