

## Mental health care and support when customers need it

The United States is dealing with a serious mental health crisis. While 25% of adults indicate they have a behavioral health issue, more than half will not receive care. Those who see a therapist face an average wait of more than a month for their first appointment.

Untreated mental illness is highly correlated with shorter lifespans and poor physical health – along with overall health care costs that are up to six times higher than for people who receive treatment.

1 in 4: adults who suffer from a mental health condition<sup>1</sup>

55%: adults with a mental health condition who don't get care<sup>2</sup>

6 weeks: the average wait time to see a therapist<sup>3</sup>

35%: Drop in productivity when depressed workers don't receive treatment<sup>4</sup>

25 years: Average shorter lifespan for people with unaddressed behavioral health needs<sup>5</sup>

Up to 6 times greater: Total health care costs for people with behavioral and physical health conditions<sup>6</sup>

## Cigna Total Behavioral Health is better by design

Employers need a partner that can help them overcome these barriers to mental health care and ensure their employees are getting the care they need, when they need it.

### *We're here 24/7/365*

We begin by providing in-the-moment care and administrative answers at any time and every day of the year. We are always available, which matters because nearly 40% of calls are outside of regular business hours<sup>7</sup>. Our team doesn't just answer questions about claims and benefits: Licensed clinicians also are available by phone. And we follow up with every member to ensure they are satisfied with their behavioral care providers and the other services they receive.

### *Diversity matters*

Mental health care isn't one size fits all. People have different backgrounds, preferences, and needs. Building diverse networks and connecting customers to providers in those networks is a critical part of making access to care easier. Our large network of providers plays a crucial role in better access and in creating a better and more personalized experience for customers throughout their care journey.

**30% growth** in providers identifying as Black or Indigenous over past two years<sup>8</sup>

**33% growth** in network providers focusing on LGBTQ+ issues over past two years<sup>9</sup>

**160+** languages spoken across our network<sup>9</sup>

**43%** increase in providers with cultural/race-related counseling specialty over past two years<sup>9</sup>

**228K+** virtual providers, the largest virtual network in the United States<sup>9</sup>

**94%** of our customers would recommend their in-network provider<sup>10</sup>

While network size is important, the availability of quality providers is essential. We deliver speed and quality, with appointments in as few as two days with our highly ranked provider partners, including Alma, Bicycle Health, Brightside, Headway Care, Meru Health, and Rula.

Many people prefer to have similar personal characteristics as their doctors and other clinicians. That's why, in addition to expanding our network, we focus on strategically selecting providers who represent a range of diverse specialties. Customers can indicate their preferences to ensure they find a provider they feel comfortable with and are understood by – a critical part of an effective, ongoing patient-provider relationship.

## Better experience, better results

Cigna Healthcare is always striving to deliver a better, simpler, more personalized approach to mental health care with measurable results.

- 24/7 clinical support
- A care navigator serves as a single point of contact throughout the care journey
- 100% follow-up to ensure satisfaction with behavioral care providers and that needs are addressed
- Therapist matching and help finding appointments
- Virtual appointments, often within two business days
- Intelligent provider matching based on customer preferences
- Mental health and clinical text-based coaching
- Access to virtual, in-person, and digital providers
- Self-guided digital tool to boost resilience

**27%** greater utilization<sup>11</sup>

**15%** more individuals who receive treatment<sup>12</sup>

**\$148** medical cost savings per member per year<sup>13</sup>

To learn how you can support your employees and lower costs through Cigna Healthcare's suite of preventive, holistic solutions, visit [cigna.com/better](https://cigna.com/better) or contact your broker or representative today.

### Offered by Cigna Health and Life Insurance Company

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<sup>1</sup> John Hopkins Medicine. "Mental Health Disorder Statistics." January 24, 2022.

<sup>2</sup> Reinert, M, Fritze, D. & Nguyen, T. "The State of Mental Health in America 2023" Mental Health America, Alexandria VA. Oct. 2022. <sup>3</sup> Nietzel, Michael T Almost Half of Americans Don't Seek Professional Help For Mental Disorders, Forbes. May 24, 2021.

<sup>4</sup> Leonhardt, Megan. "Workplace mental health benefits can reduce sick days, increase productivity – and even provide savings for employers" Fortune, June 9, 2022.

<sup>5</sup> Fiorillo, Andrea & Sartorius, Norman. "Mortality gap and physical comorbidity of people with severe mental disorders: the public health scandal." Annals of General Psychiatry. Dec. 13, 2021.

<sup>6</sup> Milliman. "How do individuals with behavioral health conditions contribute to physical and total health spending?" Feb. 2021.

<sup>7</sup> Cigna Behavioral Operations report, 2022. Subject to change.

<sup>8</sup> Behavioral provider network counts as of January 2023. Subject to change. BIPOC= Black, Indigenous, People of Color.

<sup>9</sup> Internal unique provider data as of January 2024.

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<sup>10</sup> Internal patient recommendation reviews, 2024.

<sup>11</sup> Based on internal Cigna analysis of 2022 claims associated with Cigna Total Behavioral Health compared with Fee For Service (with outreach), as of Aug. 2023.

<sup>12</sup> Based on internal Cigna Healthcare research as of August 2023. Compares number of customers who seek behavioral care under CTBH versus FFS (with outreach)

<sup>13</sup> Cigna Healthcare's 2022 Value of Integration study. This book of business study leveraged a proprietary match case-control methodology, comparing those customers who share certain characteristics (age, gender, health status and benefits) but differ in terms of their medical, pharmacy and behavioral coverage. Cigna Healthcare supplemented the Aon study with its own 2022 book of business study of medical customers who have integrated Cigna Healthcare pharmacy and Cigna Total Behavioral Health coverage. Cigna Healthcare used a match case-control methodology developed at Harvard University to produce these statistics on different subsets of its customer population (those with comorbidities, those who engaged in health improvement activities, etc.). Individual client/customer results will vary and are not guaranteed.