

Evernorth Suite of Behavioral Health Solutions

Flexible, focused solutions for better behavioral health



Evernorth's unmatched scale and expertise covers the full spectrum of behavioral conditions, with a selection of core solutions that are configurable to either integrate with or replace your existing Employee Assistance Program (EAP) benefits. We partner with each of our clients, health plans and employers to understand their unique goals and connect them to the solution that best aligns with their needs.

Our customizable suite of solutions includes:



Guided Behavioral Care

Connect insights across medical, pharmacy and behavioral benefits to proactively identify and guide members to appropriate levels of care utilizing our provider network.



Confide Behavioral Health NavigatorSM

Concierge-enhanced EAP program to provide hands-on behavioral navigation services with clinical behavioral care support—for all concerns, large or small.



Classic EAP

Support for employees and household members to promote emotional wellbeing and resolve personal challenges adversely affecting work performance (financial, emotional, interpersonal, etc.).

CONFIDE SUCCESS STORY

Achieving more connected behavioral health care—with minimal friction

This client is a **health plan serving +1M members** across commercial, individual, Medicare and Medicaid lines of business.

Unique goals

- + Differentiate themselves in the market by providing an “effortless experience” for members
- + Go beyond their existing EAP design and more smoothly connect members to care, while minimizing friction in the transition

Tailored solution

- + Evernorth collaborated with the client to replace their existing EAP with the Confide solution
- + With Confide, they are able to coordinate care between the behavioral services they offer more smoothly, without creating gaps in care or disrupting existing care paths

CONFIDE SUCCESS STORY

Building tools to expand offerings and address specific patient needs

A client health plan offers Medicare Advantage Part D (MAPD) coverage to senior patients in several states, with a **focus on delivering comprehensive, connected care** with unique Medicare products.

Unique goals

- + Grow and expand into new areas and states to extend coverage to more people
- + Create unique and specialized Medicare Advantage solutions to meet the needs of different populations (LGBTQIA+, women, unhoused patients, etc.)

Tailored solution

- + Evernorth offered social determinants of health (SDOH) expertise to help meet specific needs
- + A new custom Confide program helps client address senior-specific diagnoses and caregiver needs

GUIDED BEHAVIORAL CARE SUCCESS STORY

Leveraging data to continually improve behavioral support for employees

Client is a large employer in the U.S. offering life insurance and financial services.

Unique goals

- + Enhance Behavioral Health (BH) offerings without replacing existing EAP
- + Identify and address SDOH challenges and simplify the BH experience to reduce gaps in care

Tailored solution

- + Overlaying Guided Behavioral Care enabled employer to keep their existing EAP while improving behavioral support for members overall
- + Evernorth followed up with employer each quarter to measure and assess program success based on real patient data and outcomes

CONFIDE + GUIDED BEHAVIORAL CARE SUCCESS STORY

Layering Guided Care with EAP to close critical gaps in care

Client offers a range of **health care and pension benefits** to employers and agencies affiliated with a single large organization, serving ~65,000 individuals nationwide.

Unique goals

- + Identified individuals “falling through the cracks” in their BH program
- + Intervene earlier in the BH journey to connect members to the care they need, when they need it

Tailored solution

- + Evernorth brought together all of their existing BH providers and worked as a team to craft a fully integrated solution
- + Upgraded EAP to Confide solution and layered with Evernorth Guided Behavioral Care ecosystem

Employee assistance program services are in addition to, not instead of, your health plan benefits. These services are separate from your health plan benefits and do not provide reimbursement for financial losses. Examples/images are for illustrative purposes only. These stories are based on actual customer experiences. Information has been changed to protect privacy. Customer results will vary.

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