

Mental Well-Being Powered by Spring Health



What is it? Program that provides therapy, medication management, psychiatrist, navigation and fast access to care for patients for low to high acuity Behavioral Health needs.

Clinical Outcomes

- Rapid Access:** First appointments within 3 days, support for both virtual and in person visits*
- Proven Results:** 70% of patients experience significant improvements in their behavioral health condition**
- Faster Recovery:** Average remission time of 5.9 weeks
- For Mild/Moderate Depression:** 67% of patients in care have improvement in Depression Symptoms (5-point decrease in PHQ 9)
- For Mild/Moderate Anxiety:** 59% of patients in care have improvement in Anxiety Symptoms (4-point decrease in GAD 7)
- Cost-Effective Care:** Improving Patient Outcomes and reducing overall cost

*According to Spring Health Data
**Data from JAMA 2022 Peer Reviewed Study

How to Enroll or Refer:

- MyHighmark App or member website
- [Online provider referral form](#)
- Provider referral in Availity Essentials portal

Patients and Providers can call 844-931-4465

- Option 3 Referral Line
- Option 2 Crisis Line

What is Included?

- Virtual & In person visits with therapists, psychiatrists, and other clinicians for behavioral health therapy and medication management (*Non-controlled medications only*)
- Dedicated Care Navigator to provide support and coordinate care
- Wellness coaching
- On-demand, self-guided digital mental wellness exercises
- 24/7 Crisis Line
- **Access to the solution is free for members. Co-pays and deductibles may apply for therapy and medication management appointments**

Who is Eligible?

Inclusion Criteria:

- ≥ 6 years old
- Enrolled in a Highmark Affordable Care Act, Medicare Advantage, Commercial or PA CHIP Plan

Exclusion Criteria:

- < 6 years old
- Enrolled in a CHIP (excludes PA), Medicaid or D-SNP Plan

Conditions Treated (But not limited to):

- | | |
|-------------------|-----------------------|
| ADHD | Depression |
| Alcohol | Postpartum Depression |
| Anxiety | PTSD |
| Bipolar Disorders | Suicide Risk |

Frequently Asked Questions:

- **Why should I use this?**
 - Fast easy access for both virtual and in person with appointments in 3 days
 - High quality care providers
 - Improved Clinical Outcomes
 - 24/7 Crisis Line
- **When should my patient enroll vs. seeing a Specialist?** If patient cannot access mental health provider within 14 days
- **How will I receive information regarding the progress of my patient using the solution?** Patient can request their own records and share with physician as needed

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