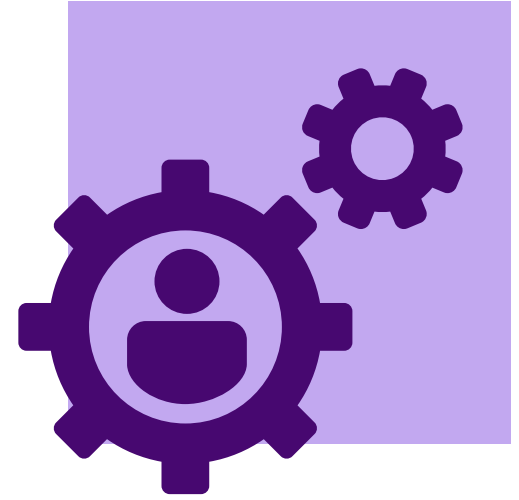




Employers address mental health through benefits and mental health-friendly culture



Mental health and emotional wellbeing remain high on employers' agendas

#1 clinical area targeted to improve member health

A top priority for **63% employers**



Enhance emotional wellbeing Through behavioral health strategy, training and measurement

Top actions taken in 2023

85% Address stigma and increase employee understanding

69% Take actions to build employee resilience

61% Take actions to support dependents with behavioral health issues

Train managers to identify employees' emotional health issues

52% **17%** **13%**

Have an organization-wide behavioral health strategy/action plan

47% **16%** **13%**

Increase access to outpatient treatment for substance abuse

27% **7%** **12%**

Address prescription medication/coverage for serious mental illness diagnoses

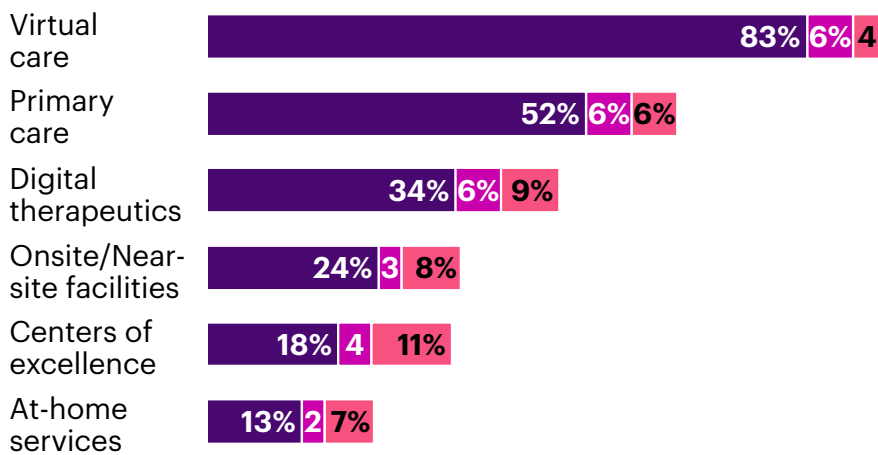
22% **5%** **13%**

Implement a measurement strategy to track mental health outcomes

19% **15%** **16%**

■ Action taken/tactic used in 2023 ■ Planning for 2024 ■ Considering for 2025

Virtual care
Key delivery strategy for mental health services



■ Action taken/Tactic used in 2023 ■ Planning for 2024 ■ Considering for 2025

Employers prioritize mental health navigation and tailored vendor solutions

Improve mental health
Promote mental health-friendly culture and ensure parity compliance



Conduct mental health parity audit
39% **14%** **10%**

Partner with employee resource groups to address mental health issues
37% **11%** **10%**

Eliminate cost sharing for virtual care visits
26% **5%** **11%**

Evaluate mental health network to ensure diverse representation
20% **14%** **13%**

Provide mental health day(s) off
18% **3%** **14%**

Expand disability coverage
11% **5%** **8%**

Eliminate cost sharing for in-network visits
9% **4%** **12%**

Reduce/Eliminate cost sharing for out-of-network visits
6% **4%** **6%**

■ Action taken/Tactic used in 2023 ■ Planning for 2024 ■ Considering for 2025

Actions to take now!

- 1 Create an organization-wide behavioral health strategy and establish a framework for measuring outcomes.
- 2 Provide training for managers to lead with empathy and to identify mental health and substance use disorder issues.
- 3 Explore ways to improve mental healthcare through virtual care, primary care integration and digital therapeutics.
- 4 Perform a comprehensive mental health parity audit and implement measures to ensure compliance.
- 5 Ensure accessibility and affordability of mental health services.

About the survey: A total of 457 employers participated in the 2023 Best Practices in Healthcare Survey, which was conducted in June and July 2023. Respondents employ 7.3 million employees.

Source: 2023 Best Practices in Healthcare Survey