Aetna: Transforming the Behavioral Health Experience

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60 million people in the U.S. have a diagnosed mental health issue

8.4 million people in the U.S. care for a loved one with a mental illness

2 in 3 adults with a mental illness do not receive mental health services in the U.S.

23.5 million people need treatment for an illicit drug or alcohol abuse problem

46.9% of productivity dollars lost each year due to major depression

$193 billion a year in lost earnings due to serious mental illness

217 million missed workdays per year are caused by behavioral health issues
The right solution must account for total health

Health Factors Within Our Control

- 40% Individual Behavior
  - Stress management
  - Diet and exercise
  - Care plan adherence

- 20% Social and Environmental Factors
  - Home and family
  - Mental wellness
  - Economic stability

- 10% Health Care
  - Clinical care

- 30% Genetics
  - Genomics and medical history

70% is in our control

1 Kaiser Foundation: “Beyond Health Care: The Role of Social Determinants in Promoting Health and Health Equity” 2015.
Our members deserve access to quality care when they need it, in a way that is simple, personal, and convenient. Because no one should feel alone when dealing with a mental health issue.
Emily’s mom is struggling…

Emily almost **overdoses** on pain medication and ends up in the ER.

What now? Who can help?
Pre-approvals? **Cost** of out of network care!?

Emily loses motivation…..

A stressful situation becomes more challenging for the entire family

Emily is finally admitted to an in-patient treatment **but leaves after 3 days**.

Now what?
Caregivers are not incorporated into solution-finding and recovery

The system is complicated and unfamiliar

Lack of understanding of mental health and social determinants on overall well-being

Stigma attached to mental illness and addiction

Difficult to identify quality providers

Technology is underutilized

When members do seek care, they have trouble navigating a complicated system, and gaining regular access to quality care.
Provider Perspective

- Supply
- Increasing administrative hassle
- Network participation

Providers want to give quality care, but face barriers to meeting patient needs
## Behavioral Health Transformation

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<tr>
<th>Reduce the burden of accessing care</th>
<th>Provide guided support and navigation to members</th>
<th>Fill the gaps in access to quality care</th>
<th>Support caregivers</th>
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<tr>
<td>Lessen the administrative burden of getting care (e.g. utilization management measures, claims payments, etc.)</td>
<td>Provide personalized support through transitions, especially after severe episodes of care. Empower all consumers to get the care they need. Address social determinants and increase healthy days</td>
<td>Address inconsistent provider quality and utilize provider/service partnerships and technology, i.e. new digital platform to resolve gaps in access to care</td>
<td>Provide support to caretaker/family/friends to facilitate more successful outcomes for consumers</td>
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**Decrease stigma** associated with mental illness while **building resilience** among the generally well
Response Scaled to Need

Member Care Coordination
Member & Provider

Advocacy Model
Family & caregivers

Access to providers and digital tools
Address social determinants
Local Market

Increase public awareness & literacy, anti-stigma, and build resiliency
Nationwide
Doing things differently
Select facilities are testing new processes that:

- Streamline the precertification process
- Allow providers to make recommendations and referrals in real-time
- Remove the member from the payer vs. payee negotiation
Peer supporters provide people in recovery with:

- Judgement free support in their own “language”
- Greater levels of perceived empathy and respect
- Hope for a successful and healthy future
Doing things differently: Digital technology solutions in every user’s pocket that provide less intimidating access to needed support as well as resources for continued engagement with care.

MindCheck, the award winning emotional barometer app, available to anyone with an email address.

AbleTo & MyStrength
Cognitive Behavioral Training in your pocket reduces anxiety, depression, stress by 50 percent.

Aetna Resources apps allows you to access your Aetna benefits and get help anywhere you have the internet.
Doing things differently: Increasing awareness

By shaping the debate around mental health and wellness, we are increasing:

- Mental health efficacy
- Confidence to address issues to address mental illness
- Awareness of and literacy about mental well-being
Doing things differently: Integrated Service Delivery

Harnessing the strengths of BH and RFL in one model and taking the guess work out of the process

**Engagement & Member Activation**
- Offer a single point of contact
- Address social determinants

**BHT Advocate engages member and assesses and anticipates member and family needs**
- Engage members in their emotional health
- Target stigma as a program goal

**Bring Aetna Team to the member to address social determinant, “life” and behavioral health needs**
- Deploy multi-functional care teams for high-risk members
- Provide access through phone, chat, text, televideo
Doing things differently: Member Care Coordination

single point of contact for members, caregivers and providers throughout the care continuum

Results through 4/1/18

- Started October 2, 2017 with 13 beta facilities
- 871 admissions managed
- 324 member/caregivers engaged
- 195 peers connected
- 742 members/caregivers helped with social determinant challenges
- 10 additional facilities preparing to onboard

Expansion Plans through 2018

[Map of expansion plans through 2018]
What we’re seeing:
- Significantly increased engagement
- More effective use of resources without an adverse effect on cost
- Peer support connectivity
- More effectively addressing social determinants, administrative complications and other care needs of members and caregivers

What they’re saying:
- “It’s nice to see clients getting the treatment they deserve.” – Facility
- “We are so grateful to have an insurance company reach out and want to help our family. We need as much help as we can get.” - Member
- “I thank you for taking the time to let me know that you are here for my daughter to make sure her needs are met. You have no idea how much that means to me. As a single father of two, it’s difficult to find that kind support.” - Father of Member

Doing things differently: Member Care Coordination
single point of contact for members, caregivers and providers throughout the care continuum
Emily almost overdosed on pain medication. She was taken to the ER. Aetna was able to help me figure out the next steps.

We called Aetna. Someone really listened, walked us through our options and quickly helped with admission. Help was also offered to the rest of the family.

We were introduced to Robin, the Member Care Advocate that was our single point of contact to help with all of Emily’s recovery needs.

We had counseling as a family. And we were trained by Mental Health First Aid to help us recognize the signs of possible issues. We even got legal services for Emily, to help with her legal issues due to her addiction.

Emily finished her treatment and was connected to a Peer Support Specialist. She’s in a recovery home and attending 12 step meetings regularly.

Aetna introduced new apps to Emily to help with her recovery. She tells us how helpful it is to have access to tools and resources, right in her pocket.
BHT is a service model that will continue to change, shift and adjust to the needs of members, caregivers and providers.

We invite you to:

- Challenge us!
- Use your experience to help us make the process more beneficial for everyone
Thank you
References


4 https://www.drugabuse.gov/publications/drugfacts/treatment-statistics