

SPECIAL eBULLETIN

FOR PROFESSIONAL AND FACILITY PROVIDERS

September 29, 2022

MEMBER SUPPORT PROGRAMS AVAILABLE FOR ALCOHOL USE DISORDER AND OCD

With the rise of behavioral health issues during the pandemic, we are reaching out to our members offering support. Two programs from Ria Health and NOCD are available to your eligible members for treatment of alcohol use disorder (AUD) and obsessive-compulsive disorder (OCD).

RIA HEALTH ALCOHOL TREATMENT PROGRAM

In 2019, more than 41,000 Highmark members had an AUD diagnosis. Nearly 80% of these members also have two or more chronic conditions.

With a personalized plan, Ria Health's Alcohol Treatment Program offers telehealth support to help members change their relationship with alcohol, whether that's cutting back or quitting drinking entirely. On average, patients in the program achieve a 50% average consumption reduction rate in the first month of the program.

Ria Health's telehealth treatment program includes:

- Weekly check-ins with a certified coach
- Digital tools to track progress
- Online support group meetings
- Medications to reduce alcohol cravings

Beginning in mid-September, Highmark is reaching out to eligible Commercial and ACA members ages 18 and older with an AUD diagnosis to encourage them to take advantage of this evidence-based treatment program. Using a smartphone or tablet, members can download the HIPAA-compliant Ria Health app from the Apple App or Google Play Store. If a member does not have access to the Internet, they can still enroll and hold sessions over the phone; however, video is preferred, especially during the clinical and coaching assessments when it is helpful to see the individual's presentation.

We encourage you to discuss the benefits of this program with your patients that are looking to change their relationship with alcohol. For more information or to enroll, members can call Ria Health at **1-866-923-2030** or visit riahealth.com/Highmark.



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NOCD OBSESSIVE-COMPULSIVE DISORDER MANAGEMENT PROGRAM

The second week of October is obsessive-compulsive disorder (OCD) awareness week, and Highmark will be reaching out to encourage eligible members with OCD to enroll in the NOCD Obsessive-Compulsive Disorder Management Program.

NOCD is a virtual care app designed to help members manage their OCD by connecting them with an in-network therapist from the comfort of home. NOCD therapists also have experience with anxiety, trauma, and depression for members with additional mental health issues.

The NOCD program features:

- Face-to-face video sessions with licensed therapists who specialize in [Exposure Response Prevention \(ERP\) therapy](#), a highly effective treatment for OCD
- In-app messaging between members and therapists
- Self-help tools
- Support from an in-app peer community

NOCD has reported improvement in about half the time of traditional therapy.

NOCD is available to your Highmark Fully-Insured Commercial and ACA patients ages six and older in Pennsylvania, West Virginia, and Delaware. Please encourage eligible members to take advantage of this evidence-based treatment program. To learn more or enroll members, you can call **312-766-6780** or visit **treatmyocd.com**.