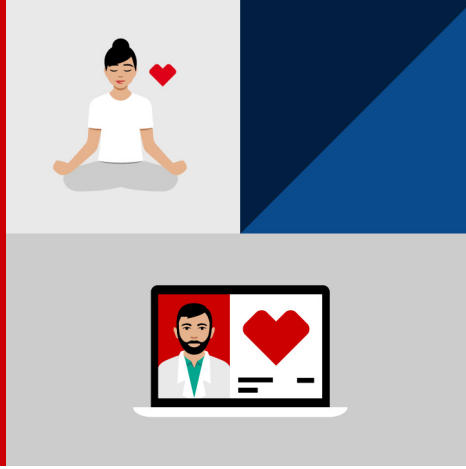


# Mental Health Executive Brief



## Caring for our patients

CVS Health® offers a comprehensive approach to emotional and behavioral health through our unique suite of services. We know that, for many people, the hardest part about getting help might be knowing where to find it, so we're making it accessible and affordable for all the communities we serve.

### 2021 Highlights

- Launched placement of licensed clinical social workers in HealthHUB® locations in three states to provide therapy on site
- Began offering mental well-being services at MinuteClinic® in four states to treat depression, stress, anxiety or other behavioral health needs
- Delivered **1,000** no-cost therapy sessions through Give an Hour to nurses, physicians, respiratory therapists and other hospital-based employees and their loved ones in 29 states
- Began offering specially geared sessions for young adults, women, caregivers, members of the LGBT+ community

**15%**

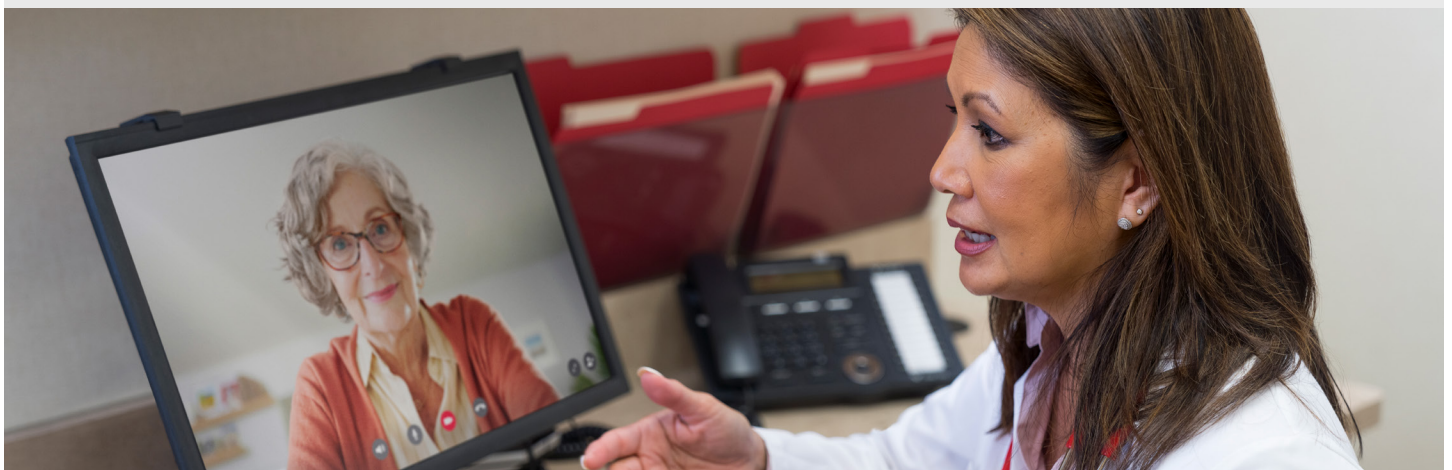
decrease in adult member suicide attempts

**2K+**

enrolled contracted providers and 800 of our own providers in Psych Hub to develop and implement free, evidence-based suicide prevention training

**10M**

virtual behavioral health sessions



## Caring for our colleagues

We know that supporting the mental well-being of our colleagues is just as important as the behavioral health offerings we provide our customers and patients. In 2021, we continued to offer and expanded new benefit offerings to colleagues and their families.

### 3K+

colleagues utilized expanded telemedicine for adolescent behavioral health counseling in 2021

### Talkspace

offering made available for colleagues and their household members through online and mobile therapy

### Mental Well-being CRG

In 2021 we launched the Mental Well-being Colleague Resource Group (CRG) to offer colleagues the opportunity to support and engage with one another more deeply. More than 700 colleagues joined this new group in 2021.



## Caring for our communities

One of the key health impacts of the COVID-19 pandemic has been a strain on the mental health of children and adults. In addition, some of the communities that have been hit hardest by the pandemic are also the least likely to have accessible and affordable options of mental health services.

#### Mental Health America

- Support the unique mental health needs of Black, indigenous and other communities of color
- Reach **2 million** people through mental health screenings and follow-up support

#### American Foundation for Suicide Prevention

- Reduce treatment barriers and improve suicide interventions in Black communities over the next two years
- Serve **200K** individuals in three markets

#### National Association of Free and Charitable Clinics

- Support opportunities for student clinicians to work toward LICSW status to strengthen the behavioral health workforce in underserved communities

## Resources for Living®

Aetna® offers personalized mental well-being support to members through Resources For Living, our employee assistance program for plan sponsors. Members can access a range of resources and programs, including in-person or virtual counseling. In 2021, we:

- Introduced well-being coaching, offering one-on-one support and lifestyle “hacks” to help people balance competing priorities in their daily lives and learn strategies to build connection and resilience.
- Offered Here4U online peer support sessions focused on social connections geared specially for women, caregivers and members of the LBGT+ community



⬆️ **24%**

management and crisis support services for customers over 2020

⬆️ **33%**

counseling sessions

**9.68/10**

members rated feeling heard and understood

⬆️ **36%**

service requests on mental well-being

⬆️ **523%**

chat therapy sessions

**9.4%**

improvement in well-being for members who reported with moderate or severe distress at the initial session

⬆️ **42%**

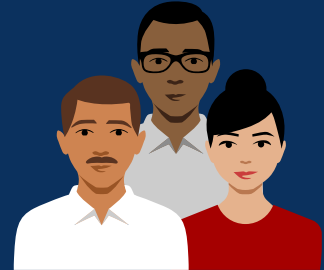
work-life sessions

⬆️ **32%**

online activities on our digital cognitive behavioral therapy platform

## Suicide Prevention

As part of our commitment to mental health and well-being, we have deployed a comprehensive strategy to **reduce suicide attempts 20 percent among our Aetna members by the year 2025**. In 2021, we demonstrated a **15 percent decrease in adult member suicide attempts**. It begins with implementing universal screening for all members in behavioral health and employee assistance care management, whether there is clear risk of self-harm or not. Additionally, in 2021, this simple intervention was extended to more than **380,000 Aetna medical members**.



## Free mental health screenings through Project Health

We continued to increase investments in Project Health in 2021 to improve access to health care and help prevent cost from being a barrier to preventive services for underserved populations. In addition to helping patients understand their risk for chronic conditions, Project Health made new health and wellness information available for participants around mental health in 2021.