



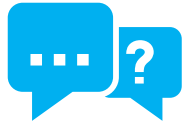
NAVIGATING NEW GATEWAYS TO MENTAL HEALTH CARE

Tuesday, November 2, 2021
12:00 - 1:00 PM ET

Webinar Procedures



All lines will be muted



Please submit all questions using the “Q&A” dialog box



Email Diane Engel at dengel@nebgh.org with any issues during this webinar



The recording and a PDF of the slides will be shared



Q&A

You have no question.

What h

☐ Send Anonymously

Send

Speakers



Harry Ritter, MD

Founder and CEO

Alma



Ashley Karpinski

Director, Behavioral Health

Strategy and Innovation

Aetna Behavioral Health



Bob Jacobs

Vice President, Health Systems

Healthcare Innovation – Find

Care Business Development

Walgreens

Alma

Consumers don't have a simple path to in-network care.

Increased demand
for care.

27%

more adults reported
symptoms of depression or
anxiety in 2020 compared
to 2019.



Efforts to
improve access...

19%

Increase in the number of mental
health counselors between 2011 and
2017.

\$2.4B

Invested in behavioral
health digital start-ups
in 2020.

...availability gaps
persist.

The New York Times

‘Nobody Has Openings’:

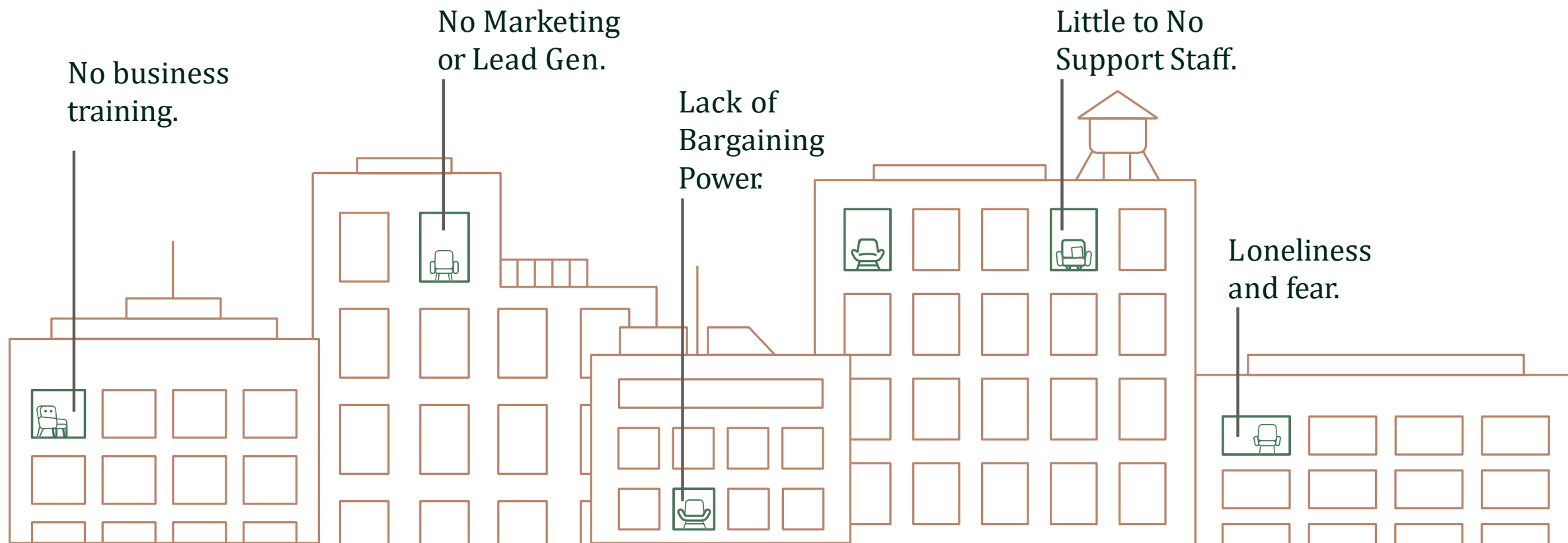
With anxiety and depression on the rise
during the pandemic, it has been challenging
for people to get the help they need.



And providers don't have the support they need to serve surging demand.

1 M providers nationwide
v. 200k PCPs.

90%+ of providers working
alone or in small
group practices.



We help mental health professionals build thriving private practices powered by Alma.



Rapid access to in-network care.

- 3,000+ providers available nationally.
- Client Matching team offers one-to-one support by online, by phone, or via messaging.
- Matching average response time < 6 hours with personalized service.
- Able to integrate with primary care, case management, and employers.

90%

of clients have their first appointment in less than 1 week

Talk to our Client Matching team.

Tell us what you're looking for and we'll share a personalized list of providers at Alma who best fit your needs.

[Get matched](#) [Browse directory](#)

Hey, I'm looking for a therapist but not sure what kind I need.

No worries! Happy to help. Do you have a preference between talk therapy or psychodynamic treatment? Both are proven methods, just different styles.

Psychodynamic treatment is great if you're interested in open exploration, while talk therapy is more structured and may involve "homework."

I think talk therapy sounds more my speed. Are there any therapists who take Oscar?

Sounds good! And yes, right now.

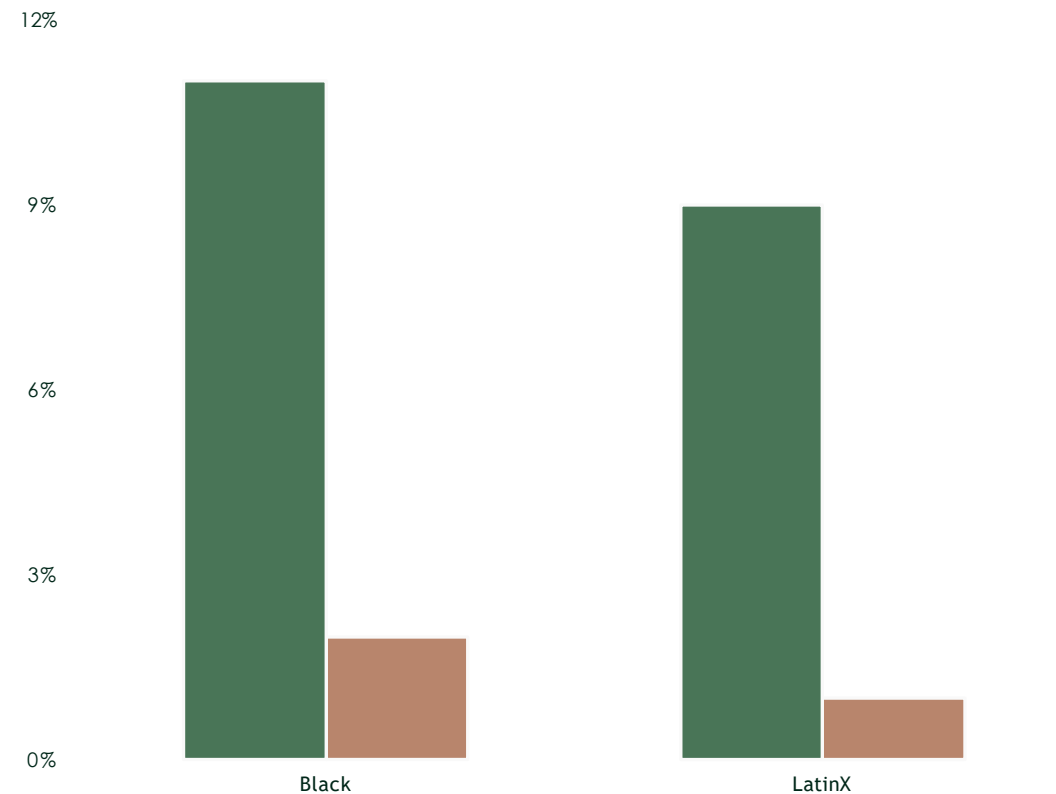


Working to improve diversity and equitable access.

- Committed to recruiting providers from diverse backgrounds to support more inclusive access.
- CE-accredited training for providers including, examples include:
 - Racial Trauma and Treatment
 - The Impact of Poverty on Mental Health
 - LGBTQ+ Competency Training

Alma Provider Demographics

Compared to national averages*



THE SOLUTION

Best in-class technology to improve the experience of care.

- Online scheduling, payments and tools.
- Integration with payer directories for online scheduling.
- HIPAA-compliant telemedicine.
- Top quality customer experience for everything from insurance questions to care support.

The screenshot displays the Alma scheduling interface. At the top, the Alma logo is on the left, and navigation links for CALENDAR, REQUESTS (with a notification badge), BILLING, CLIENTS, EVENTS, and ACCOUNT are on the right. Further right are links for GET HELP and SIGN OUT. Below the navigation bar, a calendar for September 2020 is shown, with the date 4 (Friday) highlighted. A pop-up window titled "60 mins with Yaeko Salt" is overlaid on the calendar. This pop-up contains the following information:

- Appointment:** Wednesday, Sep. 2 • 11:00am-12:00pm
- Action:** I will call Yaeko (555) 555-5555
- Provider:** Yaeko Salt
- Client Info:** client_3660a1ef-73bd-4cc3-84da-08cef61d9432@hellosalma.com • (555) 555-5555
- Action:** Book Again

The background calendar shows a grid of time slots from 8 AM to 5 PM across the days of the week. Various appointments are scheduled, such as "Ian R. 8:30-9:30am" on Friday, "Yaeko S. 11-12pm" on Wednesday, and "Theresa F. 12-12:45pm" on Wednesday. A red line indicates a conflict or a specific time slot.

THE SOLUTION Working with employers to support companies' mental health needs.

Expert-Led Discussions

Alma providers lead expert discussions on mental health topics providing a forum for employees to get educated and find support

Enhanced Matching

We work with employer partners to offer enhanced matching experiences for team members seeking care

Support during Crisis

We are helping employers offer support services to employees during times of challenge



THE SOLUTION

Partnering with primary care to support whole person care.

- Able to integrate with primary care providers.
- Integration and referral pathways with large multi-speciality physician practices in NJ and MA.
- Referral process designed to fit primary care existing workflows.
- Established SLA for client matching response time, speed to appointment.
- Reporting on referral disposition, time to appointment, client satisfaction.



Powering a next-THE VISION generation, tech-enabled, behavioral health network that helps patients easily access high quality care.

National reach.

Build an operating system for behavioral health nationally powering behavioral health coast-to-coast.

Quality and value.

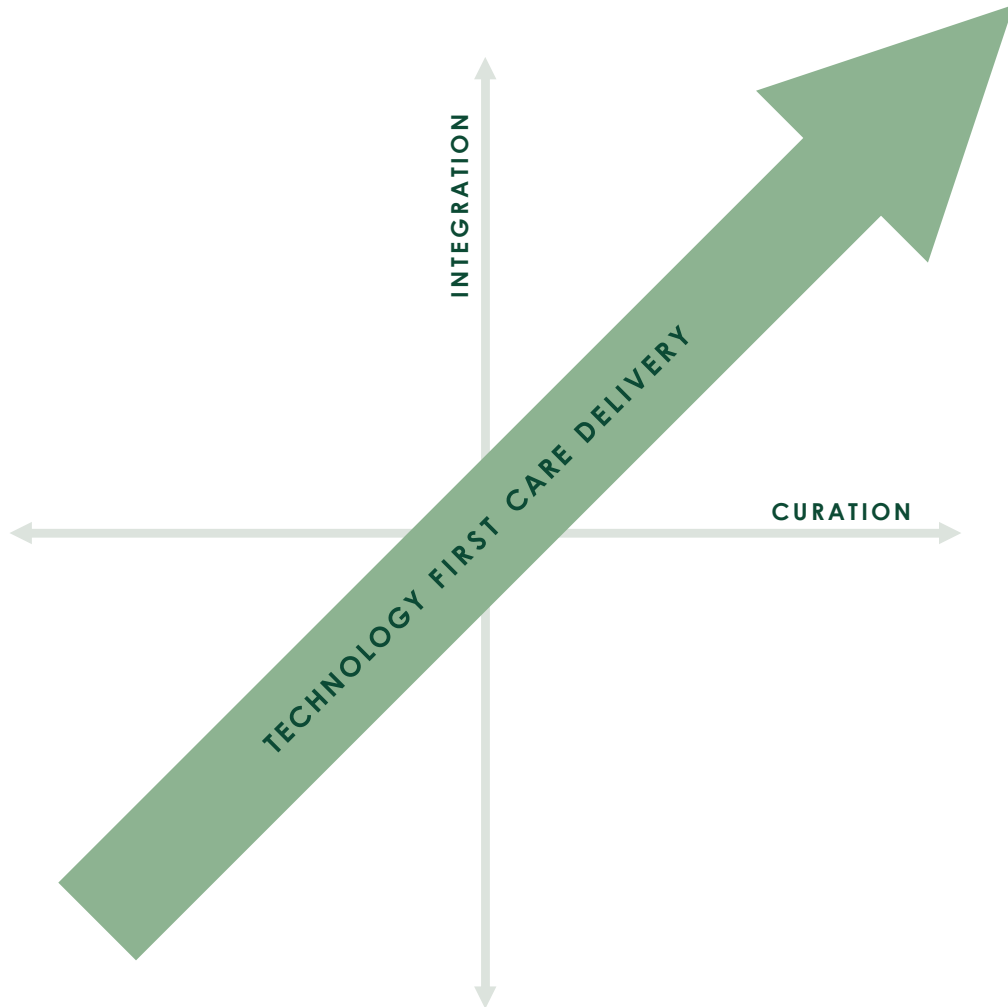
Create a global standard of excellence for quality through data-driven metrics, training and education.

True access.

Work with key healthcare stakeholders, employers, and others to deliver services that offer access to everyone anywhere.



To make it easy to get great mental health services.



IMPROVES QUALITY

- Coordinate and manage care.
- Data integration to capture outcomes.
- Great experiences for consumers.

IMPROVES ACCESS

- Diversity and equitable care.
- Fast and easy ways to find the right provider.
- Shared technology to facilitate information flow.



Guiding your employees to high quality, rapid access to care.





CVS HealthHUB mental health counseling

Ashley Karpinski | Sr. Director Behavioral Health

November 2, 2021

Mental health struggles

and lack of access to care can impact people across the US.
The effects are widespread, impacting families, communities and health care costs.

51M

people in the US live with a mental health issue¹

50%

estimates suggest only half of the people with a mental health illness receive treatment²

3x

more likely to use an out-of-network provider for mental health care than general health care³

\$300B

is the cost to employers for stress-related health care and missed work⁴

2x

Prevalence of depression for people with diabetes alone in 2016 ⁵

4x

greater costs for people with depression and diabetes than for people with diabetes alone⁶

1. NIMH; <https://www.nimh.nih.gov/health/statistics/mental-illness.shtml#:~:text=Mental%20illnesses%20are%20common%20in,mild%20to%20moderate%20to%20severe>.

2. NIH; <https://www.nimh.nih.gov/health/statistics/index.shtml> 2018

3. NCBI; "Out-of-Network Provider Use More Likely in Mental Health than General Health Care Among Privately Insured"; 2016;

4. <https://www.businessinsider.com/how-stress-at-work-is-costing-employers-300-billion-a-year-2016-6>

5. Center for Disease Control and Prevention. Diabetes and Mental Health. Available at: [CDC.gov/diabetes/managing/mental-health.html](https://www.cdc.gov/diabetes/managing/mental-health.html).

6. NCBI; <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4870425>

In-network mental health counseling

at CVS® HealthHUB™

Helping eliminate the noise and confusion people often experience trying to receive mental health care by helping to provide an easy-to-access, consumer-centric and affordable solution



Who

In-network licensed therapists

MinuteClinic® licensed therapists are trained in cognitive behavioral health therapy†

Contracted and credentialed within both Employee Assistance Program (EAP) networks and behavioral health networks

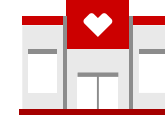


What

Connecting people to the right service

Care navigation: Initial patient assessment that includes the ability to triage to alternate sites of care.*

Clinical counseling: Provide counseling to patients with mild-to-moderate behavioral needs as stress, anxiety, or depression may be severe in nature



Where

Instore or virtual services*

Select MinuteClinic® within CVS® HealthHUB™ locations in FL, NJ, PA, and TX

Convenient hours and weekend appointments

Available in person or virtually**

May be scaled to additional geographies.

Mental health services provided by a MinuteClinic® licensed therapist within a CVS® HealthHUB™ location.

*There is no guarantee of coverage. Aetna will make the medical necessity determination.

**For telehealth visits: Available in select states, FL, PA, NJ, and TX. Other restrictions apply.

See MinuteClinic.com/VideoVisit for additional details.

† A common form of talk therapy used to quickly help identify and cope in challenging situations.

A convenient option

Simplifying access to care and connecting individuals with the mental health counseling services they may need.



Expand access to needed mental health services

Helps to resolve network inadequacy issues and enable patients to get the care they may need with access to an in-network licensed therapist

Provides individuals a convenient resource for counseling – available in person and virtually



Improves the patient experience

Increases satisfaction and reduces noise by providing an in-network, convenient licensed therapist

Decreases the stigma associated with receiving mental health care by providing it within a friendly and familiar place



Help to lower costs

Helps to reduce network leakage

Helps to give employees access to appropriate levels of care to reduce avoidable utilization of higher-cost sites of care

Mental health counseling services provided by a MinuteClinic® licensed therapist within a CVS® HealthHUB™ location.

How it works

Improving access and delivering quality mental health care



Screening

The in-network licensed therapist performs initial **needs assessment** of mental well-being, including social determinants of health



Counsel and support

Whether the individual **may need clinical counseling** for mild-to-moderate conditions — or they need to be triaged to a higher level of care — the licensed therapists are there to help them get the care they may need



Resource for ongoing care

Series of focused therapy sessions provided by the licensed therapist who is trained in cognitive behavioral therapy*

Patient can access care both **in person and virtually**, and they'll have access to the full suite of CVS HealthHUB resources, including expanded clinical services for certain chronic conditions*

Convenient resource for ongoing care, if needed, to help patient get — and stay — on the path to better health.

Mental health counseling services provided by a MinuteClinic® licensed therapist within a CVS® HealthHUB™ location.

Coverage is subject to the employee's plan of benefits and Aetna's medical necessity determination.

*If individual needs medical screening, MinuteClinic® providers may be able to support.

Pilot performance: clinical and patient experience

Creating access and measurable improvements within brief interventions

(data as of 9/2/2021, unless otherwise mentioned)

1 Creating access

Weekend and evenings availability at all locations. Plus, virtual availability statewide in several markets. Patients can self-schedule via online scheduler or call center

In-network with major health plans, Medicare and EAPs. Transparent cash rates ranging from \$69-129

Majority first time visits scheduled same day or within 3 days

Majority of our current patients are coming back. They average 2-6 visits, with some doing even more

2 Evidence-based care

Evidence based tools are used at a regular cadence to measure symptom reduction – e.g., clinical distress (SIGNAL), depression (PHQ-9), anxiety (GAD), alcohol use (AUDIT C), etc.

Initial assessments indicate a broad range of cases are coming to us. We are seeing a mix of severe, moderate and mild cases. For severe cases, where appropriate, we are helping people find higher levels of care

3 Measurable improvement

~75% of patients with repeat measures report reduction in depression symptoms within avg. 3.5 visits (measured via PHQ-9 scores for patients who have completed more than 1 visit and reported as having at least mild depression symptoms in their initial visit)

Similar trends are being observed in other indicators such as SIGNAL and GAD-7

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Customer-centric, pharmacy-led healthcare services and connected solutions

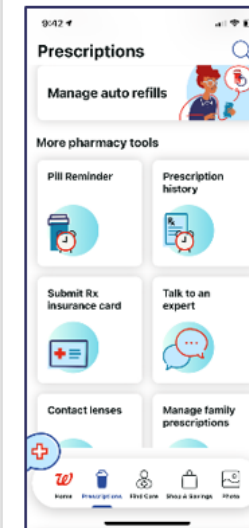
Provider Assets

	Retail and specialty pharmacy	
	Primary care	
	Retail clinics	
	Urgent Care	
	Laboratory Services	

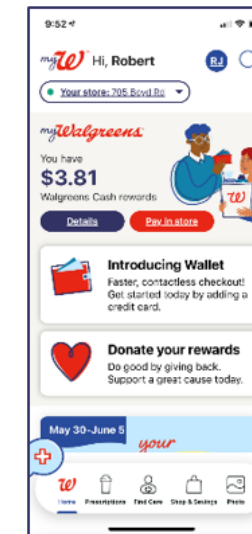


Digital Solutions

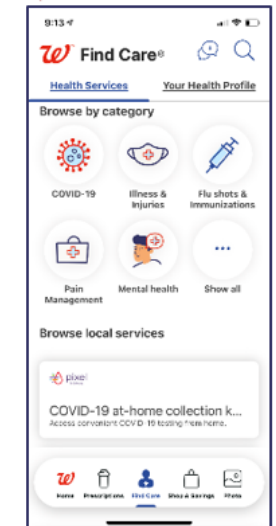
Pharmacy and adherence



MyWalgreens® Loyalty



Find Care™



Walgreens Find Care: What and Why

The personal healthcare marketplace, care navigation and management platform

Consumers and employees:

1. Makes healthcare simpler, more accessible and convenient
2. Empowers people to get care when and how they need it
3. Linkage between digital and physical doors
4. Removes potential associated stigma

Providers:

1. Provider partners utilize Walgreens Find Care as a digital marketing platform
2. Leverage Walgreens digital and physical traffic for driving new consumers to their services

Walgreens USA

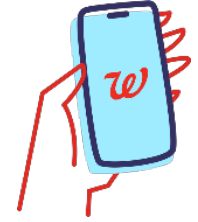
Physical Reach

- 85+ million MyWalgreens Members
- 9,000+ Retail Pharmacies
- 75% of consumers within 5 mi.
- **6+ million store visits daily**
- 27,000 Pharmacists



- ~100,000 store team members trained on Find Care

Digital Reach

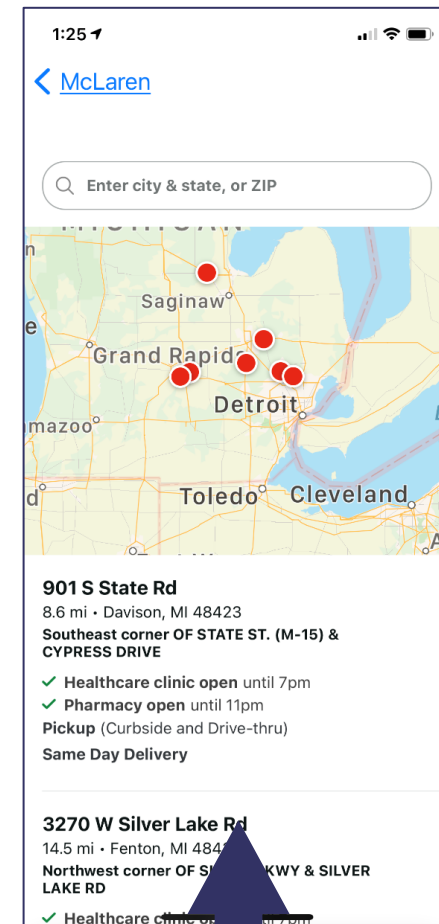
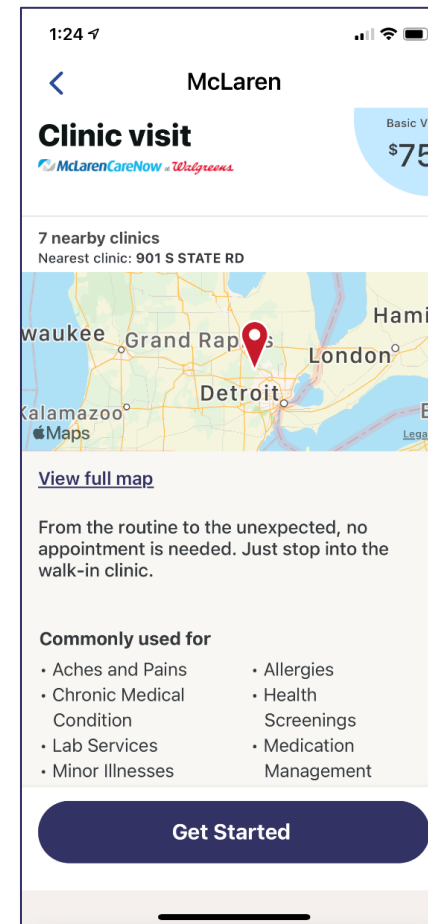
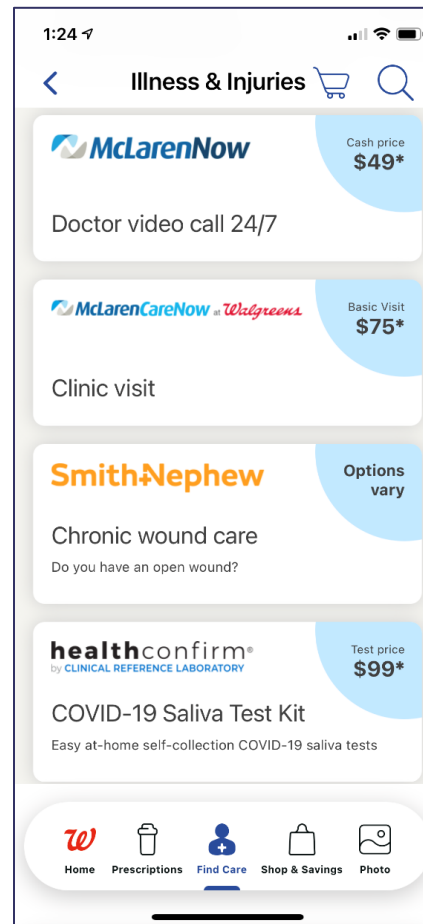
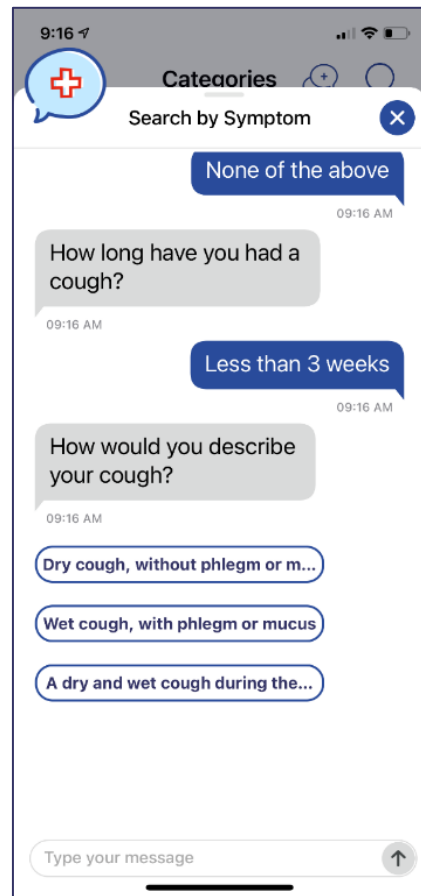
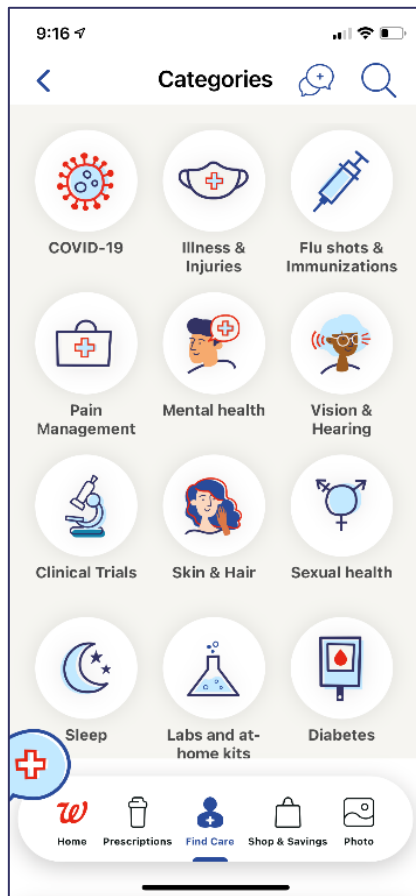


- 70+ million mobile app downloads
- 3+ Rx / second refilled via mobile app
- **135m Find Care visits FYQ1-Q3**



- 60+ Provider Partners
- 80+ Partner Services

Find Care™ – Consumer Journey



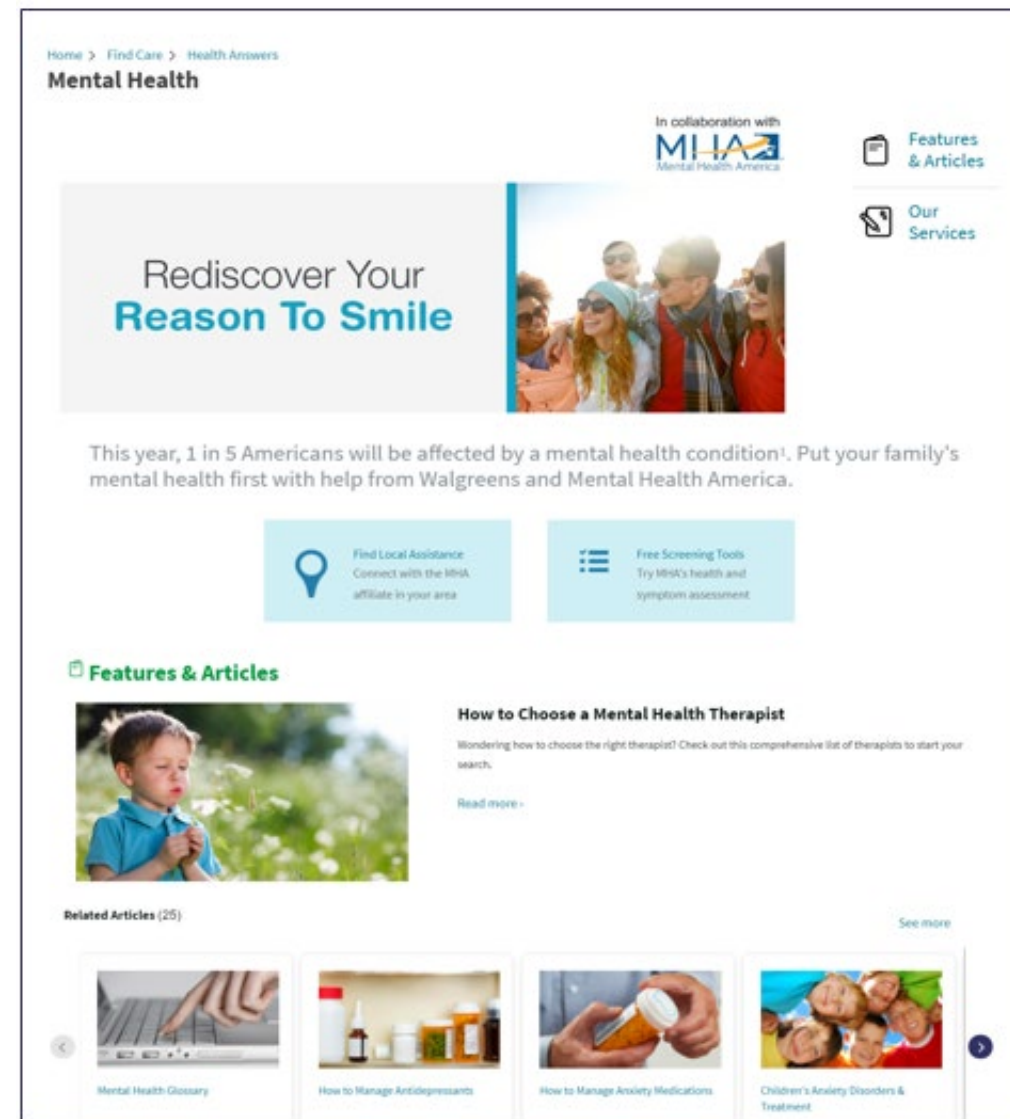
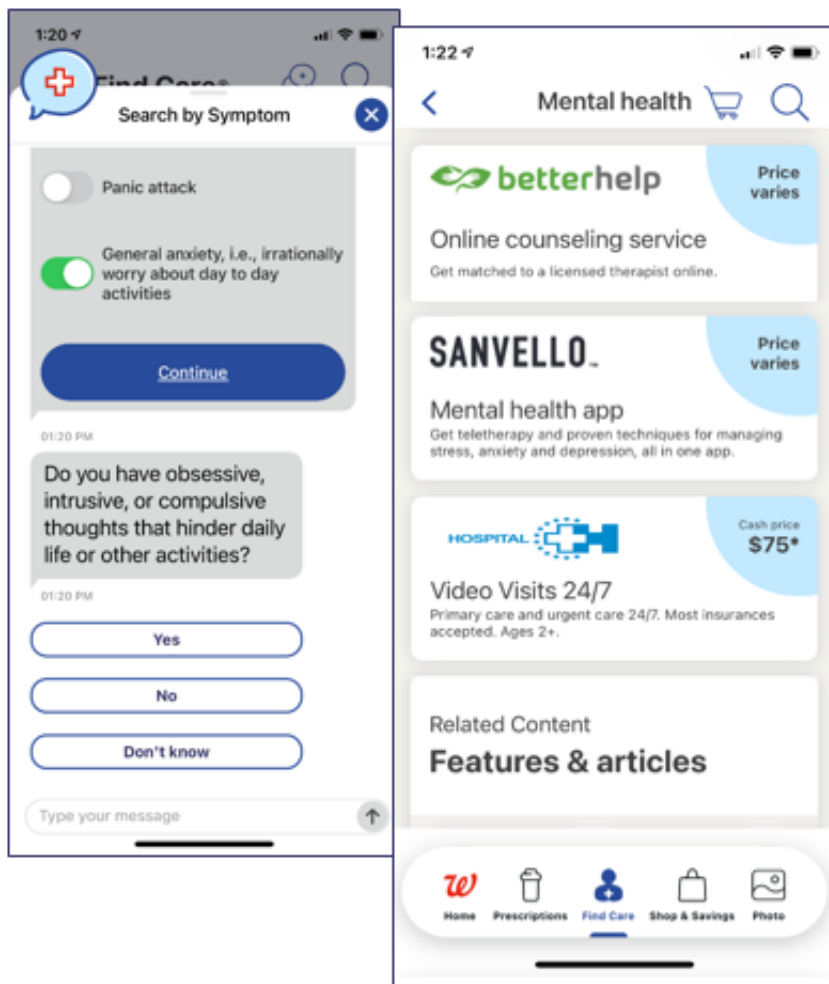
Consumers browse, search, or interact with Virtual Assistant

Geo-curated care options

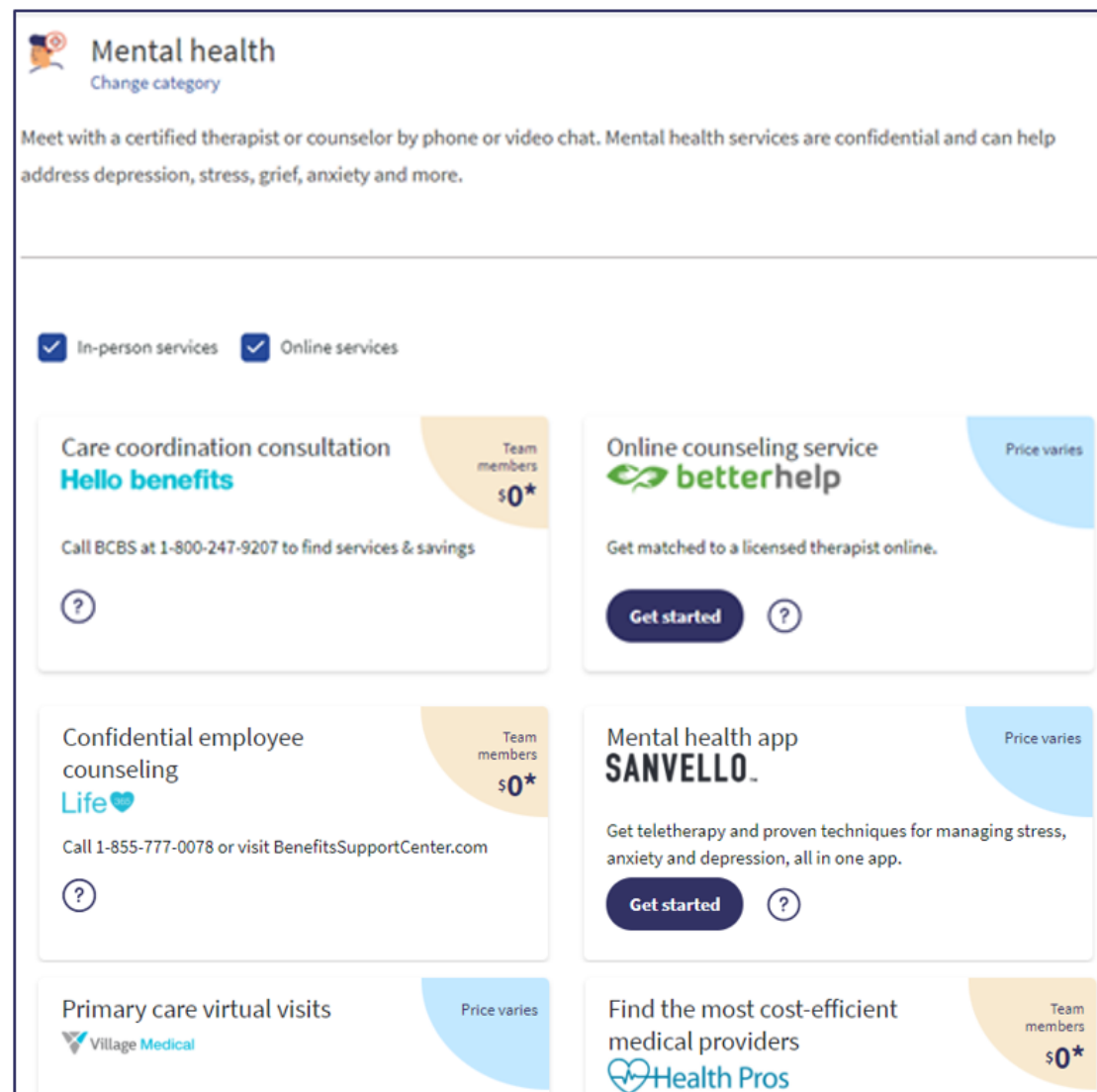
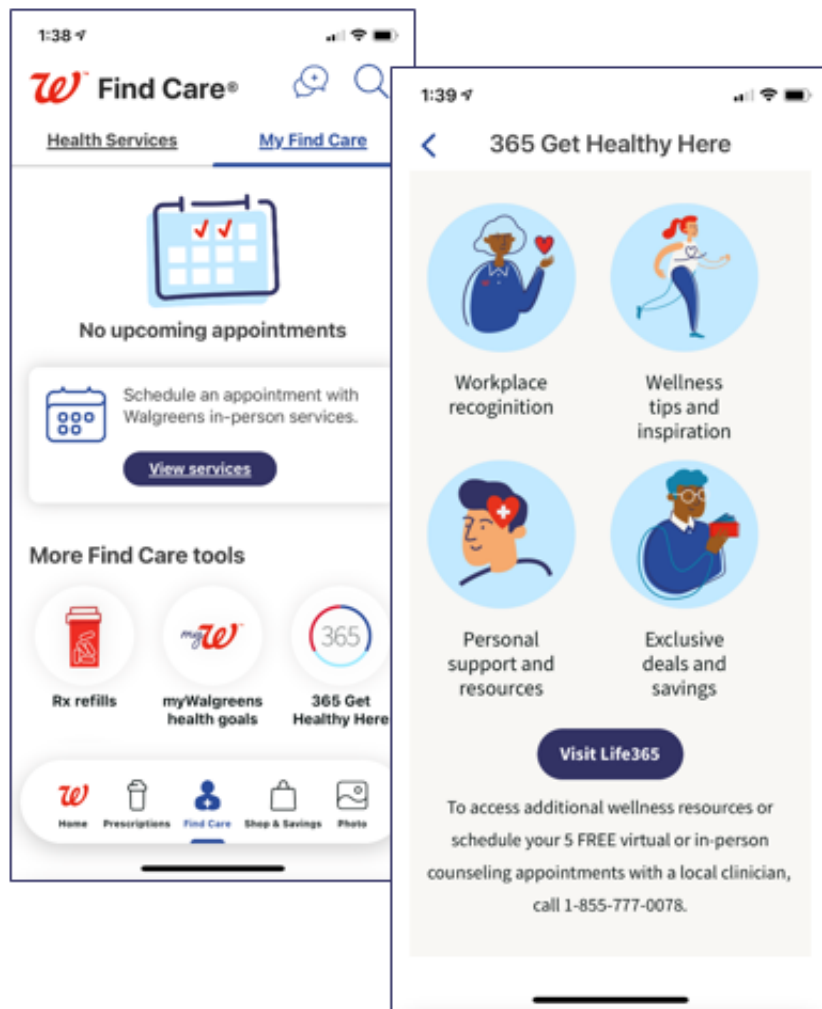
Explore

Engage

Find Care™ – Mental Health Providers & Resources



Find Care™ – Additional Employee Resources



Thank you!



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Have a question? Use the Q&A box!

Follow NEBGH:



Upcoming NEBGH virtual events:

- **Nov. 3** – Hospital Price Transparency Requirements and Employers
- **Nov. 8** – Monday COVID-19 Update w/ Dr. Mark
- **Nov. 18** – Annual Membership Meeting: Transforming Work w/ the Power of Mental Health
- **Dec. 9** – Pharmacy Benefits Strategies for Now - and Later