



## Unique model reduces substance abuse and mental health claims

Integrated Behavioral Health, American Health's unique combination of medical management and an employee assistance program (EAP), is a solution that reduces costs by guiding members who will benefit from short-term behavioral health counseling to the EAP at the point of entry. For members with acute mental health or substance abuse (MH/SA) conditions, the program identifies providers or facilities within the health plan's network that are appropriate for their specific need.

The program's "clinical-first" service model provides all participants with a thorough psychosocial assessment during the first call. After the initial evaluation is completed, the member is guided into the most appropriate mode of care for his or her condition using referrals based on American Health's medical necessity guidelines.

Because half of all non-medication behavioral health cases can be addressed within the framework of an EAP short-term counseling model, Integrated Behavioral Health provides savings from would-be claims that were instead redirected into the EAP. For participants with acute MH/SA conditions, this integrated approach provides referrals to network providers or Case Management when necessary.

Through Integrated Behavioral Health, **89% of cases referred never touch the group health plan.**

### - Program Highlights -

Unique "clinical-first" model guides members with acute MH/SA conditions to the most appropriate mode of care

Reduces the frequency of outpatient MH/SA claims

Promotes in-network utilization from members with acute MH/SA conditions

Boosts EAP utilization, which can lead to increased employee productivity



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