Optum

E-book

Mental health support for youth and families

Discover solutions for supporting your workforce across every level of need



Explore solutions

Addressing the need for comprehensive care

The demand for mental health services for youth and families has skyrocketed, resulting in more parents and caregivers reaching out for support.

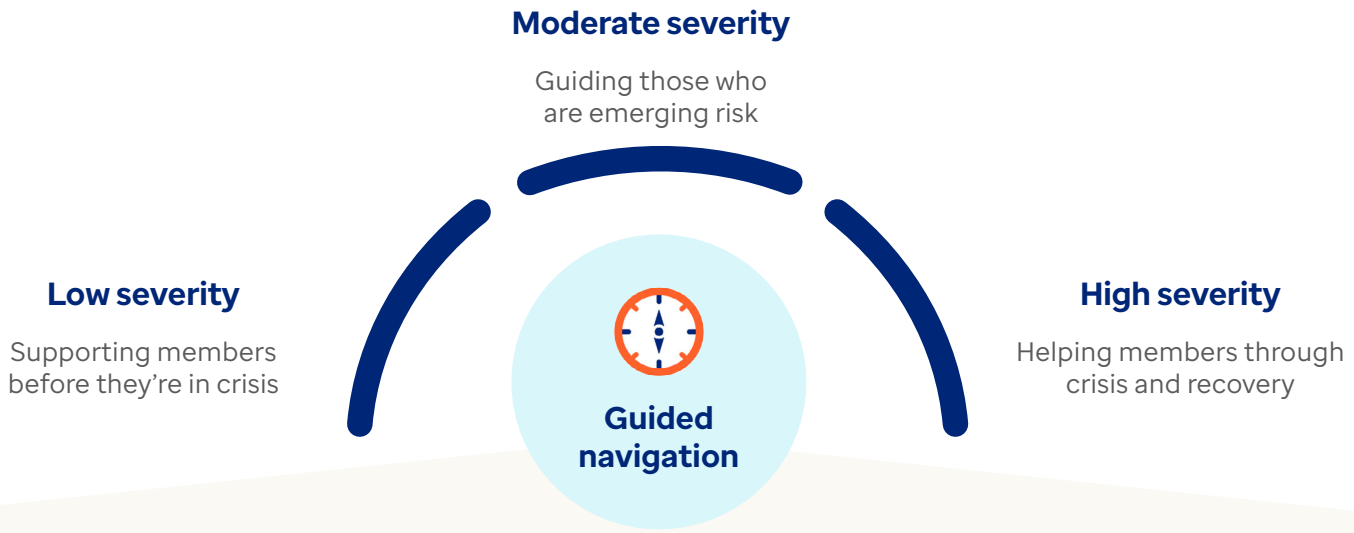
Optum is addressing the rising mental health needs of youth and families with solutions ranging from self-guided digital support to coaching and clinical care coordination.

From anxiety, depression, trauma or substance use concerns to sleep or behavioral challenges – we've curated an ecosystem of solutions to help families access support that's right for them.



Support for every level of need

Understanding that needs span the continuum and evolve over time, there is no one-size-fits-all type of support. Comprehensive solutions are needed to address a wide variety of behavioral health concerns impacting families and youth today, from low to high severity.



Family Support Program

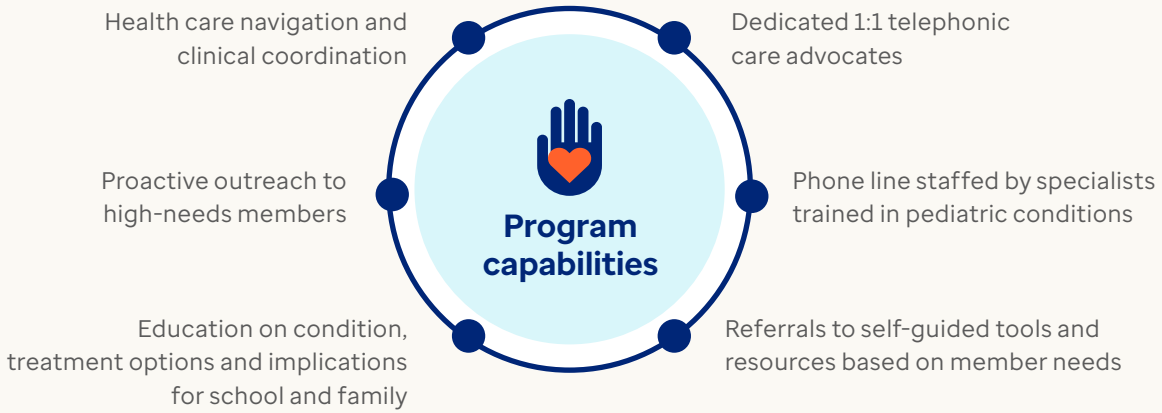
Support for families with high-severity pediatric behavioral health needs

The Family Support Program provides pediatric specific clinical expertise and navigation support to caregivers of children with complex behavioral health needs.

Through proactive outreach, we invite families to engage in the program. Master's-level licensed care advocates work one-on-one with members to assess the needs of their family, identify gaps and provide tailored navigation, referrals, education and more.



→ **To learn more, view the fact sheet.**



Family Support Plus

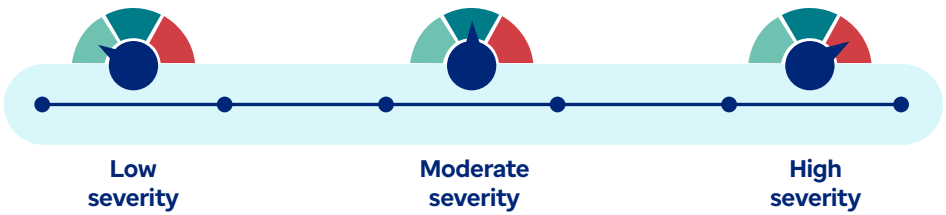
Pediatric support for every level of behavioral health need

In addition to the features of our embedded Family Support Program, the buy-up, Family Support Plus, expands access to support for all families with no eligibility requirements.

Support includes:
Care navigation, education, behavioral health recommendations and access to specialists with specific pediatric training

+

Individualized Education Program (IEP) specialists who can provide information for school IEPs and 504 plans



To learn more, view the fact sheet.

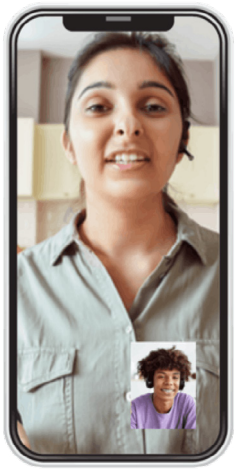


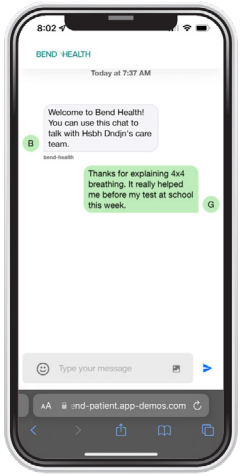
Child and Family Behavioral Coaching

Innovating to provide more support for families

Child and Family Behavioral Coaching provides access to support for caregivers and children with a variety of behavioral health needs. Although it is not a replacement for therapy, it offers skill-building techniques derived from researched and validated therapeutic modalities.

Members receive personalized support from a dedicated behavioral health coach via virtual coaching sessions. Between sessions, participants receive skill-building exercises and have access to unlimited in-app messaging.





Member outcomes*

80% of members have demonstrated improved symptoms over baseline.

39% average improvement score across all members.

To learn more, view the fact sheet.

*Based on Bend Health internal data between November 2021 and April 2022.
Includes those with anxiety and/or depression, N=30. Program provided by Bend Health.

Child Caregiver Support

Supporting caregivers of children with developmental challenges

Child Caregiver Support offers caregivers access to one-on-one consultations with behavioral clinicians and robust e-learning tools and resources, including:

- Consultations with a board-certified behavior analyst (BCBA), who can provide guidance to help address a range of issues from problem behaviors to engaging with their child's school
- Comprehensive e-learning platform with video-based training and content for the child and caregiver
- Automated progress tracking tools to help caregivers track the dependent's progress against plan or milestones
- Peer support and online resources to help provide encouragement and support through online communities and forums



Results*

92% of participants believe that offering this program shows their company cares about its employees.

74% of participants said it helped them be more present at work.

83% of participants said it helped them better address their child's needs.

77% of participants said it helped them reduce their stress or anxiety.

Helping caregivers of children with concerns such as:

- ADD/ADHD
- Autism
- Development delays
- Verbal and non-verbal learning disabilities

*Rethink Benefits Participant Satisfaction Survey as of July 11, 2022. Provided by RethinkCare.

Resources for employers and parents



Podcast

Rising Youth Mental Health Challenges



Podcast

Supporting Our Kids



Conversation starters

Talk about mental health with your teen



Recovery resources for parents and caregivers

Supporting youth with substance use concerns

To learn more about our suite of support options for children and families, contact your Optum representative.



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