



ViacomCBS and NYU Langone health partnered to provide expedited access to world-class mental health services and primary and specialty care for ViacomCBS employees and their families, becoming a critical asset during the pandemic.

**ViacomCBS** is large global media corporation that delivers premium content to audiences across traditional and emerging platforms worldwide. Through television, streaming and digital content, studio production, publishing, live events, merchandise and more, ViacomCBS connects with billions of people worldwide.

**NYU Langone Health** is a world-class, patient-centered, integrated academic medical center, known for its excellence in clinical care, research, and education. NYU Langone includes six inpatient campuses throughout the New York area, more than 350 ambulatory locations, and over 3,600 employed and affiliated physicians.

### Background

Lack of in-network quality behavioral health care professionals was preventing some ViacomCBS employees and their family members from accessing timely behavioral healthcare services. While it can be extremely difficult to find quality in-network adult behavioral health care providers, pediatric behavioral providers can be even more challenging to find. The onset of the COVID-19 pandemic further increased the demand for behavioral health services due to the overwhelming fear and anxiety it created among adults and children as they tried to cope with the disease.

### Solution

NYU Langone Health created a unique and comprehensive in-network solution for ViacomCBS employees and their dependents, to provide high quality, accessible, affordable adult and pediatric behavioral health care and offer expedited appointments for other primary and specialty care. This solution reduced the challenge of accessing quality in-network behavioral health providers. In addition, it helped relieve the pressure on families and parents to find their children in-network pediatric specialty care by providing them direct access to the expertise at NYU Langone's Child Study Center through its three different locations: New York City, Northern New Jersey and Long Island.

Additional ongoing activities include:

- Access to a custom behavioral health network of over 120 adult and pediatric providers
- Phone triaging of clinical issues
- Concierge services and expedited appointments with the appropriate behavioral health specialty
- Facilitated appointments with other primary and specialty services
- Virtual visits with established providers when there are barriers to attending in person appointments using secure videoconferencing

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Additional ongoing activities (cont'd):

- Integrated behavioral, primary, other specialty and virtual care captured in a single electronic medical record.
- Easy access to personal health information, medical records, the ability to schedule or change appointments on a mobile device, anywhere and anytime through the NYU Langone Health app.
- Wellness education both onsite and via live webinars. In March 2020, NYU Langone hosted a live webinar on coping with coronavirus fear and anxiety which was attended by more than 600 ViacomCBS employees.
- Onsite COVID-19 testing, flu shots and medical screenings.

**ViacomCBS Employee Feedback**

*“My experience today at NYU Langone was impeccable and easy. And kudos to you for paving the road for the NYU Langone fast-track for CBS employees!”*

*“I don’t think I’ve ever had such incredible attention and care anywhere...I can’t imagine better care and I owe this all to you that I’m here. I don’t know how to even thank someone for something so huge.”*

*“My experience today at NYU Langone was impeccable and easy. Everyone was professional and kind and thorough. The entire experience was the best it could be as a patient.”*

**Early Results**

- Improved access to behavioral, primary and specialty care
- Improved employee productivity due to early and expedited access to care
- Reduced out of pocket cost to employees due to improved access to in-network providers
- Lower out of network utilization for behavioral health

For additional information, please contact:

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