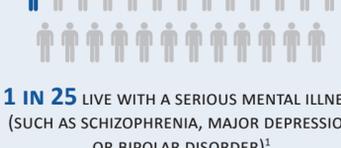


USING TELEHEALTH TO BETTER BALANCE SUPPLY AND DEMAND OF PSYCHIATRY

The Problem: Imbalanced Supply and Demand of Psychiatry

It is estimated that approximately 44.7 million American adults are affected by a mental, behavioral or emotional disorder (NIMH). Despite how common mental health concerns are, less than half of those with mental health concerns seek treatment, either because they choose not to or are unable to. Further compounding the problem, there is a significant nationwide shortage of mental health professionals, so many individuals are not receiving the treatment they need. The rising demand for mental health services coupled with the provider shortage has very real and costly implications for patients, healthcare organizations and communities.

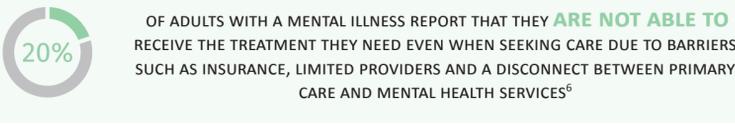
Prevalence of Mental Health Concerns in the United States



SUICIDE IS THE **10TH** LEADING CAUSE OF DEATH IN THE U.S., MORE COMMON THAN HOMICIDE, AND THE 2ND LEADING CAUSE OF DEATH FOR INDIVIDUALS **AGED 10-34**³

MOOD DISORDERS ARE THE **3RD** MOST COMMON CAUSE OF HOSPITALIZATION IN THE U.S. FOR PEOPLE **AGES 18 TO 44**²

Access to Mental Health Treatment



National Shortage of Mental Health Providers

THERE ARE APPROXIMATELY **28,000 PSYCHIATRISTS** PRACTICING IN THE UNITED STATES **FOR A POPULATION OF 327.2 MILLION PEOPLE**, 1 IN 5 OF WHOM HAVE A MENTAL HEALTH DISORDER⁷



123 MILLION AMERICANS LIVE IN MENTAL HEALTH PROFESSIONAL SHORTAGE AREAS

THERE ARE **5,000** FEDERALLY DESIGNATED **"MENTAL HEALTH PROFESSIONAL SHORTAGE AREAS."** THIS IS MORE THAN ANY OTHER HEALTH PROFESSIONAL SHORTAGE⁹

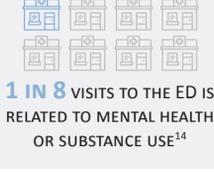
EXISTING PSYCHIATRY PROVIDERS ARE AGING AND NEARING RETIREMENT AS **1 IN 4** PSYCHIATRISTS ARE **OVER THE AGE OF 65**¹¹

Financial Impact

SERIOUS MENTAL ILLNESS COSTS THE U.S. **\$193.2 BILLION** IN LOST EARNINGS PER YEAR¹²

BENEFITS FOR THOSE WHO CANNOT SUPPORT THEMSELVES, COST OF CARE AND LOST PRODUCTIVITY COST THE U.S. MORE THAN **\$444 BILLION** EACH YEAR¹³

INDIVIDUALS WHO DO NOT RECEIVE MENTAL HEALTH TREATMENT MAY END UP IN THE EMERGENCY DEPARTMENT (ED) BECAUSE THEY OFTEN HAVE NO OTHER OPTIONS



HOSPITALS SPEND **\$38.5 BILLION** CARING FOR INDIVIDUALS WHOSE PRIMARY CONCERN IS A MENTAL HEALTH OR SUBSTANCE USE DISORDER¹⁵

THE FINANCIAL IMPACT OF BOARDING PSYCHIATRIC ADMISSIONS ACCOUNTED FOR A DIRECT AND INDIRECT **LOSS OF \$2,264** COMPARED TO NON-PSYCHIATRIC ADMISSIONS¹⁶

The Solution: Telepsychiatry Increases Access to Care

Telepsychiatry is a proven medium for increasing psychiatric capacity at single facilities and across entire systems, and has been found to be as effective as in-person care. Through telepsychiatry, organizations can access psychiatric coverage without the recruiting, logistical and financial burdens that the onsite provision of those services would require.

Telepsychiatry has been proven as an effective medium of care for essentially all populations and within all settings. Telepsychiatry increases efficiencies, adds value and improves care.

Today, outpatient, mobile and primary care telepsychiatry allow for community-based care that addresses mental health issues before they reach critical levels. Additionally, telepsychiatry is frequently used in acute care settings including emergency departments and inpatient units. For follow-up or maintenance care, online telepsychiatry appointments give individuals a convenient way to stay compliant and healthy.

Telepsychiatry Increases Access to Care

ELIMINATES MOBILITY, TRANSPORTATION AND GEOGRAPHICAL DISTANCE BARRIERS

REDUCES WAIT TIMES FOR APPOINTMENTS

ALLOWS INDIVIDUALS TO RECEIVE SERVICES WHILE THEIR CONDITION IS STILL NON-ACUTE SO THEY ARE LESS LIKELY TO REACH CRITICAL LEVELS THAT REQUIRE COSTLY HOSPITALIZATIONS

Telepsychiatry Provides Support for Primary Care Providers

ALLOWS FOR BETTER CLINICAL APPLICATION OF MEDICATION MANAGEMENT

REDUCES MISUSE OF COSTLY MENTAL HEALTH MEDICATIONS

IMPROVES MEMBERS' PCP TREATMENT ADHERENCE

PROVIDES A **VIABLE, EFFICIENT REFERRAL OPTION** FOR PCPS WHO IDENTIFY INDIVIDUALS WITH MENTAL HEALTH CONDITIONS



CHILDREN SEEING A PCP FOR ADHD WERE **MORE LIKELY** TO BE PRESCRIBED STIMULANTS (73.7%) THAN CHILDREN WITH ADHD SEEING PSYCHIATRISTS (61.4%)¹⁷

Telepsychiatry is Effective

PSYCHIATRIC ASSESSMENT BY VIDEOCONFERENCING HAS BEEN DEMONSTRATED TO BE **COMPARABLE** TO IN-PERSON ASSESSMENTS

ACCORDING TO THE DEPARTMENT OF VETERAN'S AFFAIRS (VA) ANNUAL TELEHEALTH REPORT, THEY SERVED **727,000 INDIVIDUALS** VIA TELEHEALTH



Telepsychiatry Enhances Customer Satisfaction

A STUDY OF RANDOMLY SELECTED PSYCHIATRIC PATIENTS FOUND THAT INDIVIDUALS RATED TELEPSYCHIATRY **VERY HIGHLY**

THEY INDICATED THEY WERE **ABLE TO COMMUNICATE** AS IF PHYSICALLY PRESENT (92.9%)¹⁹



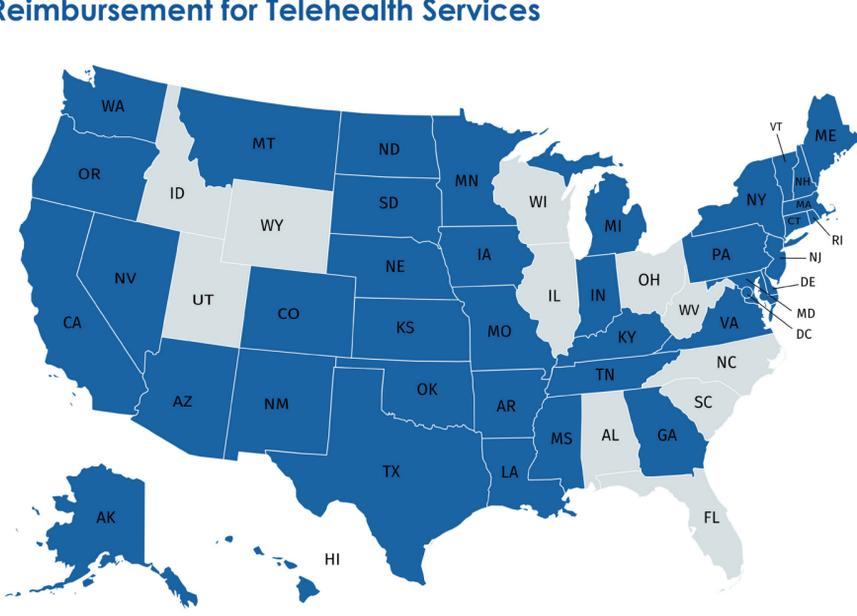
THEY INDICATED THEY **WOULD USE** THE SERVICE AGAIN (98.8%)¹⁹

THEY INDICATED THEY FOUND THE SESSION TO BE AS **BENEFICIAL** AS AN IN-PERSON MEETING (84.5%)¹⁹



THEY INDICATED THEY WERE **COMFORTABLE** WITH THE SERVICE (95.2%)¹⁹

Reimbursement for Telehealth Services



Telepsychiatry is allowing more people than ever to access mental health care. Timely access to mental health services—whether emergent or ongoing—improves continuity of care and mitigates the need for higher cost interventions.

In order for individuals to receive access to much needed mental health treatment, appropriate telehealth reimbursement is necessary. While reimbursement for telepsychiatry is regularly improving, the current reimbursement landscape is fractured and inconsistent among states that do or don't reimburse for telehealth, or telepsychiatry at all.

To date, 39 states and the District of Columbia have telehealth parity laws in place, and four have proposed legislation.²⁰ This shows the efficacy of this form of care and the importance of using telehealth as a solution to address mental health workforce shortages amid demand. Investing in telehealth supports the goals and objectives of health plans, allows plans to meet regulatory demands and results in better overall health of members.

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