



# COVID-19's Impact on Behavioral Health Offerings

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**October 19, 2020**

# The emotional toll of COVID-19

**96%** of all U.S. adults say the pandemic has impacted their overall stress

**55%** of Americans say they have felt lonelier since social distancing began

**53%** of all U.S. adults say the pandemic has negatively affected their mental health

**300%** increase in rate of depression

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# Impact of working from home

**71%** currently working from home

**78%** are new to working from home or are doing so temporarily

**17%** identify as regularly remote working employees

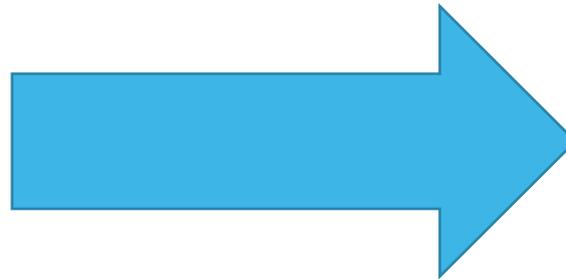
**33%** have dedicated office space with most repurposing some shared space like dining rooms, spare rooms or even laundry rooms

## Top 3 challenges of working remotely

- Social Isolation or loneliness
- Lack of movement
- Hard to separate work from personal life

# Stress is having an impact on productivity

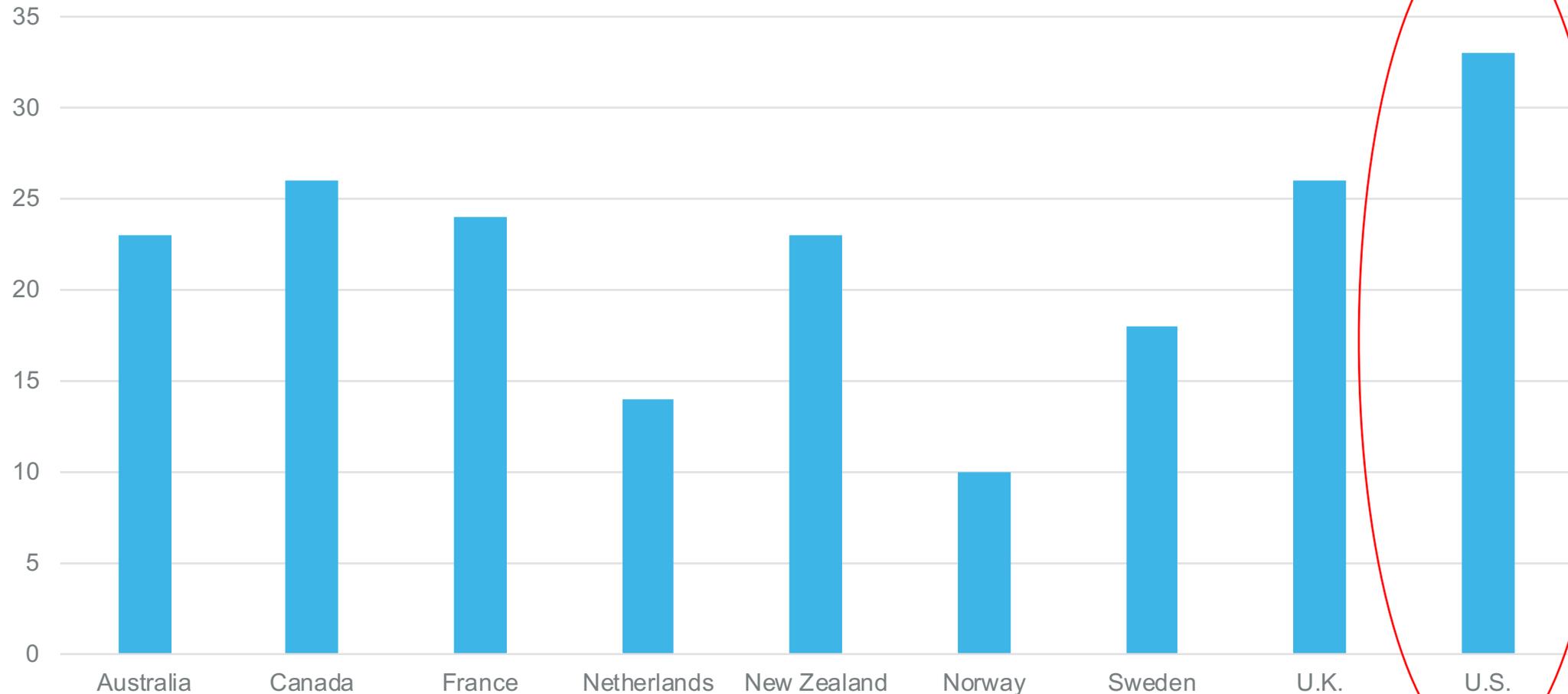
**2019**  
Employees missed at least  
**ONE DAY PER YEAR**  
due to stress



**2020**  
Employees are missing at  
least  
**ONE HOUR  
PER DAY**  
due to stress

Source: Ginger.i.o, 2020, Workforce Attitudes Toward Mental Health Report 2020.

# Americans are more likely than people in other countries to report mental health concerns as a result of COVID-19



# How can the workplace make an impact?

## Employee Sentiment

82% have felt **anxiety or fear** .....

77% have felt **uncertainty or lack of control** .....

75% have felt **loneliness or isolation** .....

## Employee Goals

**Hope** ➤

**Control** ➤

**Connection** ➤

## Employer Strategies

- Open/frequent communication
- Empathic response

- Reset work expectations
- Empower employees to take ownership

- Adjust communication patterns
- Foster social engagement



Chapter

# 01

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**What we  
have seen**

# Key data points

- 110X times higher use of telehealth; overall outpatient use has remained relatively flat
- Telehealth leading diagnoses are stress/anxiety and depressive disorder
- Average length of stay (ALOS) for mental health and substance use inpatient stays have increased across all lines of business (up 29% for commercial line of business)
- 10% increase in unique utilizers with a suicidality diagnosis
- Individuals reporting SDOH needs (food, transportation, unemployment, etc.)

Chapter

# 02

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How the  
industry  
responded

# Impact on BH delivery system

## Telehealth adoption:

- Rapid shift to telehealth – for a historically slow moving industry
  - Beacon trained 4700 providers over 18 trainings
  - 74% of providers reported providing services mostly or exclusively via telehealth
- Treatment done almost exclusively face-to-face required the most evolution (IOP, PHP, SAP/DOT)
- Many plan administrators had to make changes to grant permission for this modality
- Many telehealth restrictions were lifted:
  - Site restrictions were removed
  - “Established relationship” waived
  - State licensure flexibility

## Additional adjustments:

- Pivoted call center activity from resource connection to “in-the-moment support”
- Repositioned many roles and responsibilities to adapt to the need (CM began proactive outreach to the most at risk)
- Communication of useful information and access to helpful tools was imperative

# Integrated, Multi-Channel Campaigns

## Panel Discussion

## Blogs

Coronavirus anxiety: Identify, address and ease it

Coronaviruses, including public health emergencies such as COVID-19, often manifest health risks at the individual and population levels. Indeed, people experience a wide range of mental health issues during and long after emergencies, according to the World Health Organization website.

Stay Informed

## Social Media

Beacon Health Options  
13,492 followers

This is a stressful time for children and young adults having to deal with remote learning as well as for workers who are making the transition to remote working. The new environment could impact everyone's well-being. Check out [Be...](#) see more

Member Resources  
beaconhealthoptions.com

Beacon Health Options is str... to ensure that men...

## Newsletters

Caring through COVID Connection  
Insights and resources to help you navigate COVID-19

Explore and share the latest insights and tools from Beacon's experts to help manage the stress and anxiety related to the evolving COVID-19 crisis. And, for more information, visit [https://www.beaconhealthoptions.com/covid-19](#)

How to help your children navigate back-to-school anxiety: Starting a new school year is full of unknowns in a "normal" year. Now, the COVID-19 pandemic is adding a host of new concerns to the list. It's important to recognize your child is likely to experience heightened back-to-school stress and anxiety. Review these tips to help prepare for a school year full of unknowns.

How to help your extrovert with at-home learning: Does your child miss the back-and-forth of the classroom? Does the isolation and quiet of online education not quite fit their learning style? Your community has decided to delay returning to school full-time. Here are ways to help your extrovert adjust to at-home learning.

Join us for a webinar!

COVID-19's impact on employee and member behavioral health programs  
June 10, 2020, 3 P.M. ET

Please join us for an insightful panel discussion exploring COVID-19's impact on mental health today and into the future. With mental health issues on the rise, preparing for tomorrow's challenges is more critical than ever. Hear expert panelists discuss key issues related to the spectrum of mental health disorders, access to care and the economic impact of mental illness. Panelists include, BNY Mellon, Emblem Health, Hazelden Betty Ford, Yale New Haven Hospital and Marsh.

Dr. Prakash Patel, Executive Vice President and President for Anthem, Inc.'s Diversified Business Group, will moderate this virtual, 60-minute, panel event on June 10, 2020, at 3 P.M. ET.

Reserve your spot by registering today.  
[REGISTER NOW >>](#)

## Client FAQs

What is a coronavirus and what is COVID-19?  
There are many types of human coronaviruses including some that commonly cause mild upper-respiratory tract illnesses. COVID-19 is a new disease caused by a new coronavirus that has not previously been seen in humans.

How do people become infected and how does it spread?  
Current understanding about how the virus that causes COVID-19 spreads is largely based on what is known about similar coronaviruses. COVID-19 is a new disease and there is more to learn about how it spreads, the severity of illness it causes, and to what extent it may spread in the United States.

What are the symptoms of COVID-19?  
Current symptoms reported for patients with COVID-19 have included mild to severe respiratory illness with fever, cough and difficulty breathing.

## Tip Sheets

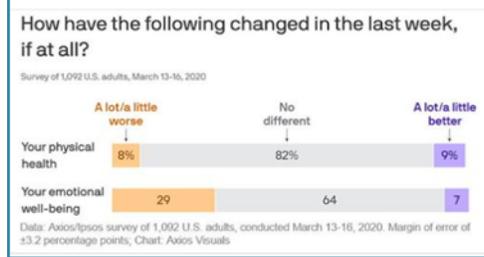
Social distancing for the social animal

"How to be a social animal" passed Aristotle to his student Plato, and since that time, animals have confirmed that humans are indeed social animals. Our brains are quite literally wired to be social.

Therefore, when we are called upon to engage in "social distancing" during the coronavirus pandemic, it's not our nature to do so. What, then, does it mean to "practice distance"? Does it mean not going to parties? Not going on dates or taking night drives? Or avoiding public places? These questions follow are links to help you guide your "social distancing" behavior.

- Get together outdoors and not in tight crowded spaces. Take a walk to the park or the woods. Do not get in a movie or visit a restaurant. Be sure to think with your community's guidance as to some areas are advising against this type of activity.
- Virtual connection. During times like these, virtual connection is critical. For people who are not technology savvy, be sure to provide needed technical support. The technology you're looking for is available. Show them that way by being a virtual back chair.
- Be proactive about staying in touch. Sometimes we need to connect ourselves to make that telephone call, text or video chat. Now may be the best time to reach out to that long lost friend.
- Keep yourself busy. If you have a focused project, you have less time to think about your social isolation. In times a project around the house you're been meaning to do, such as clean out the garage? How about books, a room, or a project?
- Limit media overload. You may hear about the coronavirus on the news or see it on social media. Watch a movie or read a book that connects you to the human experience and the resiliency people can have to overcome challenges.

If you need further guidance, call your company's employee assistance program, which specializes in addressing mental health and other life challenges. You can also contact a local helpline, such as the Samaritans helpline at 877-870-4673.



## Webinars & Podcasts

The Intersection of Uncertainty and Parenting: COVID-19 (Coronavirus)

## Leader Videos



## Living in Uncertain Times



## Web content

FEATURED TOPIC

Coronavirus and Your Mental Health

The recent appearance of coronavirus in the U.S. has created public concern, and for some, feelings of fear and anxiety.

# Tools and Resources

**Anthem**  
EAP

 **beacon**  
health options

**LiveHealth**<sup>®</sup>  
O N L I N E

 **sydney**  
care

 **ab** auntbertha

 **my** Strength

 **PsychHub**<sup>™</sup>

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Chapter

# 03

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# What to expect

# Key External Projections

1

## McKinsey

- BH need prevalence could experience a 50% increase after the COVID-19 pandemic; 35 million additional people may experience BH conditions
- 1 in 3 individuals in US could have BH need in 2021
- Frontline health workers & newly unemployed are projected to have heightened need.

2

## WellBeing Trust

- Across nine different scenarios, the additional deaths of despair range from 27,644 (quick recovery, smallest impact of unemployment on deaths of despair) to 154,037 (slow recovery, greatest impact of unemployment on deaths of despair)

3

## The Meadows Mental Health Policy Institute

- Reduced per capita GDP & associated rises in unemployment will be directly associated with increases in BH issues
  - Each percentage point increase in unemployment results in 1.6% increase in the suicide rate.
  - Each percentage point increase in unemployment associated with an increase of 0.334 overdose deaths per 100,000 people.
  - Each five percent increase in employment is associated with an additional 20,000 American veterans suffering from SUD.

# Behavioral Health demands will increase overall

- Telehealth use will continue
  - Policymakers will work to relax regulations permanently
  - 98% of Beacon OP providers report plans to continue telehealth post-COVID.
- Greater recognition and normalization for seeking help
  - Pent up demand will strain the system
  - Projected 2-5% increase in BH use in 2020 despite COVID dip
- Substance use disorder diagnoses will increase
  - 13% of adults had increased alcohol consumption or drug use\*
- Key events will drive further emotional health needs
  - Social unrest, national election and future spikes in cases
- Suicide rates will increase\*
  - “seriously considered suicide in the past 30 days?”
    - 11% of all adults
    - 25% of adults ages 18-34

Chapter

# 04

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# What to consider

# Percentage of employers who say benefit has increased in importance due to COVID-19

**75%** Telehealth benefits

**58%** Employee Assistance Programs

**60%** Mental health benefits

**53%** Paid Family Medical Leave

# How employers can adjust

## Increase emotional wellbeing support in both traditional and nontraditional ways

- Expand coverage to allow telehealth for most levels of care
- Expand EAP coverage to offer a richer benefit or to cover more members
- Add tools and resources designed to promote self help (cCBT, peers support websites, resiliency tools)
- Remove copays or coinsurance for routine outpatient therapy and/or for anti-depressants and anti-anxiety medications
- Add behavioral health resources to onsite/near site clinic strategies
- Create Peer Support training for frontline managers, business agents and benefits teams
  - Training on active listening, supportive conversations and effective connections to services
  - Resiliency campaigns with senior leadership as champions



Thank you.

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