Trends and Hidden Costs of Mental Health

Topics:
- Health in the headlines
  - COVID19 updates
  - Monkey Pox
- Navigating resources and strategies to support employee mental health
- Meeting the needs of your employees during times of increased demand
- What to consider when looking for services that will work for your employees
Good Health Is Good Business

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Legal Disclosure:

The Coronavirus pandemic is an ongoing, continuously evolving situation. Northern Light Health encourages everyone to follow federal and state governmental guidance and mandates.

Northern Light Health does not know the particulars of your situation, so the information presented today is general in nature and is based upon Northern Light Health’s own experience, which may or may not apply in your specific situation, and which may be revised as we learn more about the Coronavirus.

Accordingly, following any guidance Northern Light Health presents today in no way guarantees that you, your employees and/or your customers and clients will not contract or spread the Coronavirus.
Ask us questions – give us feedback – this hour is for you

- Please use the **Q and A** function to ask your questions at anytime.
Latest on COVID-19
COVID Vaccines

• Currently - Primary Series over 6 months of age
• First Booster - 5 years of age and older
• Second Booster
  • 50 years of age and over age 50
  • Anyone 12 years of age and over and with underlying condition
• Targeted vaccines expected this fall
  • Likely include second booster for 12
  • Third booster for 50 and over
Other Health Concerns

Heat advisories

• Watch for dehydration and heat exhaustion

Monkeypox

• 3 confirmed cases in Maine
• Very limited risk to general population
• Vaccines and antiviral medications are available in Maine
Easy access to schedule your vaccine, booster, or Flu shot

COVID-19 (Coronavirus) Portal - Public Vaccination (northernlighthealth.org)

COVID-19 Vaccination and Booster Eligibility Updates
Booster dose appointments for Pfizer, Moderna, and Johnson & Johnson COVID-19 vaccines are now available for people 18 and over who meet criteria.

People 5 years or older are currently eligible to schedule a COVID-19 vaccination.

Important:
- Community members under age 18 who would like to be vaccinated, must have a parent or guardian complete and initial the online scheduling form on their behalf.
- In addition to scheduling a vaccine using the online process, patients under 18 are be required to bring a completed consent to treat formsigned by their parent or guardian to their appointment.
- Patients under the age of 16 must be accompanied by a parent or guardian to their vaccination.
- If you have any questions please call: 207-204-8551*

*Sedan distance or carrier fees may apply.

Scheduling your vaccination:
- If you cannot find an appointment that works for you at a Northern Light location, please visit the state COVID-19 vaccination sites list.
- Please print your appointment confirmation and bring it with you. Vaccination candidates will receive an email confirming their vaccination location.
Hidden Cost of Mental Health
Hidden Costs and Hidden Disorders

Indirect costs

- Absenteeism - 7% global payroll
  - depression – 26 additional absences year
- Presenteeism - 3-4X absenteeism
  - lower productivity
- Higher turnover – 2X
  - cost of replacement of 33% salary
- Higher medical costs – 2X if mental health disorder also

Hidden Disorders

- stigmatism, the denial, the fear of job loss
- Mental illness impacts 1 in 4 Americans
- Many undiagnosed - not treated
- ROI for managing mental health disorders in your employees ranges from $2-4

“when employees come to work, they don’t leave their mental health troubles in the car.” Lauri Tenney, CVS Health
What do Maine businesses need to support their employees
Maine employers are struggling with a shrinking, disengaged workforce multiplied by a reduced connection to employer and mission.

Employees looking for MH/SU support are finding traditional programming (EAP, in-person counseling) falling short as a solution mostly due to access.
What are Businesses Experiencing

New programming and resources to address access

• Virtual Care
• Mental health and wellbeing content (webinars, classes, etc)
• App-based programming
• Capitation-based care access
• Transition from visit-limit (EAP with 3 visits) to course of treatment care
• Access to care for all employees (not tied to healthcare plan enrollment)
• Low/No-cost “perq” offerings
Why investing in your employee's mental health is good business?
Supporting Our workforce at Northern Light Health

Our commitment to deliver a breadth of high-quality offerings and support:

- Provide a comprehensive benefits package
- Offer a holistic wellness program
- Create a physically and psychologically safe work environment
- Embrace Diversity, Equity, and Inclusion
- Reinforce a culture of caring

Recognize that being well means something different to everyone
## An Increasing Emphasis on Behavioral Health Supports

<table>
<thead>
<tr>
<th>Pre-Pandemic</th>
<th>2020</th>
<th>2021</th>
<th>2022...so far</th>
<th>What’s Next</th>
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</thead>
<tbody>
<tr>
<td>Workforce EAP</td>
<td>My Strength Mobile App</td>
<td>Weekly 5-min Stress Relief Classes and Quarterly Mindfulness Webinars</td>
<td>Introduced Elements, a holistic online wellness program with incentives</td>
<td>Expansion of Workforce EAP to cover more visits</td>
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<tr>
<td>$25 copay (preferred) for outpatient BH visits</td>
<td>Healthy Life Resources Community Navigators</td>
<td>Workforce EAP partners with StrengthenME grant program to expand services</td>
<td>Marking Two Years of COVID: The Documentary Wall, spiritual commemoration, special workshops</td>
<td>No-cost supplemental Tele-Behavioral Health benefit</td>
</tr>
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<td>Catch Your Breath, twice-weekly guided meditations</td>
<td>Healthy Life Resources Programming</td>
<td>Mental Health Awareness Month Profiles</td>
<td>Free RELAXX meditation app for all employees</td>
<td>Panel Discussion: How to Hold Up When You Fall Short</td>
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<tr>
<td>Holidays Are Hard program</td>
<td>Coping With Covid: Advice for the Weary and Worried</td>
<td>Establishment of the Wellbeing Collaborative</td>
<td>No-cost (preferred) and $25 copay (in-network) for outpatient BH visits</td>
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<td>Traveling to Gratitude program</td>
<td>Un-shaming Mental Health program</td>
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<td>One Step Closer program</td>
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<td>Town Hall meeting with Tim Dentry, President and CEO, Northern Light Health, focused on healing and wellness</td>
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<td>Life is Still Good photo program</td>
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<td>The Hero’s Journey program</td>
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Northern Light Employee Health Plan Behavioral Health Cost Trending, 1/1/19 – 8/1/21
How to know the right mental health resources to offer your employees
Employee Assistance Programs

Nationally:
• Over 97% of companies with more than 5,000 employees have EAPs.
• 80% of companies with 1,000 - 5,000 employees have EAPs.
• 75% of companies with 250 - 1,000 employees have EAPs.

Return on Investment (ROI) for employers:
• 3:1 for small size employers
• 5:1 for medium size employers
• 9:1 for large size employers
• Companies get an average ROI of over $10,000 in productivity improvements per year for each employee who uses their EAP.
Work Force Employee Assistance Program

- Short-term EAP Counseling and Referrals
- Staff and Supervisor Training
- Online Work/Life Services
- Legal/Financial Consultations
- 24-Hour Support/Triage/Crisis Response
- Leadership and Organizational Development
- Collaboration with Wellness Programming

And it’s all local
### Healthy Life Resources

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<td>Mental health promotion &amp; education</td>
<td>Workforce mental wellness assessment, Targeted strategies for mental wellness, Educational &amp; consultation events</td>
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<td>24/7 On-Demand Resource Center</td>
<td>Outreach to specific cohorts, Access to myStrength self-help tools, On-demand scheduling with therapy</td>
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<td>Mental Wellness Consultation</td>
<td>Consultation with HR/Managers, Analytics to reduce health plan cost(s)</td>
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<tr>
<td>Coaching &amp; Navigational Services</td>
<td>Offered to all eligible ME, CA, and CT members</td>
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<tr>
<td>Dedicated Therapy</td>
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<td>Crisis Services</td>
<td>Critical Incident Stress Management, Debriefings provided after traumatic events in the workplace</td>
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<td>Mental Wellness Consultation</td>
<td>Outreach health plan members</td>
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**Healthy Life Resources**

 Powered by Northern Light Acadia Hospital

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**Mental Wellness Consultation**

 - Consultation with HR/Managers
   - Analytics to reduce health plan cost(s)
   - Outreach health plan members

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**Coaching & Navigational Services**

 - Offered to all eligible ME, CA, and CT members
   - Concierge therapy focused on prevention & solution-focused care
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**Dedicated Therapy**

 - Offered to all ME, CA, & CT members
   - Access to myStrength self-help tools, On-demand scheduling with therapy

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**Crisis Services**

 - Critical Incident Stress Management
   - Debriefings provided after traumatic events in the workplace
Contact **Work Force EAP** at 1-800-769-9819 to inquire about services available for your employees.

Contact **Healthy Life Resources** at 207.973.6446 or AcadiaHLR@northernlight.org

A comprehensive, coordinated, and actionable set of supports for employers to promote a strong functional workforce.

Contact **Northern Light Beacon Health Wellness** at 207.973.8273 to learn about programs to support your employees' journey to wellness.

**Northern Light Acadia** Substance Use treatment
207.973.6100

**Maine Crisis Line** 1.888.568.1112 provides confidential 24/7 support and information or 988
Roundtable Discussion: Ask us your questions using the Q and A function

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Tools you can use:

https://northernlighthealth.org/Resources/Safe-Return-to-Business
Register and save the date for Thursday, September 8
Workplace Violence – Tools for protecting your employees

Topics:
- Health in the headlines
- COVID19 updates
- Monkey Pox
- Workplace Violence
- Prevention
- Warning signs
- De-escalation techniques

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