



THE ROLE OF TELEHEALTH IN ADVANCING INTEGRATED BEHAVIORAL HEALTHCARE

September 17, 2021



The role of telehealth in **advancing** integrated behavioral healthcare



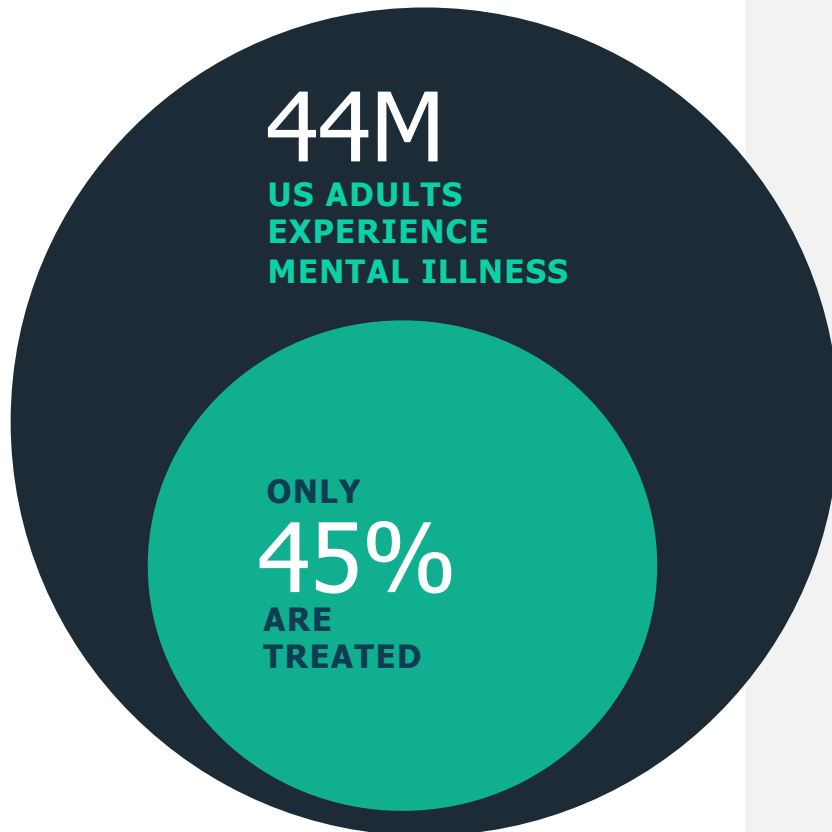
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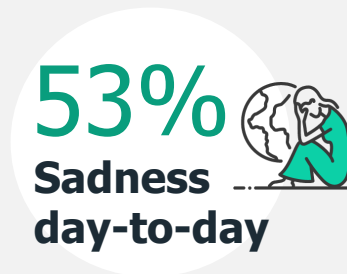
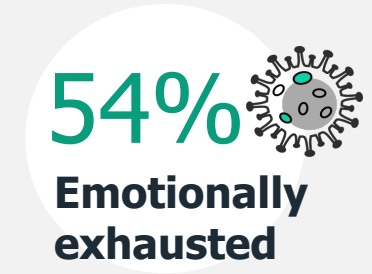
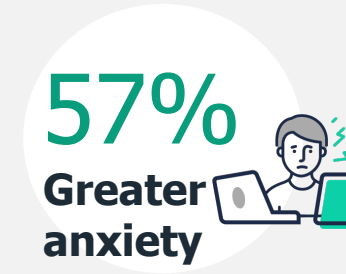
THE BEHAVIORAL HEALTH CRISIS

Each year millions of Americans with mental illness **struggle to find care**¹



COVID-19 Mental Health Crisis²

Mental health has declined significantly since the start of the pandemic

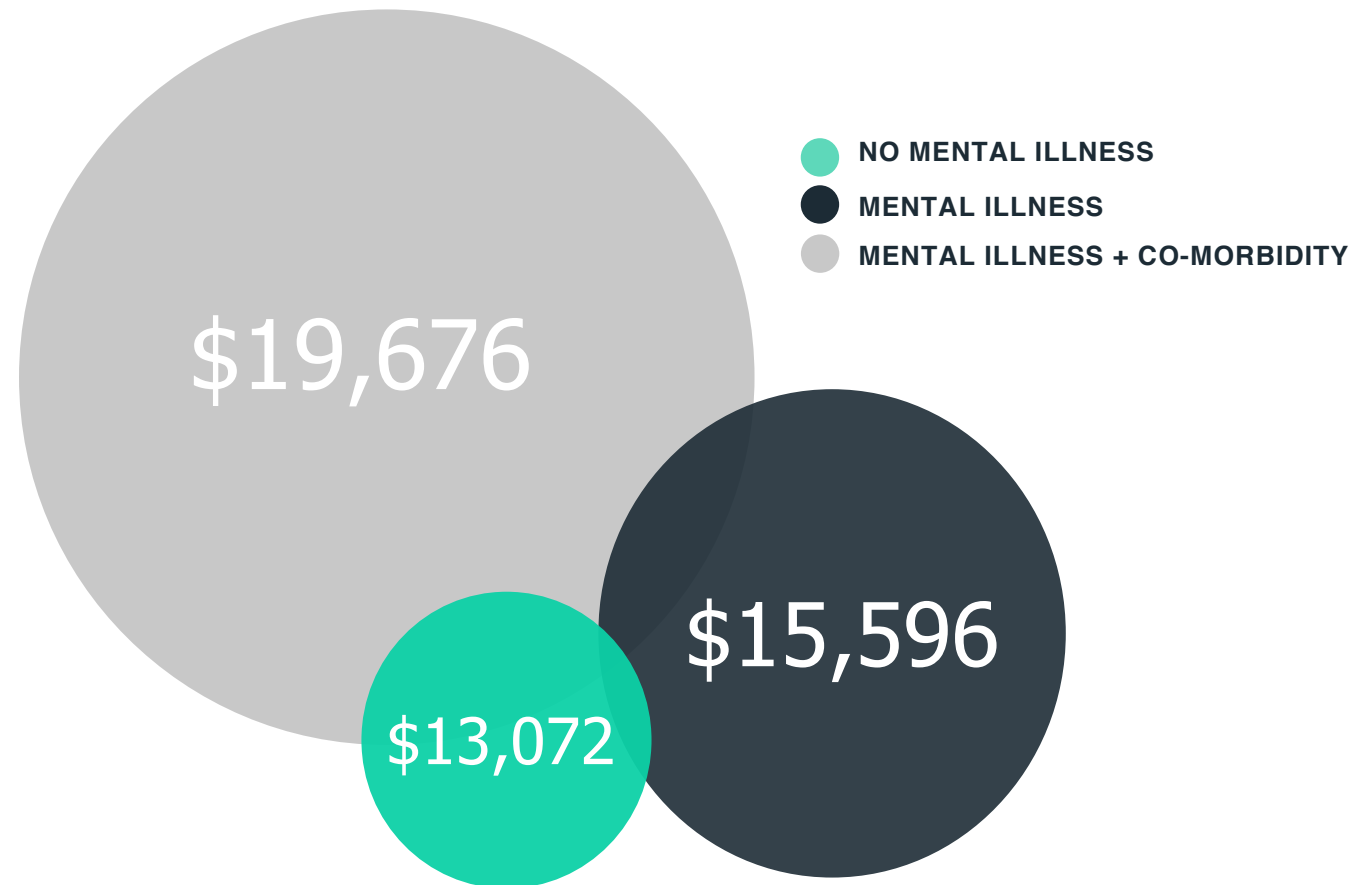


1. Mental Health America (MHA) <https://mhanational.org/mentalhealthfacts>. 2. Qualtrics. EMPLOYEE EXPERIENCE The other COVID-19 crisis: Mental health. 2020. Available at: <https://www.qualtrics.com/blog/confronting-mental-health/>. Accessed October 12, 2020.

THE BEHAVIORAL HEALTH CRISIS

Mental health has considerable impact on medical costs

AVERAGE INDIVIDUAL ANNUAL MEDICAL COSTS¹

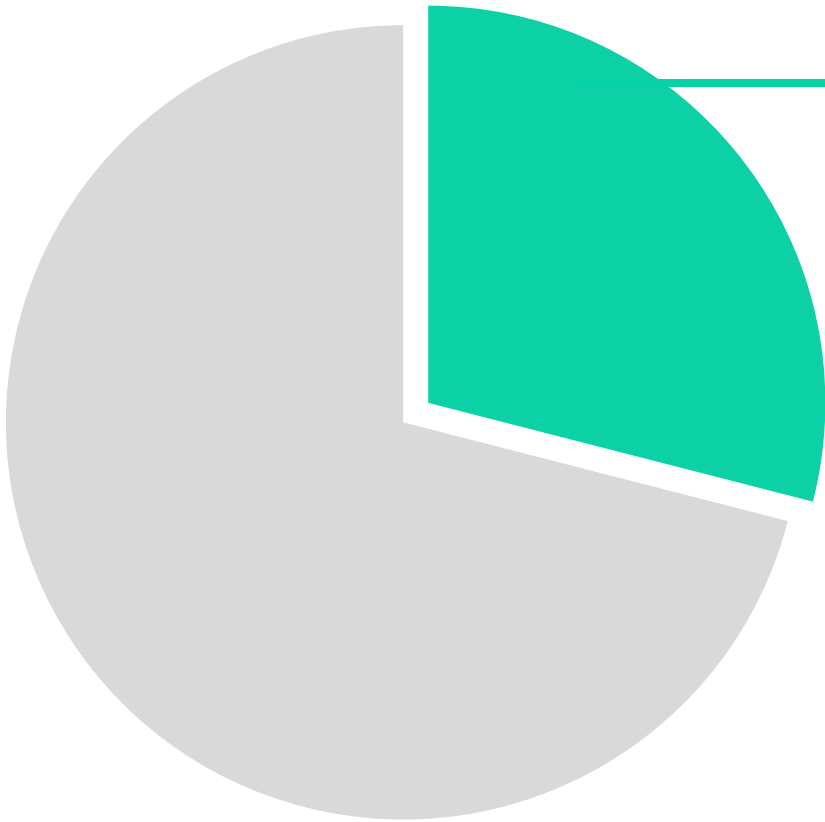


<i>Treatment</i>	<i>Cost Increase with Mental Health Patients</i>
Hospitalization	2.2x
Doctors Visit	1.8x
Prescriptions	1.3x
ED	2.1x
Outpatient	1.5x
Diagnostic Imaging	1.3x
Lab Testing	1.4x

1. Figueroa JF, Phelan J, Orav EJ, Patel V, Jha AK. Association of Mental Health Disorders With Health Care Spending in the Medicare Population. JAMA Netw Open. 2020;3(3):e201210. doi:10.1001/jamanetworkopen.2020.1210

THE BEHAVIORAL HEALTH CRISIS

Mental health plays a **significant role in a patient's comorbidities**¹



29% of adults with a medical condition also have some type of mental health disorder

70%
of behavioral health patients have one or more medical co-morbidities

15% to 25%
patients with cancer are affected by comorbid depression

5% to 30%
of people with diabetes also have depression, resulting in worse outcomes, such as higher body-mass index and increased risk of other conditions

up to 33%
of those who suffer a heart attack later experience depression

1. <https://www.modernhealthcare.com/reports/behavioral-health/#/>



INTEGRATED BEHAVIORAL CARE

Behavioral healthcare integration has evolved over time using **many models and approaches**



Co-location

Services located in the same physical space, not necessarily fully integrated with one another



Collaborative Care

Team-based approach that requires redesign of the organization, care delivery, and clinical information system



Telehealth

Transition of traditional care models to telephone or video communication tools

TELEHEALTH

Adoption of telehealth is accelerating as COVID forces us to **reexamine our traditional care delivery**¹

TELEHEALTH ACCEPTANCE



76%

of patients interested in using telehealth vs. 11% in 2019

74%

of telehealth users reporting high satisfaction

COVID'S ROLE

50-175x

increase in telehealth visits as reported by providers compared to pre-COVID

57%

of providers view telehealth more favorably than pre-COVID

64%

of providers are more comfortable using it

1. McKinsey. *Telehealth: A quarter-trillion-dollar post-COVID-19 reality?*
<https://www.mckinsey.com/~media/McKinsey/Industries/Healthcare%20Systems%20and%20Services/Our%20Insights/Telehealth%20A%20quarter%20trillion%20dollar%20post%20COVID%2019%20reality/Telehealth-A-quarter-trillion-dollar-post-COVID-19-reality.pdf>

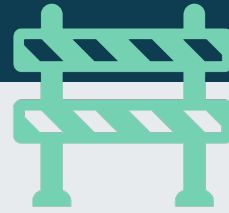
Many barriers exist to seamlessly deliver physical and behavioral healthcare¹



1

CULTURAL DIFFERENCES

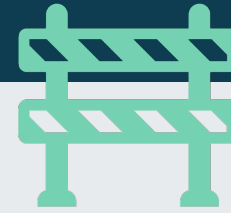
- Value of integrated care adoption
- Misaligned communication styles
- Interprofessional hierarchies



2

COMMUNICATION HURDLES

- Infrequent record sharing
- Restrictive interpretation of law



3

BILLING CHALLENGES

- Complex
- Burdensome
- Unfamiliar

BENEFITS OF INTEGRATED CARE

Addressing a patient's mental health pays **dividends in their physical care**



CHANGE IN USE OF HEALTHCARE SERVICES

- Use of healthcare services decreased by 16% for those receiving behavioral health treatment, while it increased by 12% for patients who were not¹
- Two-thirds of primary care physicians report not being able to access outpatient behavioral health for their patients²



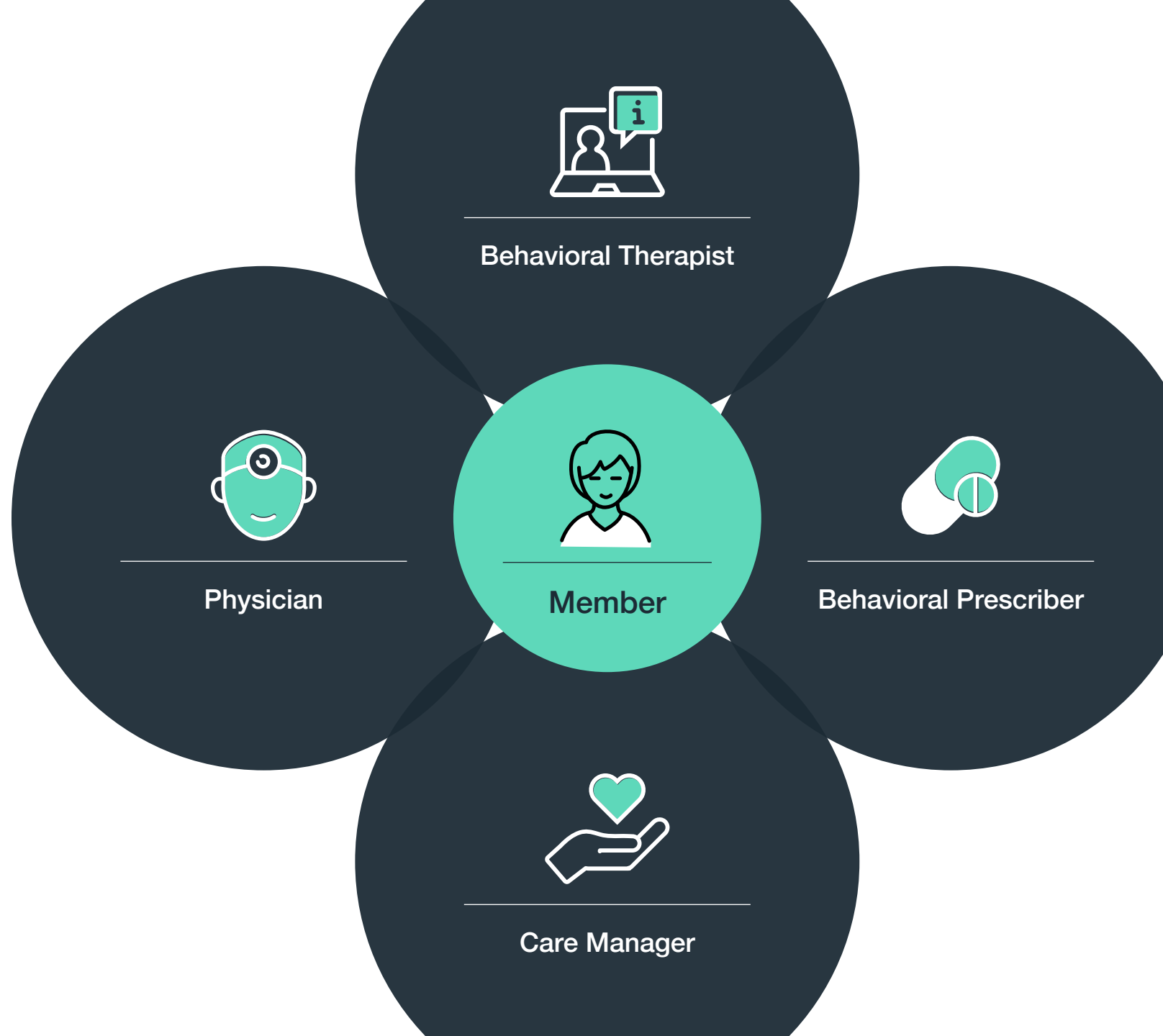
DEPRESSION

- Depression treatment in primary care for those with diabetes had \$896 lower total healthcare costs over 24 months³
- Depression treatment in primary care had \$3,300 lower total healthcare cost over 48 months⁴

BENEFITS OF INTEGRATED CARE

Flexibility in care delivery and team makeup is **key to transforming behavioral healthcare**

- Physician
- Behavioral therapist
- Behavioral prescriber
- Peer support specialist
- PCP care manager
- Payer care manager
- Caregiver



BENEFITS OF INTEGRATED CARE

Quality care requires a tailored, nuanced approach to a patient's unique needs — **not a one-size-fits-all solution**



Comprehensive assessment and ongoing screenings



Patient-centric care plan informed by their assessment and input



Data and record sharing to keep care team aligned



Intelligent data to inform care approach and track progress

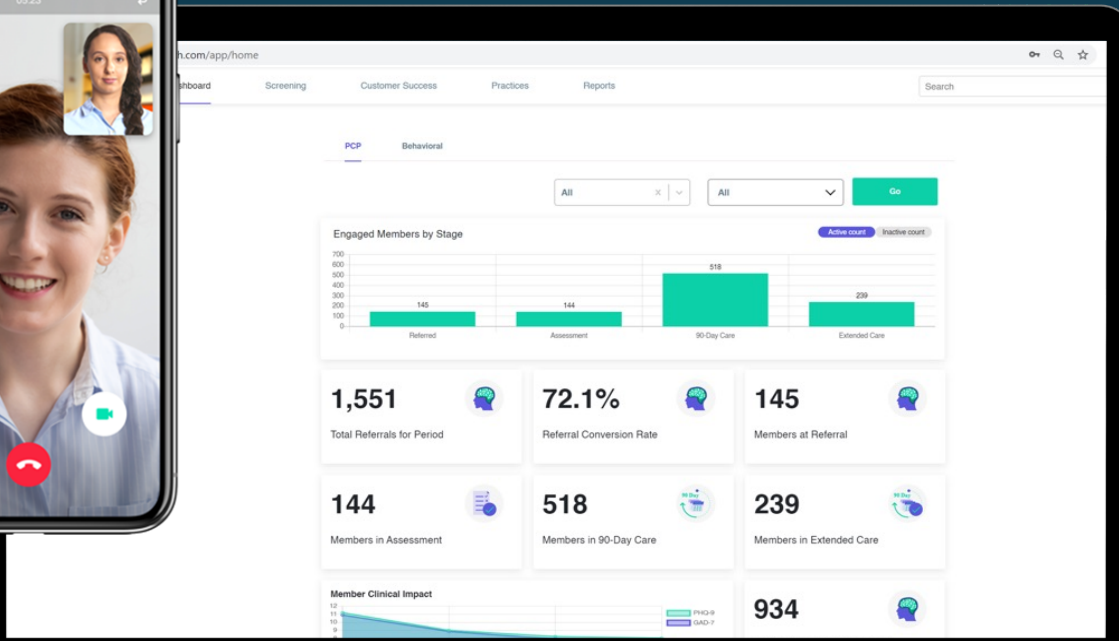
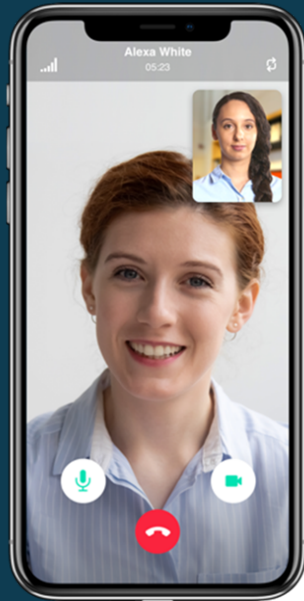


Personalized frequency of care and care team makeup



TRANSFORMING BEHAVIORAL HEALTHCARE

Virtual behavioral healthcare should be more than a video conference call and **use data insights to redefine care delivery**



REPORTING AND DATA



Outcomes



Program Value



HEDIS



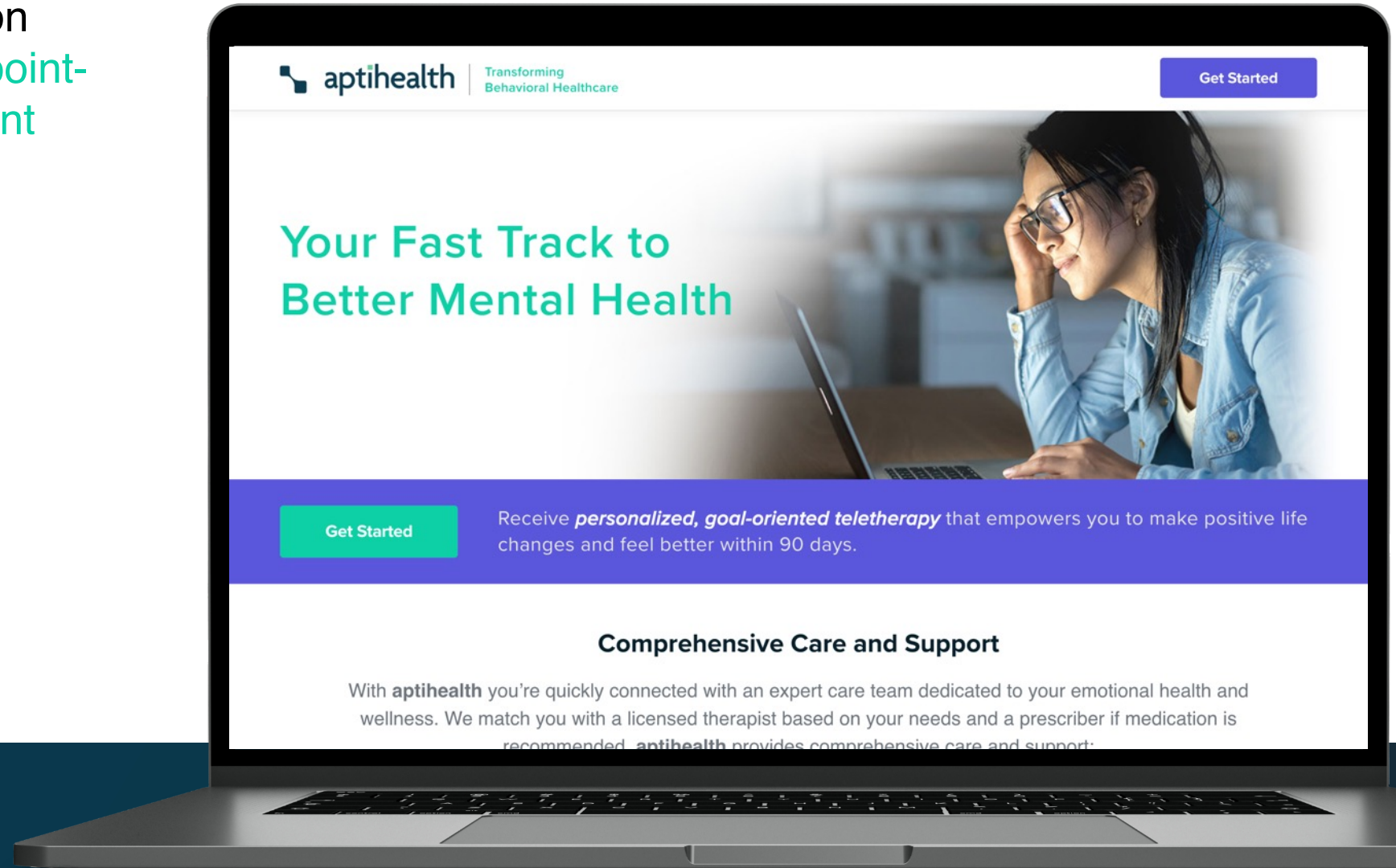
Member Rating & Satisfaction



ACCESSING CARE

Addressing fragmentation requires **access at any point-of-care or predictive event**

- ✓ Primary care
- ✓ Specialty care
- ✓ Urgent care
- ✓ Retail clinic
- ✓ Employer clinic
- ✓ Emergency department
- ✓ Inpatient
- ✓ Member services
- ✓ Case management
- ✓ Mobile/web self referral



STREAMLINING THE BEHAVIORAL PROVIDER EXPERIENCE

Enriching the behavioral provider experience with a purpose-built platform ensures effective, efficient, and consistent care delivery

AI GUIDED THERAPY

aptihealth Transforming Behavioral Healthcare

1. Review 2. Symptoms 3. Exploration 4. Interventions 5. Plan 6. Schedule 7. Sign-Off

Jane Doe Date of Birth: 08/22/1984 Gender: Female Diagnosis: F41.1 Generalized Anxiety Disorder, F10.20 Alcohol use, Moderate, F90.0 ADD, Inattentive

Interventions

Goals

- Improve Addiction** (Progress: 25%)
 - Dictation: By better managing your anxiety, you may reduce the purpose of drinking.
- Improve Mental Health** (Progress: 25%)
 - Dictation: You never specify the bad thing that is going to happen. Anxiety is increased by creating uncertainty. By specifically identifying the feared event, you could begin to emotionally adapt.
- Improve Treatment Expectations** (Progress: 25%)
 - Dictation: Remember how your mom never let you have or express feelings while growing up. Maybe you fear not being able to handle your own feelings which increases your drinking.

Care Plan Objectives

- Improve Addiction: Identify cause of SUD
- Reduce Anxiety Symptoms: Improve symptom free experiences by 25%
- Monitor ADD Symptoms: Ongoing assessment

← Previous Step (Exploration) | Next Step (Actions) →

AI GUIDED MED MANAGEMENT

aptihealth Transforming Behavioral Healthcare

1. Review 2. Symptoms 3. Medication 4. Medical 5. Assessment 6. Schedule 7. Sign-Off

Jane Doe Date of Birth: 08/22/1984 Gender: Female Diagnosis: F10.20 - Alcohol use, Moderate, F41.1 - Generalized Anxiety Disorder, F90.0 - ADD, Inattentive

Medication Impact

Notes (Dictation)

I-Stop (Last Viewed: 7/22/20) (Open Page)

How often do you take your medications as you should?

Never Rarely Some Much Always

Do you think your medication is helping?

No Little Some Much Very Much

Are your medications causing you any problems?

No Little Some Many Too Many

Would you like to stop taking your medications?

No Little Some Much Very Much

Medication: Zoloft

Medication Adherence

Less Than 20% About 40% About 60% About 80% Almost 80%

Medication Benefits

← Previous Step (Symptom Trends) | Next Step (Actions) →




BENEFITS OF APTIHEALTH


FAST & EFFECTIVE¹


Within 7 Days 
Patients enter care


96% 
A30 Assessment completion

81% 
Graduate 90-Day Care

BREAKTHROUGH OUTCOMES


60% 
Reduction in depression symptoms within 90 days¹

57% 
Reduction in anxiety symptoms within 90 days¹

68% 
Reduction in emergency department visits²

EASY & IMPACTFUL

1-Hour 
Provider onboarding

1-Click 
Referral to behavioral care

100% 
Care managers recommend aptihealth³

Collaborative progress continues to be made in providing patients comprehensive, integrated care—virtually



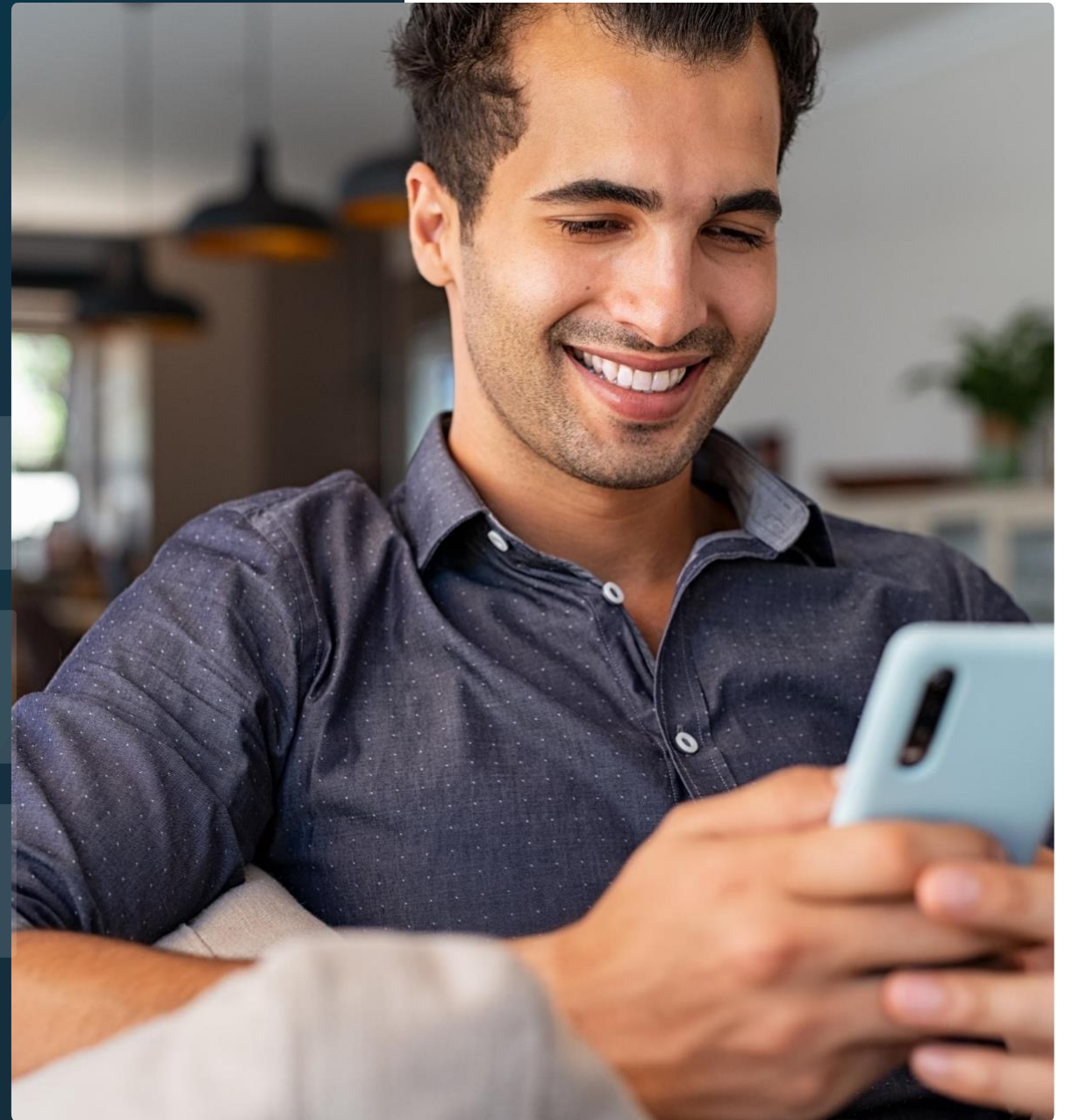
The future of integrated care and telehealth



Overcoming the challenges that remain



The role of partnerships to solve for seamlessly delivered integrated care



PRESENTED BY APTIHEALTH

Thank you for joining us for **The role of telehealth** in **advancing integrated behavioral healthcare**



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Chief Scientific and Clinical Officer
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Dr. Kevin Martin
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**QUESTIONS OR CURIOUS
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