Telehealth Approach

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Who we serve: Solving behavioral health issues

State and local governments
- Programs supporting Medicaid populations and other publicly funded programs

Federal government
- The Federal government, including active duty, National Guard, and Reserve service members, their immediate family

Health plans
- National and regional health plans covering diverse populations and coverage

Employers
- Serving employers as well as labor and trust funds, including over 22 Fortune 100 companies

40+ years of experience in behavioral health

- 45K+ Providers (EFR) Growing to 77K+
- 50M+ Members
- 140K+ MH/SUD Providers growing to 210K+
These tools will support care management engagement, care coordination, provide targeted programs for lower-acuity members, and extend provider treatment.

New, patient-centric digital member experiences include multi-channel engagement (including through the web, chat, phone, and apps).

Members can self-triage and navigate these services. We offer a broad suite of member focused resources including self-service tools, educational content, and telehealth services.
Our Telehealth Approach

Making it easy:
- Supporting providers transitions to telehealth
- Advancing our engagement model
- Investing in our Provider tools

Expanding Access:
- Supporting and contracting providers across states
- Partnering at scale and looking for those opportunities
- Pursing non-traditional care programs or levels of care

Paying for Value:
- Ensuring incentives are aligned and sustainable
- Looking at speed to access initial and ongoing
- Leveraging HEDIS and indexing on measurement-based care and EBPs

A cohesive digital strategy remains a priority for Carelon

1. Improve Access
2. Improve Clinical Outcomes
3. Strengthen the Member Experience