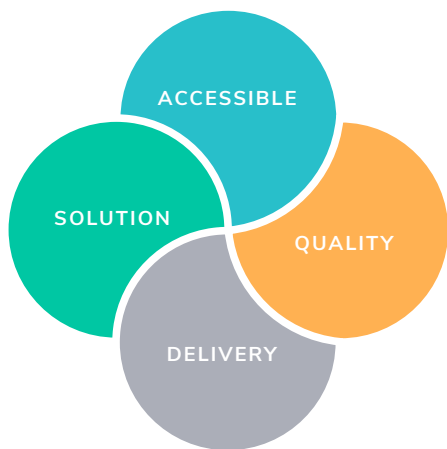


Addressing the High Costs of Unmet Behavioral Health Issues

Case Study: AbleTo and a National Retail Employer

The Issue: Behavioral Health Issues Drive Costs

A jumbo-sized, national, self-insured retail employer recognized they had an issue with pervasive behavioral health issues, especially depression, anxiety and stress, among their employees. These unmet issues were increasing medical utilization and costs and also negatively impacting employee absenteeism and presenteeism.



The company set out to find a new solution to address behavioral health needs in their company while overcoming the common access issues facing employees. Specifically, people are reluctant to admit they need help, and when they do, help is hard to find.

The company needed a behavioral health partner that could offer:

- Widely accessible treatment
- High quality of care
- Treatment offered and delivered in a non-stigmatized way
- A proven solution to help employees get better faster

The Solution: AbleTo for Employees

The company selected AbleTo as an innovative behavioral health solution to complement their other medical and behavioral health solutions. AbleTo treats the depression, anxiety, and stress that accompany medical health issues and which, if untreated, can interfere with employees' medical recovery, productivity, and return to work.

AbleTo's proprietary platform connects employees with licensed therapists and behavior coaches who deliver 8 weeks of therapy and coaching sessions securely via video or phone. AbleTo was selected because it uncompromisingly delivered against all of the company's requirements.

AbleTo: A Trusted Behavioral Health Solution



High-Quality Treatment

AbleTo has a nationwide network of specially recruited high-quality behavioral health providers. Treatment is structured, evidence-based and proven to work. Care is supervised by a team of experienced professionals.



Convenience / Lack of Stigma

All sessions are conducted by phone or video with next-day appointments available, so participants can engage wherever and whenever is convenient for them. Spanish language providers are available as well.



Accessibility

In addition to accepting self-referrals, AbleTo also uses predictive models to proactively identify and engage employees with behavioral health needs and high medical cost, thereby increasing employee access to and participation in the program.



Proven Outcomes

AbleTo is proven to reduce depression, anxiety and stress by up to 50%, improve medical outcomes, drive medical savings, and improve employee productivity.



Proven Engagement

Over 65% of participants who start the AbleTo program graduate, completing the full treatment program. Among graduates, AbleTo delivers 95% program satisfaction.

Success Criteria: Four Factors Drove the Fruitful Implementation of the Program

Four key factors ensured that the program was successful for the employer and meaningfully delivered against their goals.

01

Multiple Points of Entry into the Program

The employer enabled multiple points of entry into AbleTo programs to ensure that no employee in need was overlooked. These included:

- Claims Data: AbleTo scanned medical and pharmaceutical data to identify members in need of behavioral health treatment.
- Clinical Referrals: The employer's case managers, behavioral health clinicians and EAP staff are trained on AbleTo and actively refer patients in real time via AbleTo's Care Coordination Platform.
- Self-Referrals: Employees learn about AbleTo through multiple employer channels enabling self-referrals to treatment.
- Short-Term Disability Referrals: Employees who file for short-term disability are referred to AbleTo by the employer's short-term disability vendor.

02

Best-in-Class Employee Outreach

The employer instituted a best-in-class employee outreach plan to spread the word, normalize and destigmatize the subject matter, and motivate employees to choose to participate in AbleTo. They included content about depression and stress management on their employee benefits website and in employee benefits newsletters and brochures.

03

In-Network Provider Status

The employer worked with their health plan to set up AbleTo as an in-network provider. This removed barriers and made it easier for employees to get care. With out-of-network providers, such as community-based therapists, employees generally pay out-of-pocket and/or have to deal with extensive paperwork. Additionally, they suffer long wait times for appointments, get open-ended treatment and don't receive any clinical supervision. With AbleTo, employees had no co-pay, received next day appointments, were reassured that treatment would only last 8 weeks, and had the peace of mind that quality was consistent and supervised.

04

Executive Endorsement and Integration

AbleTo received executive endorsement at the highest levels of the employer, and was fully integrated into the employer's regular operations, as follows:

- Management holistically supported a full range of mental health initiatives, with AbleTo being just one service in their arsenal of outreach
- Management has committed to supporting AbleTo widely across the company to drive awareness. For example, the success stories of AbleTo program graduates were prominently featured in employee newsletters.
- AbleTo education was readily available to all employees, via the employee benefit site and posters in break rooms.
- AbleTo is fully integrated with all the employer's benefits providers, working across medical, disability and EAP for care coordination and optimal care for employees.

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Employees with behavioral health needs face many challenges to getting the right treatment. AbleTo helps overcome the two largest barriers, cost and stigma, with an integrated approach to encourage engagement in high-quality care.

- Director Employee Benefits and Retirement Plans, National Retailer

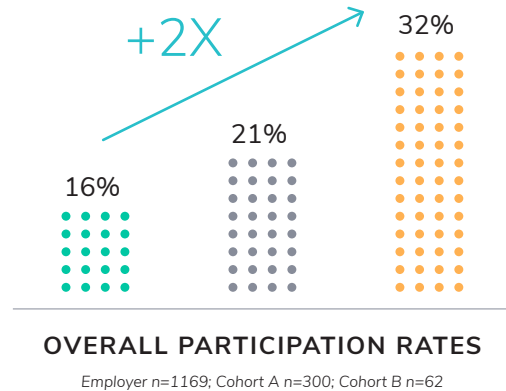
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The Results

Four key factors ensured that the program was successful for the employer and meaningfully delivered against their goals.

Excellent Engagement

AbleTo program participation rates at this employer far exceed other organizations, in some cases by a factor of 2X. Thirty-two percent of this employer's employees who are in contact with AbleTo receive treatment, vs. 21% and 16% at two other groups.



CHANGE IN SYMPTOM SEVERITY FROM WEEK 0 TO WEEK 8



Change in DASS-21 between Week 1 and Week 8; Analysis includes graduates with elevated baseline DASS scores as follows: depression score >9 (n=189); anxiety score >7 (n=194); stress score >14 (n=207)

Improved Behavioral Health Outcomes

AbleTo drives meaningful behavioral health outcomes, reducing depression symptom severity by 57%, anxiety by 53% and stress by 44% at week 8 vs. week 0.

6 MONTHS AFTER INITIAL ABLETO VISIT

Reduced Medical Cost Savings

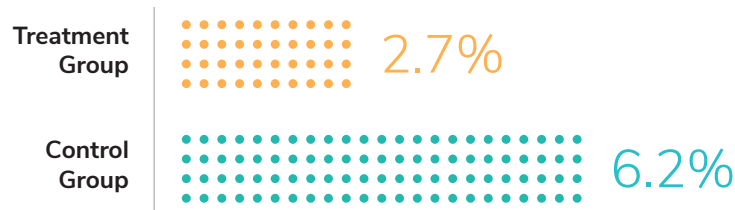
AbleTo participants have lower medical utilization at 6 months post program completion. ER visits reduced by 29%, hospital admissions by 46% and inpatient days by 67%.



N=380 continuously enrolled AbleTo employee graduates. Inclusion criteria for this sample were 6-months post Initial Consultation (IC) date; any program; IC date Jan 2014 - Dec 2015.

Reduced Disability Claims

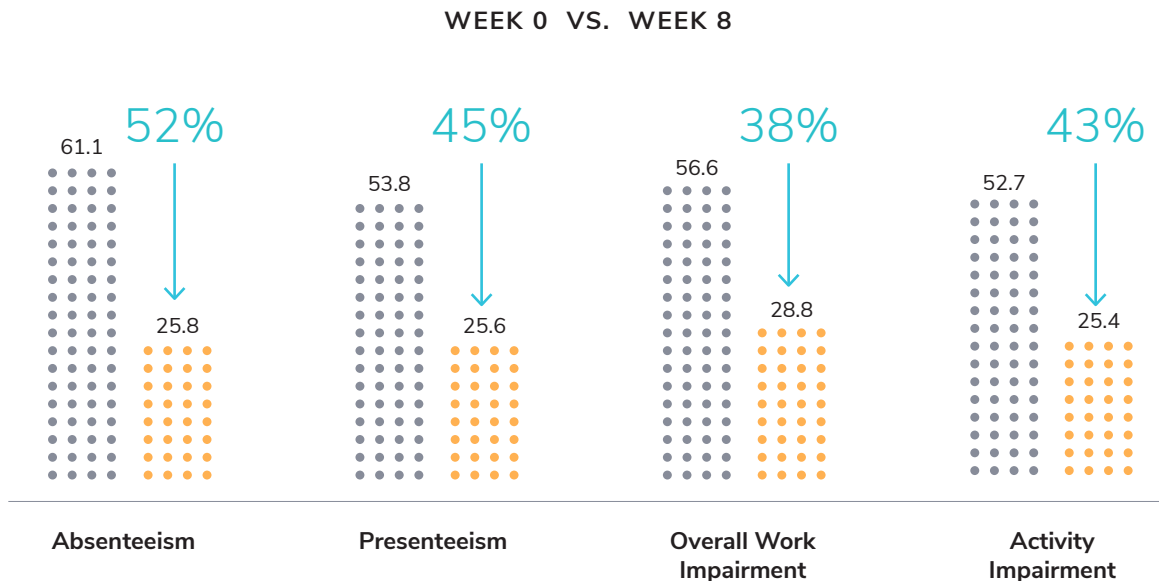
The employer reported >50% fewer disability claims in 6 months for individuals completing AbleTo programs vs. a control group.



Data among 751 health plan members with disability coverage; adjusted for baseline Prospective Risk Score and DASS-21 Depression, Anxiety, and Stress scores.

Improved Employee Productivity

AbleTo graduates experience reductions in absenteeism (52%), presenteeism (45%), overall work impairment (38%) and activity impairment (43%) at week 8 vs. baseline.



Analysis includes graduates with elevated baseline Work Productivity and Activity Impairment Survey scores as follows: Absenteeism % >0 (n=125); Presenteeism % >0 (n=279); Overall Work Impairment % >0 (n=301); Activity Impairment % >0 (n=324)

About AbleTo, Inc

AbleTo, Inc. is a market leader in providing technology-enabled behavioral health care. AbleTo has been treating patients for over six years, and improves patient outcomes and lowers costs by providing treatment that integrates behavioral and medical health care. AbleTo's structured therapy programs strengthen medical recovery and self-care among members with chronic or complex clinical needs. AbleTo analytics, coupled with our multi-channel engagement platform, identify and engage members with unmet, often undiagnosed, behavioral health needs. A proprietary platform connects individuals and their care teams with AbleTo licensed providers who deliver weekly sessions by phone or video supported by an integrated digital experience. AbleTo programs

are clinically proven to improve both behavioral health and medical outcomes while lowering overall spending for higher-cost, higher-risk members. Follow AbleTo on [LinkedIn](#) and [Twitter](#).

For further inquiries, contact:
AbleTo Inc.
320 W. 37th Street, 7th floor
New York, NY 10018
1-(866)-287-1802