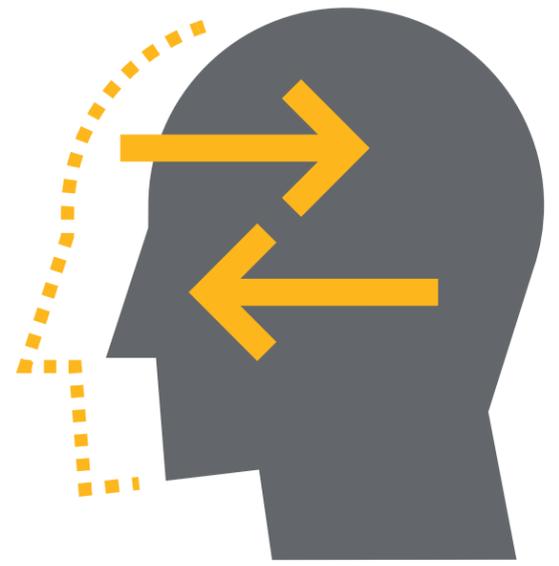


Employers focus on improving quality and access for behavioral health services

Insights from the 2017 Willis Towers Watson Behavioral Health Survey



Most U.S. employers (**88%**) say **behavioral health programs** aimed at reducing anxiety, depression and substance abuse are an **important priority**, and many are taking action to improve their effectiveness.

Employers believe current behavioral health programs fall short in several areas...



34%
do not provide excellent access to care for members.



43%
fall short in helping members find timely and effective treatment.



33%
help control overall health care spending.



21%
help decrease disability claims and improve productivity.

...and recognize the importance of improving quality and access



63%
plan to **improve navigation support** for timely and effective treatment.



61%
plan to **integrate** behavioral health with medical and disability case management.

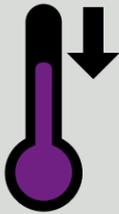


56%
seek **better support** for complex behavioral health conditions.

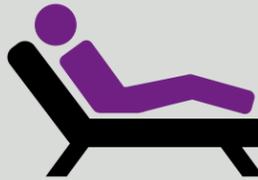


52%
want to **improve access**.

Many organizations are trying to initiate change in how behavioral health is viewed and supported in the workplace



2017: 36% have actively taken steps to **reduce stress and improve resiliency**.
2020: additional 47% planning or considering



2017: 25% have programs to **reduce the stigma** of seeking behavioral health support.
2020: additional 35% planning or considering



2017: 28% **educate employees** on warning signs of issues or emotional distress.
2020: additional 41% planning or considering

Questions to help assess your organization's behavioral health strategy

Accessibility

Can apps and telemedicine help employees access quality behavioral health care more easily?



Absenteeism

Are behavioral health conditions driving an uptick in unplanned absences and short-term disability in your employee population?



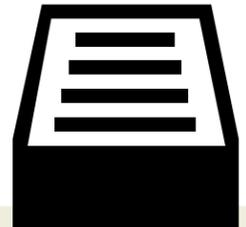
Evidence of excessive stress

Are behavioral health issues affecting workforce productivity and turnover?



Claims

Are there trends in pharmacy, medical or disability costs that might indicate the need for increased usage of behavioral health services?



Call your Willis Towers Watson consultant to learn how we can help develop and deliver an effective behavioral health program strategy for your organization.

About the survey

The Willis Towers Watson 2017 Behavioral Health Survey was fielded in October 2016 to determine how U.S. employers use, deliver and view behavioral health programs. The 314 employers that responded are midsize to large companies across a variety of industries and represent 3.9 million employees.

Source: 2017 Willis Towers Watson Behavioral Health Survey