

Mental Health/Substance Use Employer Learning Collaborative

Thursday, August 3, 2023

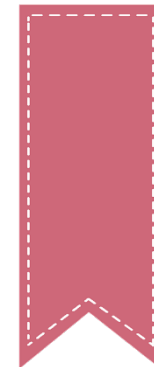


Our Mental Health/Substance Use Employer Learning Collaborative webpage can be found at:

<https://flhealthvalue.org/our-work/mental-health-substance-use-elc/>

On this webpage:

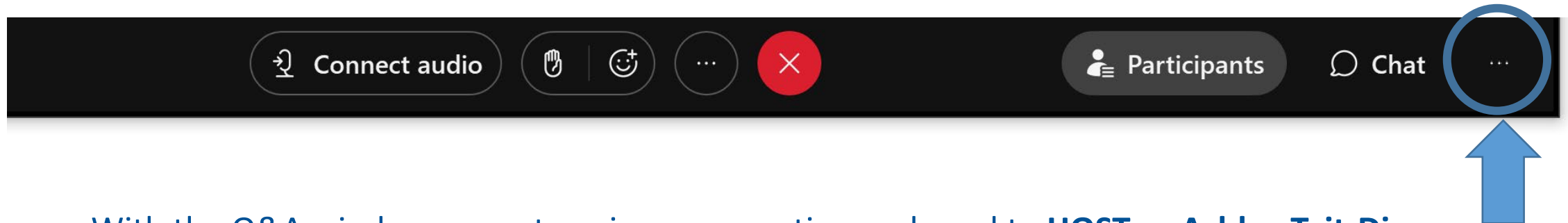
- Recordings of past sessions
- Presentation slide decks
- Additional resources



To Ask Questions – Raise Your Hand or Use the Q&A Function

QUESTIONS?

For most devices, the **Q&A function** can be found by clicking on the ellipsis (the 3 dots) at the bottom of your screen on the far right.



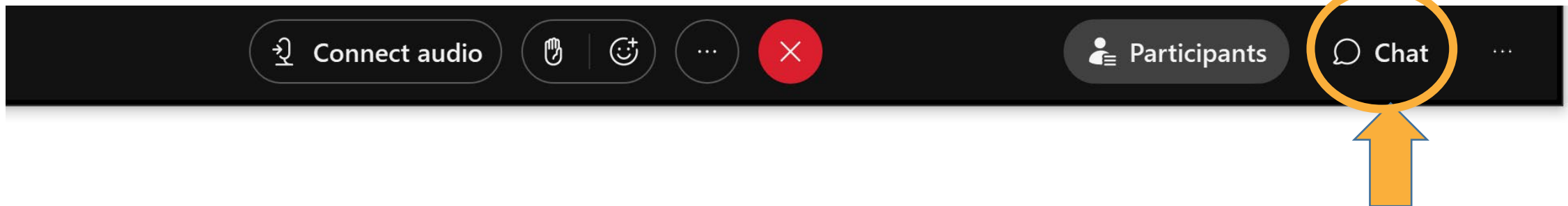
- With the Q&A window open, type in your question and send to **HOST or Ashley Tait-Dinger**.
- There is a 512-character limit for questions.
- If we are unable to address your questions during the online presentation, we will try to have the remaining questions answered following the session and posted with the follow up material.

For Questions Related to
Technical or Logistical Issues



Technical Issues

We request the **Chat function** be reserved for technical or logistical issues or questions.



- With the chat window open, type in your question and send to **Ashley Tait-Dinger (Host)**.
- There is a 512-character limit for questions.
- We will address your issue as quickly as possible.

Agenda



- City of Orlando Update – Notice.Talk.Act. at Work – Jessica Mason
- Mental Health Action Briefs
- Mental Health Parity Guidance Update
- Bowman Foundation Mental Health Access Survey Results and Recommendations
- USF’s Mental Health and Wellness in the Workplace Course
- Mental Health and Health Equity Initiative

Mental Health Support and Awareness Initiative with Notice.Talk.Act. at Work

Mental Health Support and Awareness Initiative

- Streamline and increase promotion on the mental health resources available to employees
- Provide ongoing communication via various modalities on the prevalence of mental health issues and the importance of seeking help
- Provide online training to supervisors



Expected Outcomes

- Healthier, more productive employees
- Supervisors are more empowered on how to notice issues and refer employees for help
- Lower turnover and higher retention
- Reducing stigma through awareness



Rollout

- In conjunction with Mental Health Awareness Month (May)
- Initiated with email from Mayor Dyer
- Mandatory training for:
 - Civilian Supervisors, Managers, Directors
 - OPD Sergeants and above
 - OFD Lieutenants and above



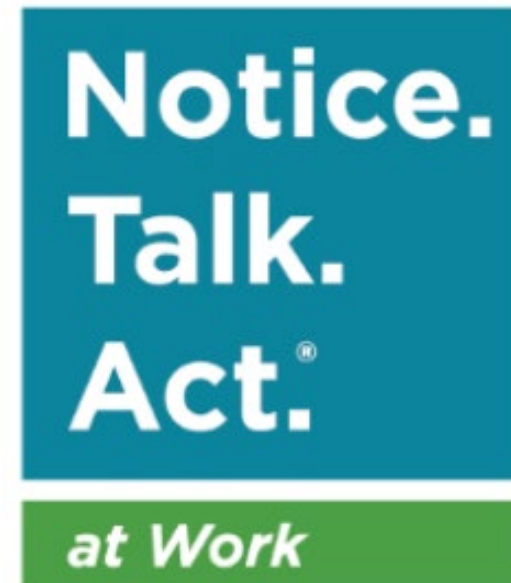
Notice.Talk.Act: An E-Learning Training Module for Supervisors to:

- Understand the impact of mental health on employees and the organization
- **NOTICE** signs of mental health concerns
- Know how to **TALK** with a person they are concerned about
- Be better equipped to **ACT** by connecting a person with services and supports

AMERICAN
PSYCHIATRIC
ASSOCIATION
FOUNDATION



CENTER FOR
WORKPLACE
MENTAL HEALTH



Training Components

- Practical, real-world scenarios
- Thought-provoking assessments to test participant's knowledge
- Downloadable materials on topics such as:
 - Art of listening
 - Loneliness
 - Remote Work and Mental Health



Feedback from Participants

“This is a necessary course post-COVID! COVID had a mental and physical impact on all of us.”

“This training was very informative and timely”

“Thank you, I appreciate the proactive approach to mental health awareness.”

“Excellent overview of how to be attentive to subtle changes and the solutions we should be prepared to offer.”



Recommendations for Implementation

- Leadership Buy-in and introductory message
- Coordinate with an overall mental health campaign
- Provide collateral - Mental Health Resource Guide



Mental Health Resource Guide

Listed in this brochure are the many resources and tools offered by the City of Orlando geared toward your mental well-being.

EMPLOYEE ASSISTANCE PROGRAM

Aetna Resources for Living Employee Assistance Program (EAP) offers confidential counseling and referral program for everyday issues including:

- **Free Counseling:** in-person, virtual or by phone; up to 7 sessions with a Licensed Mental Health Counselor available 24 hours per day, 7 days per week for the employee and any member in the household
- **Worklife Services:** childcare, elder care, convenience services like realtors, pet care, plumbers, etc.
- Legal and financial consultations
- Online resources including wills, disaster and crisis resources
- Emotional health and overall well-being
- **Contact Information:** 1.800.272.7252 or visit mylifevalues.com and use the following login and password: LOGIN ID: ORL | Password: ORL

ONSITE MENTAL HEALTH COUNSELING

For Civilian Employees (non-sworn) with Bindi Shaw, LMHS, M.A.Ed, Ed.S

- Bindi's passions include helping people overcome emotional burdens through counseling and therapy using a humanistic and strength-based approach.
- In-person, telehealth and phone sessions available
- **To schedule an appointment,** email bindicounseling@gmail.com or text/call 407.460.9407.



ONSITE MENTAL HEALTH COUNSELING

For Sworn Employees with Yemanja Krasnow, MA, MSW, LCSW

- Yemanja specializes in trauma related diagnoses, parenting education and life coping skills.
- In-person, telehealth, and phone sessions available
- **To schedule an appointment,** email yemanja.krasnow@gmail.com or text/call 407.669.0511.
- Fluent in Spanish

ADDITIONAL RESOURCES

The following resources are tailored specifically to first responders:

- **UCF Restores**
 - Nationally recognized local community partner treating first responders with conditions exclusively related to trauma
 - All services provided at no cost
 - **Contact Information:**
 - General inquiries and treatment consultations: 407.823.3910
 - Single Session Consultation Program: 407.823.1657



Raising the Bar for High-Quality Mental Health



ACTION BRIEF 
Employer Strategies that Drive Health, Equity and Value

RAISING THE BAR FOR HIGH-QUALITY MENTAL HEALTH

ACTION STEPS FOR EMPLOYERS

1. Recognize organizational and personal drivers of mental health and high-quality care.
2. Build personalized, ethnically and culturally sensitive mental health support into the care structure.
3. Educate with deliberate and purposeful employee communications that resonate across a diverse population.
4. Hold vendors accountable for improving their services' affordability, timeliness, and appropriateness to each individual.

In a 2022 study by Gallup, nearly one-fifth of US workers (19%) rated their mental health as fair or poor; those workers reported about four times more unplanned absences due to poor mental health than their peers. Mental health issues in the US workforce cost the economy an estimated \$185 billion annually in lost productivity and presenteeism.

CURRENT STATE: GAPS EXIST IN CULTURE, ACCESS, AND EFFECTIVE TREATMENT

In the last few years, employers have increased their focus on addressing the mental health challenges that affect their workforce. Despite greater resources devoted to mental health, however, new evidence suggests our approach to mental health and mental health services may still be lacking. The need for more personalized and higher-quality, accessible solutions is greater than ever.

To address coverage gaps and boost their current mental healthcare efforts, many employers are focusing on these key areas:

- **Personalizing wellbeing:** A broad cultural and programmatic focus on wellbeing is foundational, but it may fall short of meeting the holistic needs of the full range of individuals in the workplace. Understanding, engaging and supporting employees on a more holistic and personalized basis can dramatically improve results, both for employees and for the organization.
- **Re-examining stigma:** Breaking the silence on mental health was a start, but enduring issues of stigma are diverse and nuanced. While more employees are now willing to discuss their mental health at work, many still fear negative consequences such as discrimination or retaliation. Some cultures continue to view mental illness as a weakness to be overcome, rather than a health issue. And employee burnout can result from the lack of individual and organizational acceptance of the need for balance and recovery.

Thirty-one percent of employers were disappointed at the efforts being made to address gaps in access, and 66% did not feel their behavioral health directories truly reflected what was available to employees.

—Survey by the National Alliance and the HR Policy Association

This *Action Brief* offers specific steps employers and other plan sponsors can take to raise the bar for high-quality mental health care to ensure a more equitable and responsive behavioral health system.

To view all Alliance Action briefs, visit: <https://flhealthvalue.org/resources/action-briefs/>

New Approaches to Addressing Major Depressive Disorder in the Workplace

ACTION BRIEF

Employer Strategies that Drive Health, Equity and Value





NEW APPROACHES TO ADDRESSING MAJOR DEPRESSIVE DISORDER IN THE WORKPLACE

ACTION STEPS FOR EMPLOYERS

1. Learn how MDD affects your employees as well as the workplace.
2. Determine the best evidence-based treatments for individuals in your workforce.
3. Design value-based benefits that remove mental healthcare barriers and silos, shifting the focus to a whole person health approach.
4. Establish expectations for how vendor partners will report and act on specific MDD data to improve workforce health.
5. Educate employees and families about MDD, the importance of early detection, and available benefits and community options.

MDD IS OFTEN TREATMENT-RESISTANT WITH BIG IMPACTS ON HEALTH

Major Depressive Disorder (MDD), or clinical depression, is a common, serious, and sometimes chronic mood disorder that can be difficult to diagnose and treat.

MDD affects 8% of adults in the US—almost 60% of whom either don't seek, or significantly delay seeking, professional support.

MDD symptoms may include a persistently low or depressed mood, lack of energy, poor concentration, psychomotor effects, or suicidal thoughts. MDD can disrupt sleep and the ability to think clearly, impairing work performance.

Other MDD challenges include long wait times to see specialists and insufficient ethnic and cultural diversity among mental health professionals, as



Depression Statistics Everyone Should Know



Resources:
 National Alliance on Mental Illness (NAMI)
 Substance Abuse and Mental Health Services Administration (SAMHSA)
 National Helpline: 1-800-662-4357
 verywell

Clinical depression has become one of America's most costly illnesses, comparable to heart disease.

The action steps found in this Action Brief include strategies employers can use to support the needs of people of major depressive disorder.

To view all Alliance Action briefs, visit: <https://flhealthvalue.org/resources/action-briefs/>

www.FLhealthvalue.org

Mental Health Parity Guidance

On July 25th, the Departments of Labor, Treasury, and Health & Human Services released joint proposed regulations and other guidance under the Paul Wellstone and Pete Domenici Mental Health Parity and Addiction Equity Act of 2008 (the MHPAEA)

- [Departments of Labor, Health and Human Services, Treasury announce proposed rules to strengthen Mental Health Parity and Addiction Equity Act | U.S. Department of Labor \(dol.gov\)](#)

NO TEMPLATES YET!



Mental Health Parity Guidance cont'd



- If you offer mental health benefits, the guidance is asking you whether your mental health and substance use benefits are on par with physical health benefits in terms of non-quantitative treatment limits (NQTL), e.g., medical management, step therapy, pre-authorizations
 - **Will your analysis show that treatment limitations for mental health and substance use on par with physical health?**
 - **Will there be more pre-authorizations for mental health and substance use services when compared to medical and surgical healthcare services?**
 - **The NQTL review will also look at drug formulary design to ensure you are offering a robust set of options to your covered members**
 - **In addition, it will examine standards for provider admissions to determine if the limitations or barriers are similar across the range of services offered under your plan**

Mental Health Parity Guidance cont'd



If you offer mental health and substance use benefits, the guidance is also asking you whether your mental health and substance use benefits are on par with physical health benefits in terms of quantitative treatment limitations (e.g., visit limits, day limits)

- What will your analysis show in terms of the number of visits allowed under your plans for mental health and substance use compared to medical and surgical health?
- Will there be more pre-authorizations for mental health and substance use services when compared to medical and surgical healthcare services?

The analysis will also examine network adequacy

- How many of your covered members are going out-of-network for mental health services? Do you have enough in-network providers to meet your covered members' needs?

Bowman Family Foundation Access Survey



- How often mental health or substance use care is **needed but not received**
- How **difficult it is to find in-network providers** accepting new clients
- How often and **why clients use out-of-network providers for mental health or substance use care** versus physical health care
- How often clients feel that **mental health or substance use care from PCPs** and other physical health providers is insufficient
- How often **services are denied**



National Findings

- Fifty-seven percent of respondents **sought mental health or substance use care but did not receive any care** in at least one case, compared to 32% of people seeking physical health care
- Forty percent of respondents using health insurance who received outpatient care from an in-network mental health or substance use provider **had to contact 4 or more in-network providers** before they were able to obtain an appointment with a new in-network provider
- Nearly forty percent of respondents in employer-sponsored health plans **used at least one out-of-network mental health or substance use provider** for outpatient care



National Findings cont'd

- Eighty percent of respondents in employer-sponsored health plans who received **outpatient care from at least one out-of-network mental health or substance use provider** said they **went to out-of-network providers “all of the time”**
- Nearly 90% of respondents of all ages who received mental health or substance use care from physical health providers felt that they **needed additional help from a mental health or substance use specialist**



Florida Findings



- Half of Florida's respondents using health insurance who received outpatient care from an in-network mental health or substance use provider **had to contact 4 or more in-network providers** before they were able to obtain an appointment with a new in-network provider
- Seventy-five percent of Floridian respondents in employer-sponsored health plans who received **outpatient care from at least one out-of-network mental health or substance use provider** said they **went to out-of-network providers "all of the time"**

Florida Findings cont'd



- Nearly half of Floridian respondents of all ages who received mental health or substance use care from physical health providers felt that they **needed additional help from a mental health or substance use specialist**
- Half of Florida's respondents in employer-sponsored health plans **used at least one out-of-network mental health or substance use provider** for outpatient care

Recommendations



- Expand mental health and substance use networks
- Integrate mental health services into primary care using clinically effective methods
- Cover and pay for video and audio-only mental health services, at parity with in-person care
- Fully comply with and enforce federal and state parity laws

Mental Health & Wellness in the Workplace Course



Offered by the University of South Florida

- Free 7 session course, at two hours per session
 - There is a certificate option at a cost of \$179. A digital certificate will be presented



The course covers:

- The prevalence rates and symptoms of the most common mental and behavioral disorders
- What to look for in employee behaviors that may suggest an impairment
- How to approach the employee
- What resources you should consider to help your employees as well as attract and retain top talent
- Focus on wellness in the workplace

Mental Health and Health Equity Initiative



The National Alliance has held two sessions to date with a select group of employers located within five RESET coalitions

- **Five Florida Alliance employer members** are participating



The focus of the ELC is on incorporating **health equity into all aspects of benefit design** and the National Alliance's Health Equity framework

- Understanding the **impact of difference**, integrating **equity into strategy**, evaluating and **engaging the supply chain**, and sustaining a **culture of inclusion**

Mental Health and Health Equity cont'd

- The first session, held in May, provided participants an opportunity to share **what they are doing** to incorporate health equity into mental health benefit design
- The second session, held in late July, focused on ways to **engage the workforce through continuous feedback** as well as how to properly implement a suite of services to best meet covered members' needs and **offer comprehensive solutions**
- The National Alliance is in the process of **developing a playbook for all members** at the conclusion of the ELC



QUESTIONS?

