Improving access to high quality mental health

NetApp’s benefit

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Benefits, NetApp
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Who we are

Leading data management and storage provider
The data authority for hybrid cloud

#1 Storage provider for U.S. government

10,000 employees
110 offices

6,000 U.S. employees

Benefit Objectives

- Deliver high-quality, market-competitive, cost-efficient programs by:
  - Partnering with best-in-class vendors to deliver broad networks and service while managing cost
  - Benchmarking with high-tech peer companies

High percentage of eligible dependents
80%
We need to evolve the behavioral and emotional wellbeing aspects of NetApp’s programs.

- **Depression** is a top diagnosis for medical/Rx
- **Out of network costs**: 38% of behavioral health spend; for CA OON utilization is 64% of spend
- **High claims** for dependent behavioral health, substance abuse and ADHD.
  - **Dependents** are driving behavioral health costs – 67% of spend is on children or young adults and is 2.8x higher than benchmark
  - **Behavioral health diagnoses** are prevalent and in the top 5 health conditions among high cost claimants >$50K.
  - **Opioid-related disorder** prevalent in high-cost claims and higher than average costs overall. Total mental health and substance abuse costs are 73% higher than benchmark.
- **Challenges with traditional EAP**:
  - **50% of EAP participants max out** six-visit counseling limit (top issues: anxiety, mental health, marital)
  - The **EAP** is not reaching most of the population – utilization is low at 4-5%
Clear need to evolve our approach to behavioral health and emotional wellbeing programs

- 50% of EAP participants max out six-visit counseling limit (top issues: anxiety, mental health, marital)
- EAP is not reaching most of the population – utilization is low at 4-5%

- Opioid-related disorders higher than average costs overall.
- Total mental health and substance abuse costs are 73% higher than benchmark

- 38% of OON claims are behavioral health spend
- For CA, OON utilization is 64% of spend

- Depression is a top diagnosis for medical/Rx
- BH diagnoses in the top 5 health conditions among high cost claimants >$50K
- 67% of BH spend on children or young adults and is 2.8x higher than benchmark
Finding the right partner for our vision

We needed a solution that:

1. Addressed behavioral health issues across a spectrum of needs
2. Enhanced navigation with a clear and simple starting point
3. Improved access to available and affordable behavioral health providers, in-person & video sessions
4. Delivers high quality care with evidence-based providers, ongoing quality curation of the network, and measurable clinical outcomes
Reimagined – How NetApp supports emotional wellbeing

Seamless concierge care with lower costs, expanded access and engaging digital platform

**NetApp Current & Future State**

- **Culture of wellbeing**: mental, emotional and physical health
- Easy to **access, affordable** care
- **Executive sponsorship** with manager training
- **Concierge navigation** to best-in-class providers and resources

- **Streamlined member experience** to help members quickly get to the right resource
- **Increase productivity**
- **Reduce long-term medical spend**

**U.S. Supported by New, Innovative Lyra Program**

- **For employees and families**
  - Concierge navigation through online portal
  - Fast, expanded access to elite therapists and coaches for up to 25 sessions
  - Patients matched to right care via “smart” digital platform
  - In-person & video providers offers choice

- **For NetApp**
  - **Reduce costs** (disability and medical claims)
  - **Resilient workforce** with increased productivity and engagement
  - **Increase access** to in-network treatment providers
  - **Improve outcomes** with data-driven care
NetApp Behavioral Health – current state

Major Objectives
- Provide solutions to address behavioral health issues across a spectrum of needs
- Improve access to available and affordable behavioral health care
- Enhance navigation with a clear and simple starting point
- Improve processes for complex care

When something doesn’t feel quite right... start with Lyra to navigate and access care.

Get support for stress • anxiety • depression • complex issues • pediatrics through assistance with using NetApp solutions • making appointments • coordinating care and referrals

Ideal future state: Lyra is the single point of entry to navigate employees to appropriate NetApp solutions

Solutions

MyCompass/Engage MeQuilibrium MyStrength (self-care)
Lyra (virtual & in-person therapy)
Near Site Clinic Crossover (Sunnyvale) (in-person & Prescriber care)
CVS Rx
Anthem In-Network Care (in-person care & Psychiatric care)
Anthem Out-of-Network Care (in-person care & Psychiatric care)
Kaiser Network Care (in-person care & Psychiatric care)
Expert Medical Opinion for Complex Care

Ideal future state: Improved process for behavioral health complex care, including referrals

Lyra & LifeHealthOnline (virtual therapy & Coaching)

Anthem In-Network Care
Outpatient EAP (e.g. 8 free visits)
Low to Medium – Outpatient EAP (e.g. 8 free visits)
Low
Medium – Outpatient
High – Outpatient (Complex)
High – Inpatient (Complex)
Start with Lyra to navigate to the right personalized care

Streamlines navigation for members and increases access to high-quality, evidence-based care.

Member Needs

- Mild
- Moderate
- Outpatient
- High – Outpatient (Complex)

1. Easy online sign-up
2. Personalized care options
3. Book online, choose in-person or live video

Lyra’s enhanced EAP includes up to 25 sessions

Therapy
In-person & Video

Coaching

Self-Care

24/7 Care Team

Refer to Health Plan or other

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At Launch: “Real Help for Real Life” Campaign

Concept:
- Holistic wellbeing
- Provides a clear starting point
- Emphasis on manager education

Lyra — Real Help for Real Life

Life can be hard. Getting help shouldn’t be. NetApp recognizes the different challenges you may face at work and at home. That’s why we’re offering a new, groundbreaking resource for you and your family with fast and easy access to the support you need, starting November 1.

Our wellbeing partner, Lyra, provides concierge support and expert care for a variety of mental health and emotional health needs. You and everyone in your family receive timely, personalized support—no cost to you.

Personalized care based on what you need:
- Bring your best to work
- Stay strong through life’s daily ups and downs
- Get back to feeling yourself
- Get a helping hand
- Get parenting support

Support for real life
Dealing with tough challenges, like stress, trauma, suicidal thoughts or substance abuse? Lyra is just a call or click away—24/7.

Quick, easy access: Lyra works with your needs and preferences to immediately connect you with the right resources.
- Sign up online and get matched in minutes—it’s easy to register and find a therapist or coach.
- Make appointments online or via phone, and see a provider within days.
- Get care in person or via live video—up to 25 sessions per person, per year. You can also get recommendations for self-guided care.
- We’ll handle the rest—you’re in no cost and no paperwork to worry about.

Get started with Lyra beginning November 1, 2018: netapp.lynarealhealth.com (844) 559-7601

More resources for real help
In addition to Lyra, NetApp offers a variety of resources and paid time off to support you and your family:
- meditation app, part of myCompass helps you learn critical skills to proactively deal with everyday stress, both inside and outside work.
- All NetApp Anthem and Kaiser plans offer mental health and substance abuse benefits.
- Anthem members and adult family members in Sunnyvale visit a nearby Crossover Health Center of Excellence and Heritage for a range of mental health needs, including same- or next-day appointments with no wait.
Ongoing communications for continued engagement: May Mental Health Awareness Campaign

Home Mailers, Onsite Events, e-Magazine, Promotions, Raffles, and more
Early results

Lyra improved access and delivers better clinical outcomes for members compared to traditional EAP

- ~588 registered for Lyra so far
- 7 days median time to first session with provider
- 13% of NetApp members having their first session with Lyra within 24 hours
- 65% of NetApp Lyra members in care either saw reliable clinical improvement OR recovered in treatment
NetApp members often self-identify as struggling with relationships and family concerns, but clinically present as anxious or depressed.
Immediate support for NetApp members in critical need

Since launch, **6% of registrants shared thoughts of self-harm or suicide**

Lyra care team responds immediately to conduct risk assessment, stabilize, and refer to appropriate care.
Thank You