



Improving Health: Mind and Body

Evernorth Behavioral Health Network

By actively and aggressively addressing behavioral health problems in your population, it can help improve health and productivity, and yield valuable savings that can help your company's bottom line. Consider this:

Behavioral issues are a major driver of disease

22.8%

of U.S. adults experienced Mental Illness in 2021 (57.8 million people). This represents 1 in 5 adults¹

\$200B

U.S. employers spend more than \$200 billion annually on behavioral health costs for employees and their dependents²

1 in 5

youth aged 6-17 in the U.S. experience mental illness each year³

23%

23% of U.S. adults - 60 million people - experienced a mental illness in 2021-22⁴

7.6%

of U.S. adults experienced a co-occurring substance use disorder and mental illness in 2021 (19.4 million people)⁵

Addressing all of the issues that can affect health—those of the mind and the body—can help improve employees' overall health, optimize productivity, and reduce overall costs.

And no one does it better than Evernorth Behavioral Health

Our behavioral health program includes dedicated expert resources focused on reducing the negative impact of behavioral issues on overall health.

What you get

- + Access to Evernorth Behavioral Health Network
- + Provider lookup via myCigna.com and Cigna.com
- + Behavioral Health Education & Resource Center
- + Educational series for: Autism, Eating Disorder, Substance Use and Children & Families
- + Integrated medical and behavioral information for utilization management coordination
- + Support for an evidence-based approach to behavioral health treatment
- + Treatment expertise for individuals with mental health and substance use disorders
- + Crisis stabilization network via 24-hour telephone assistance, providing immediate support to help prevent admissions and readmissions.

When we do more, you can save

No matter where they fall on the health spectrum, every individual in your population can benefit from behavioral management. By increasing the use across your population, it can help you decrease overall medical and behavioral spend. Evernorth Behavioral Health helps to:



Identify

undiagnosed or underlying behavioral disorders



Prevent

relapse and readmission of individuals hospitalized for behavioral issues



Improve

outcomes for individuals in a hospital, rehabilitation or residential facility



Focus

on the whole person by integrating medical and behavioral data

About Evernorth Behavioral Health

Evernorth Behavioral Health is included in Payer Solutions' medical network offerings. With more than 40 years in the industry and a large, national network of providers, we are experienced at managing a variety of behavioral health issues.

By taking the “whole person” into consideration,

we strive to help individuals lead healthier and more productive lives while managing medical costs.

Evernorth Behavioral Network⁶

- + **618,563** Behavioral Health Access Points
- + **218,279** Mental Health Professionals
 - + **147,883** Psychiatrists
 - + **54,408** PhD Psychologists
 - + **416,272** Master's level therapists
- + **42,370** Clinics
- + **8,067** Facilities

Inpatient care management

Our behavioral inpatient care management is dedicated to individuals requiring hospitalization in an acute care or residential facility for the treatment of mental health or substance use conditions requiring 24-hour nursing care/supervision and an attending doctor. Levels of care include: inpatient psychiatric, acute detoxification and residential care.

We promote timely and efficient inpatient care to support the quickest recovery possible. And, our care managers work with the individual, their family, and the facility to coordinate services to help ensure safe and effective treatment and support upon discharge.

Note: Evernorth Behavioral Health complies with state and federal regulations, NCQA standards and current national medical criteria. Based on recent changes under the mental health parity federal regulation, partial hospitalization is now classified as an outpatient benefit and as a result, we do not offer precertification for partial hospitalization.

Cigna Healthcare Employee Assistance Program (EAP)

Support to help keep your people performing at their best.

Payer Solutions' EAP program is **offered for an additional fee.** It offers a broad range of services—and telephone or face-to-face support—to help employees reduce stress, stay healthy, and perform at their best.

For more information, contact your Third Party Administrator.

Levels of care

Inpatient Psychiatric – Represents the most intensive level of psychiatric care. Assessments and interventions are provided in a 24-hour secure and protected, medically staffed and psychiatrically supervised treatment environment. The goal is to stabilize individuals who typically pose a significant danger to self or others, or display severe psychosocial dysfunction, and return them to a level of functioning in which a lesser level of intense treatment can be provided.

Inpatient Acute Detoxification – Represents the most intensive level of substance use care. Provides 24-hour supervision, observation, and support for patients who are intoxicated or experiencing withdrawal. The primary goal is ensuring that the individual is stable, including the initiation and tapering of medications used for the treatment of substance use withdrawal, and then facilitating transferring to a setting in which a lesser level of intense treatment can be provided.

Inpatient Residential Care – Refers to treatment for substance abuse, mental illness or other behavioral problems delivered in a live-in health care facility such as a residential treatment center (RTC). Residential treatment is an intermediate-term approach to treatment that attempts to return the individual to the community.

What sets us apart

Licensed Clinical Experts

+ Care Managers

- + Master's- and PhD-level clinicians or Registered Nurses with psychiatric experience
- + Minimum of 5 years of post-graduate clinical experience
- + Average 15 years of industry experience; 7 years with Evernorth⁷
- + Experts in emergency and crisis mental health and substance use care

+ Medical Directors

- + Board certified in psychiatry with extensive clinical experience and expertise
- + Average 15 years of industry experience; 7 years with Evernorth⁷
- + Clinical sub-specialties include child and adolescent psychiatry, geriatric psychiatry, substance use, and consultation/liaison psychiatry
- + Ability to assess and resolve complex issues, and excellent skills in coaching and educating behavioral staff

+ Informing/Educating Customers

We walk our customers through the utilization management and medical necessity process so there are no surprises.

1. Mental Health By The Numbers, National Alliance on Mental Illness, <<https://www.nami.org/learn-more/mental-health-by-the-numbers>>, December 2022.
2. Evernorth Research Institute. "For a Healthy Workforce, Curbing the Youth Mental Health Crisis is Imperative."
3. Mental Health By The Numbers, National Alliance on Mental Illness, <<https://www.nami.org/learn-more/mental-health-by-the-numbers>>, August 2024.
4. Mental Health America Key Findings 2023. Accessed at <https://mhanational.org/issues/state-mental-health-america#:~:text=In%202021%2D2022%2C%223%25,experiencing%20serious%20thoughts%20of%20suicide>>. August 2024.
5. Mental Health By The Numbers, National Alliance on Mental Illness, <<https://www.nami.org/learn-more/mental-health-by-the-numbers>>, December 2022.
6. Cigna analysis of actual number of mental health professionals and access points as of July 2024. Data is subject to change.
7. Cigna employee data as of July 2024. Data is subject to change.

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