

# Telehealth

Care and treatment wherever your members are

One in four American adults is living with mental illness<sup>1</sup>—the most expensive disease in the U.S., with expenditures higher than those of heart disease, trauma and cancer.<sup>2</sup> Due to the COVID-19 pandemic, including shelter-in-place orders and social distancing, that number may be rising.<sup>3</sup>

Magellan Healthcare’s Telehealth network gives your members the flexibility to meet with mental health and substance use providers in a safe, virtual environment—whenever and wherever they feel comfortable. Benefits include:

- ✓ Robust network of providers: We have over 8,000 behavioral health telehealth providers, many of whom are able to prescribe medications.
- ✓ Increased access to mental health services: Providers are typically available for appointments within four days, whereas it may take as long as 14 days for an appointment with a brick-and-mortar provider.
- ✓ More frequent touchpoints: Reinforcement of treatment adherence through Telehealth can help reduce unnecessary hospital admissions.
- ✓ Flexible appointment times: Telehealth appointments are available during the lunch hour, in the evenings and on weekends, enabling members to get help without taking time off from work. On average, 30% of appointments occur outside of traditional office hours.<sup>4</sup>
- ✓ Improved overall health: 90% of members receiving Telehealth services were highly satisfied with their treatment, and 81% reported significant improvement in their overall health.<sup>5</sup>

**88%**  
of enrolled members prefer Telehealth over traditional in-person care.<sup>6</sup>

**33%**  
said Telehealth was their only access to care based on his or her situation.<sup>7</sup>

Although telehealth platforms have existed for nearly two decades, many are dedicated exclusively to physical health. Magellan Healthcare has maintained a behavioral health telehealth network since 2014, improving access to mental health services and providing a cost-effective alternative to traditional doctor visits, urgent care and the emergency room. To learn more, contact us at [gensales@magellanhealth.com](mailto:gensales@magellanhealth.com).

1. *Mental health disorder statistics.* (n.d.) Retrieved August 18, 2020 from <https://www.hopkinsmedicine.org/health/wellness-and-prevention/mental-health-disorder-statistics>

2. Roehrig, C. (2016, June 01). *Mental disorders top the list of the ten most costly conditions in the United States: \$201 billion.* Retrieved August 18, 2020 from <https://www.healthaffairs.org/doi/full/10.1377/hlthaff.2015.1659>

2. Czeisler, M.E. (2020, August 14). *Mental health, substance use, and suicidal ideation during the COVID-19 pandemic – United States, June 24–30, 2020.* Retrieved August 18, 2020 from <https://www.cdc.gov/mmwr/volumes/69/wr/mm6932a1.htm>

4-7. Magellan internal data, 2016.