

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

experience in behavioral health



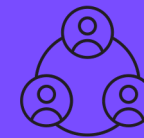
45K+

Providers (EFR)
Growing to **77K+**



50M+

Members



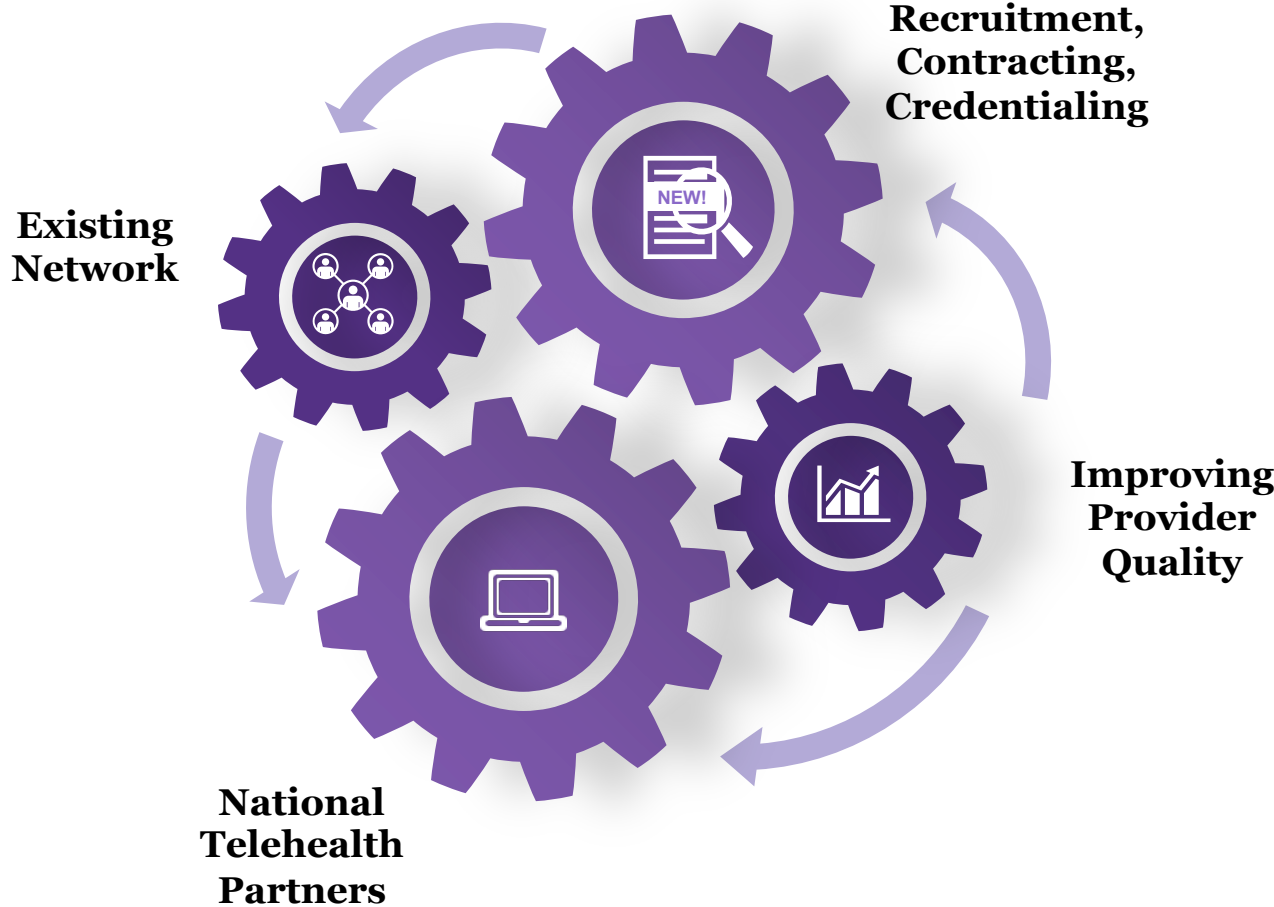
140K+

MH/SUD Providers growing to **210K+**



Digital Solutions

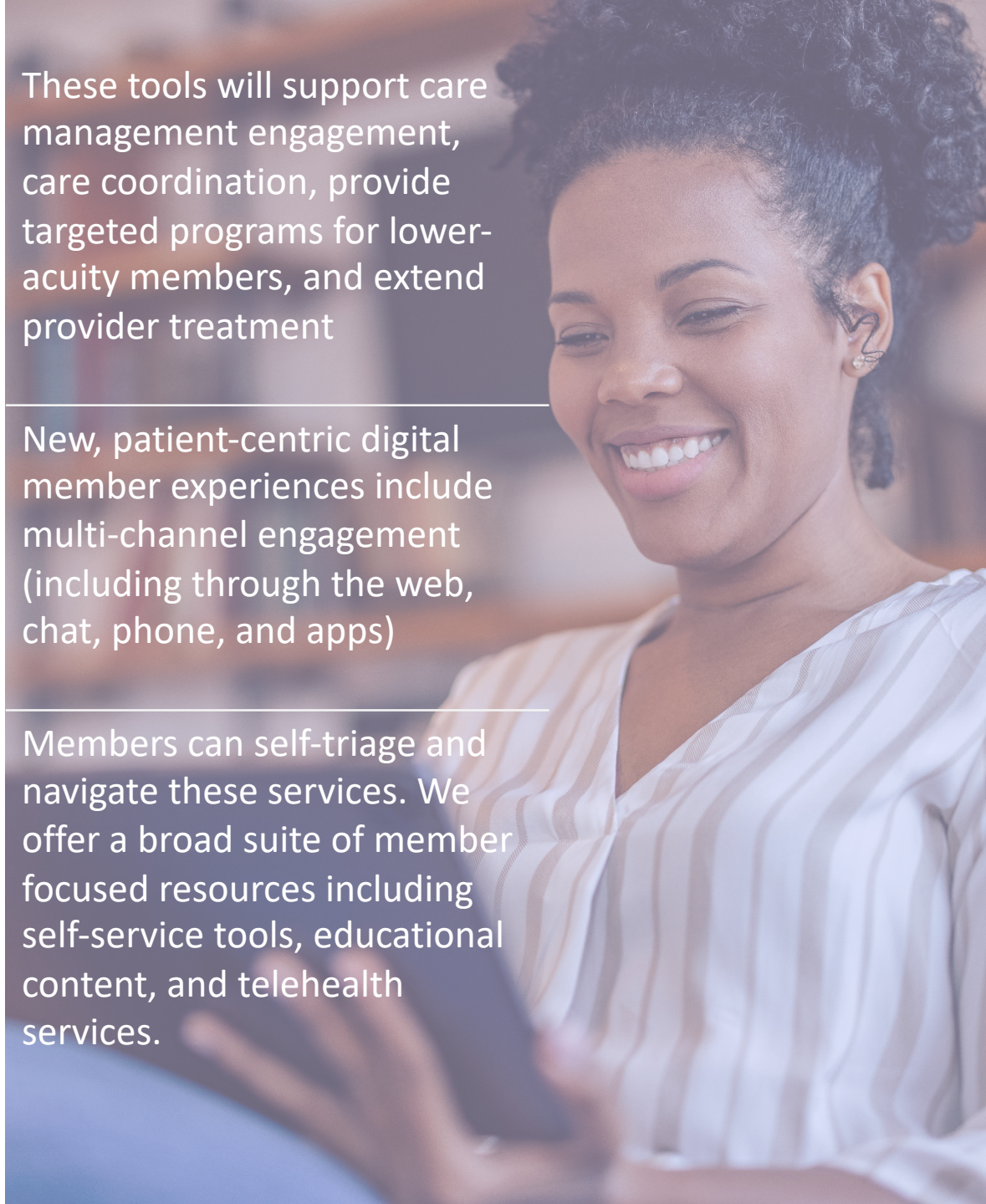
Network Overlay Activities:



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.

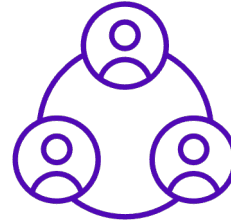


Our Telehealth Approach



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
- Pursuing 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