

Behavioral health care

CS-55933

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1 in 4 employees want more behavioral health support

Why don't they seek it?

- Don't know or understand their options
 - Cost
 - Fear of judgment
 - Challenge of finding a provider
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Blue Shield is fully managing behavioral health services

Robust solutions that scale, choices with impact



Beginning **January 1, 2026**, Blue Shield will fully manage the behavioral health benefit for all members

Why this change matters?

- Improved member & provider experience
- Increased quality of care
- Connects physical & behavioral health for a consistent experience



Insourcing is
a major shift
toward better
behavioral
health care



Better & simplified member experience

- Dedicated behavioral health customer support agents
- Behavioral health providers and facilities in Find a doctor search
- Online scheduling for 10,000 behavioral health providers (currently about 1/3)

High-quality care

- Vetted, high-quality providers and facilities
- Dedicated provider relations team to attract and retain providers
- Expanded network to meet member needs
- Improves health outcomes through less fragmented care

Connected

- Access to full spectrum of behavioral health from emotional well-being to severe mental illness and in-patient care
- Connected support system across customer care, claims, and care management



What's included in the insourcing transition?

A unified approach to behavioral health:

- An expanded, high-quality behavioral health provider network
- ABA providers and services for autism
- Dedicated customer support for behavioral health needs
- Utilization management
- Care management
- Behavioral health claims
- Appeals & grievances handling

What this means for your employees

- A consistent experience across physical and behavioral health
- Easier one-stop shop for provider search & appointments through the Blue Shield Find a Doctor
- One connected support system across customer care, claims, and care management



Investing in collaboration behavioral health & primary care providers

Collaborative Care

A systematic approach to behavioral health care, based on the chronic care model, with a demonstrated positive effect on:

- Cost of health care
- Member satisfaction
- Provider satisfaction



Options to help members get a handle on their health—when it's best for them

Reaching more populations & improving health equity

<p>Weight management, diabetes, heart issues</p> <ul style="list-style-type: none">• Virta*• Betr• Ornish Lifestyle* Medicine• Dario• Digestive health	<p>Mental health care</p> <ul style="list-style-type: none">• Teladoc• Headspace• Headspace Care• Credible Mind	<p>Health equity/ population health</p> <ul style="list-style-type: none">• Folx Health• Walgreen's preventive services (colorectal)• Women's health
<p>Wellness & longevity</p> <ul style="list-style-type: none">• Fitness your way	<p>Maternal health</p> <ul style="list-style-type: none">• Maven	<p>Pain management</p> <ul style="list-style-type: none">• Musculoskeletal health





Investing in youth mental health: Programs for children

BlueSky initiative


\$10M multi-year program to help address mental health needs of California youth

- Funds youth mental health school & community programs
- Provides educational resources for parents & educators
- Funds for training more diverse behavioral health professionals

Teladoc

Available for ages 13 & up



An aerial photograph of a river delta, showing a complex network of water channels and sediment bars. The water is a deep blue-green, and the sediment is a light tan color. The overall scene is a top-down view of a natural waterway system.

Making it easier for
your employees to
get the right care
whenever they need it