

Supporting Employees' Best Lives

How a Multi-Chain Employer Removed Barriers to Care and Invested in Mental Health

Objectives

Comprehensive care designed to support the mental health needs of a diverse workforce

This multi-chain employer offers employees comprehensive care and benefits, including access to behavioral health services. The COVID-19 pandemic drove the employer to focus on employees' mental health as they faced new challenges and lingering impacts.

Since 2015, this employer has partnered with Included Health to:

- Support comprehensive care for nearly 50,000 employees nationwide by offering Everyday & Urgent Care
- Lower barriers to care with a \$0 cost for all employees to access behavioral health services, including therapy and psychiatry

Solutions

- 2015  Launched **Everyday & Urgent Care** to improve the quality of urgent care for employees and reduce the costs associated with urgent care and emergency room visits.
- 2019  Expanded offering to include **Behavioral Health** to full and part-time employees at \$0, lowering barriers to care. Expansion connected employees to compassionate, coordinated therapy and psychiatry.
- 2021  Launched **Virtual Primary Care** to offer employees access to high-quality, easy-to-access primary care with integrated behavioral health.

At a Glance

Industry
Hospitality

Members
Nearly 50,000

Launch Date
2015

Solutions
Behavioral Health,
Virtual Primary Care, and
Everyday and Urgent Care

- Challenges**
- Barriers to accessing care
 - Impact of the pandemic on an essential workforce
 - Mental health provider shortage

"I just want to say I really appreciate the free mental health support that you guys are offering. I've been taking advantage of this the last two months and it's been extremely helpful."

Employee

Results

At Included Health, we deliver behavioral health care for every member's needs, from subclinical to clinical and our unrivaled team that puts members first. We measure the success of our virtual care through important results:

Engagement and Experience

4,500

Behavioral Health visits in 2021

5/5

Member satisfaction with Included Health solutions

Impact

42%

improvement in PHQ9 scores
(a way of evaluating depression)

37%

improvement in GAD7 scores
(a way of evaluating anxiety)

Note: Results for 2021.

Our Behavioral Health solution focuses on increasing access to virtual therapy and psychiatry and delivering high-quality, comprehensive coverage for conditions across the continuum of care. We treat everything from anxiety and depression, to medication management, substance use disorder, and serious mental illness. Through our virtual approach we bring convenient, accessible behavioral health care to everyone, everywhere.

About Included Health

Included Health is a new kind of healthcare company, delivering integrated virtual care and navigation. We're on a mission to raise the standard of healthcare for everyone. We break down barriers to provide high-quality care for every person in every community — no matter where they are in their health journey or what type of care they need, from acute to chronic, behavioral to physical. We offer our members care guidance, advocacy, and access to personalized virtual and in-person care for everyday and urgent care, primary care, behavioral health, and specialty care. It's all included.

Contact us

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