

# Behavioral Health

Highly accessible virtual-first coaching, therapy, and psychiatry, connected with our medical practice.

Today, behavioral health needs are more prevalent than ever with 47% of adults reporting symptoms of anxiety and 39% reporting symptoms of depression<sup>1</sup>. Your members with behavioral health needs are not only facing the mental burden of mental health, but also an increasingly short supply of behavioral health providers leading to average wait times for behavioral health support of 48+ days<sup>2</sup>. All while, your plan is challenged with delivering a comprehensive network of providers, limiting healthcare waste, and reducing overall cost of care.

Our Behavioral Health solution focuses on increasing access to virtual therapy and psychiatry and delivering high-quality, comprehensive coverage for conditions across the continuum of care. We treat everything from anxiety and depression, to medication management, substance use disorder, and serious mental illness. Through our virtual approach we bring convenient, accessible behavioral health care to everyone, everywhere.

## Breaking down barriers to behavioral health

- **Full spectrum care** with therapists and psychiatrists, covering **50+ clinical areas** to meet any behavioral health need, ranging from subclinical to mild and complex needs, including psychiatric medication management
- **Rapid, flexible access** to therapy and psychiatry visits via video with appointments available 7 days a week including nights and weekends, for all members including those <18 (no minimum age limit)
- **On-demand chat-based coaching** with connection to a certified coach within seconds for subclinical conditions and everyday life stressors\*
- **Largely employed provider model** provides better clinical and diversity training, drives high-quality care, and facilitates the ability to build deep relationships with members over time
- **Behavioral Health is easily integrated with other Included Health solutions** to deliver whole-person care:
  - **Everyday & Urgent Care:** 24/7, on-demand medical visits with clinicians cross-trained in behavioral health for immediate support
  - **Virtual Primary Care:** Primary Care Clinician led care to holistically address medical and behavioral health comorbidities, and access to wraparound Care Team support

## Results

### 3-4 days

to **first available** therapy or psychiatry **appointment**

### 60%

of members see **same day or next day availability** for a first therapy or psychiatry appointment

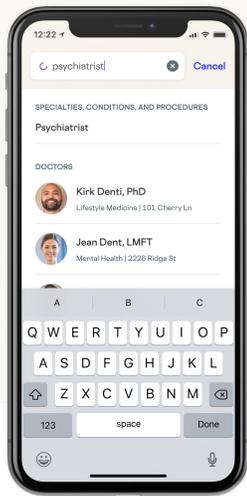
### 83%

of members experienced an **improvement in depression** symptoms after **8 therapy** visits

### 76%

of members experienced an **improvement in anxiety symptoms** after **8 therapy** visits

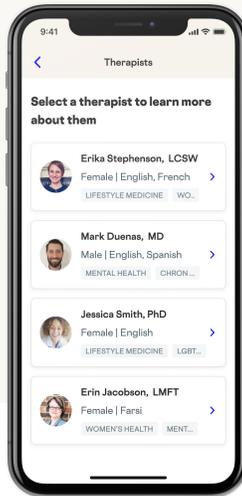




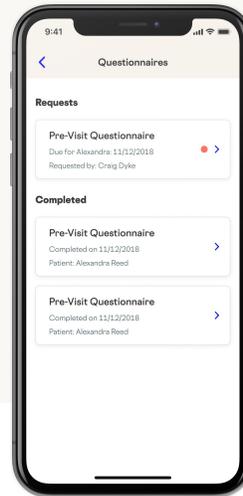
**Need-based clinical filtering** connects members with providers who can address their specific needs



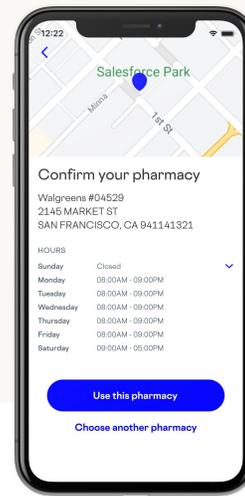
**Video-first approach** for convenient access, regardless of location



**Diverse therapists** can meet any preference or need



**PHQ 9 and GAD 7** assessments to track progress



**Integrated pharmacy** streamlines the member experience and increases convenience for members that need prescriptions



“I’m gaining so much insight into my thought process and ways to deal with it. She has a wonderful way of making me feel safe and unafraid to talk about my feelings. Dr. Mohan is a treasure!”

-Behavioral Health Member



Dr. Lama has helped guide me through changing my life from no future to a fulfilling life full of happiness in less than a year.

-Behavioral Health Member



“Dr. Mirza is amazing, compassionate and respectful with my 15 year old girl. She’s giving hope to my daughter and my daughter is looking forward to improving her mental health. Thank you!”

-Behavioral Health Member

**Contact us for a demo**

Email: [healthplans@includedhealth.com](mailto:healthplans@includedhealth.com)