



FELRA **MHSUD/EAP** **Employer Annual** **Report 2021**



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Account Executive

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Abbreviations: Key



Commonly Used Abbreviations	
Abbreviation	Description
MHSUD	Mental Health Substance Use Disorder
ALOC/HLOC	Alternative Levels of Care (RTC, PHP, IOP)
IP	Inpatient (Acute)
RTC	Residential Treatment
PHP	Partial Hospitalization
IOP	Intensive Outpatient
OP	Outpatient
PMPM	Per Member per Month
INN	In-Network Providers
OON	Out of Network Providers
BOB	Beacon Book of Business Median
Trend	% Change

Agenda



- 01** Growing Demand for BH & SUD

- 02** Beacon's MH & SUD Solutions

- 03** Executive Summary-MHSUD Utilization-2021

- 04** Executive Summary-EAP Utilization-2021

- 05** Strategic Resommendations-2022

01

Growing Demand for MH and SUD Solutions

Psychiatric Times

Child and Adolescent Mental Health: A National Emergency

October 25, 2021

Leah Kuntz

U.S. News
A WORLD REPORT

CDC Study Documents Rise in Adolescent Suicide Attempts During Pandemic

The New York Times

How Young People's Social Anxiety Has Worsened in the Pandemic

abc NEWS

The boarding crisis: Why some kids are waiting days in the ER for psychiatric ward beds

Mental health ED visits rose 31% among kids aged 12 to 17 last year.

By **Marlene Lenthang**

July 1, 2021, 10:03 AM • 14 min read



Growing Demand for Behavioral Health Services

Large and
growing
population with
complex needs

Over 47 million
U.S. adults
experienced mental
illness this past year



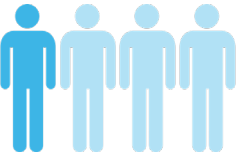
Depression is the leading cause
of disability worldwide

The pandemic has significantly impacted behavioral health



Half of adults say that worry or stress related to the pandemic has had a negative impact on their mental health¹

1 in 4 say it's had a major impact¹

1 in 4 adults 

reported having symptoms of anxiety or depression in 2021 vs. **1 in 10 in 2019²**

46% of parents

have noticed a **new or worsening mental health condition** for their teen since the start of the pandemic³

Suicide rates

46%

of people who die by suicide had a **diagnosed mental health condition** for their teen since the start of the pandemic⁴

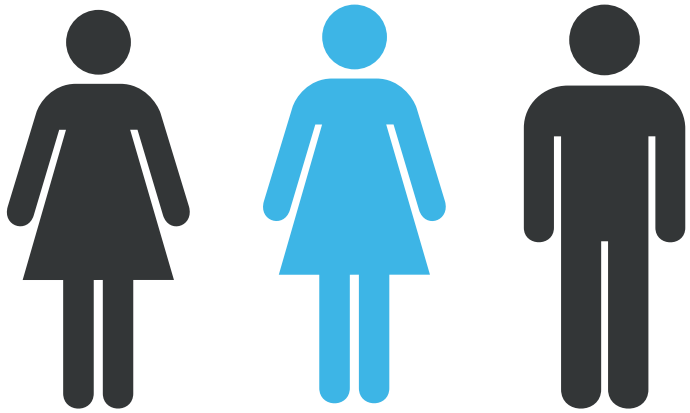
¹ KKF Health Tracking Poll, Kaiser Family Foundation, December 2020.

² The Implications of COVID-19 for Mental Health and Substance Use, Kaiser Family Foundation, February 2021.

³ How the pandemic has impacted teen mental health, National Poll on Children's Health, CS Mott Children's Hospital, March 2021

⁴ Returning to resilience: The impact of COVID-19 on mental health and substance use, McKinsey & Company, 2020 .

Behavioral health needs



1 in 3

individuals could have behavioral health needs in 2021 compared to 1 in 5 pre-pandemic²

Suicide rates

46%

of people who die by suicide had a diagnosed mental health condition

40%

of all LGBTQ survey respondents had seriously considered attempting suicide in the past 12 months

Mental health providers anticipate long-lasting effects resulting from the pandemic



55%

of mental health providers believe the pandemic has had a large impact on the behavioral health of the average American



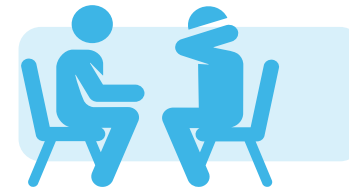
66%

of mental health providers believe their clients' mental health was worse in the second 6 months of the pandemic (September 2020 – March 2021) vs. the first (March 2020 – August 2020)

3+ years

nearly 75%

of mental health specialists and primary care doctors estimate mental health repercussions from the pandemic will last 3+ years



70%

of mental health specialists and primary care doctors say members are more willing now to proactively bring up mental health care issues during appointments

Top challenges faced by employees in 2021

Top reasons members accessed the EAP



Anxiety



Depression



Marital /
relationship



Stress



Situational /
adjustment
concern



Family



Grief / loss

Work-life issues trending in 2021



Social services



Housing



Day care
centers



Childcare
resources



Home care



Elder care
housing

Top challenges faced by employees in 2021

Top legal referral types



Domestic relations



Estate planning



Civil



Real estate



Landlord/Tenant



Probate

Top financial referral types



Tax issues



Debt coach



Retirement planning



Hardship



Spending plan



Mortgage

Telehealth expansion



Telehealth use will continue to be normalized by society

Research supports the effectiveness and acceptance of telehealth by members and providers.

TELEHEALTH USE

98%

of Beacon providers plan on **CONTINUING TELEHEALTH** &

50% shared post COVID they plan a **HYBRID SCHEDULE**

55%

of mental health providers believe **THE PANDEMIC** has had a **LARGE IMPACT** on Behavioral Health & its **REPERCUSSIONS** will last **3+ YEARS**



Telehealth Comparison 2021 vs 2020

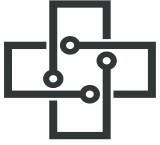
- Total outpatient dollars increased 15%
- 43% of outpatient spend was for telehealth compared to 35% in 2020
- Total telehealth spend was \$196M
- 31% increase in telehealth sessions
- 106K unique telehealth utilizers for 2021
 - With the highest utilizers in NY and MA
- Approximately 4M more telehealth sessions
- Over 68K new patients had access to care
- 2021 top diagnoses were stress, anxiety and depression similar to 2020
- *At Beacon, everything we do is focused on helping people live their lives to the fullest potential*

02

Beacon's Behavioral Health Services & Solutions



Beacon's Core Services and Capabilities



Clinical Management

- Referral and Appointment Assistance
- Utilization Management
- Complex Care Management
- Care Coordination and Peer Support
- Digital member engagement & education
- Comprehensive Transition of Care Program
- Community Integration Programs



Quality Management

- NCQA MBHO Accreditation
- Comprehensive HEDIS & STARs Improvement Program
- Clinical Outcome Measures
- Member Safety Program
- Mental Health First Aid



Analytics and Reporting

- Population Health Stratification
- Total person cost and risk predictive modeling
- Data driven Clinical insight tools across clinical programs
- Neighborhood and individual health equity assessments



Specialized Clinical Products

- Specialty Physical-Behavioral Health Integration Programs
- Centers of Excellence: Integrated Care, Opioid, Autism & Eating Disorder
- Crisis Hotline
- Concierge Care for Behavioral Health
- Field-based Care Management
- Practice Transformation
- Provider Quality Management Program
- Social Care Need Resource Call Center



Network Management

- Credentialing and Contracting
- Provider Profiling and Technical Assistance
- Value-based payment models
- Telehealth & digital extenders



Administrative Services

- Customer Service
- Claims
- Regulatory and Client Reporting

Beacon's Access Solutions

Member challenges and solutions

Challenges Facing Behavioral Health Digital Solutions



- Member, customer, and network complaint's regarding inadequate or inefficient immediacy
- Cancellation and no-show fees for traditional tele-visits
- Access to care is delivered slowly due to lack of digital integrations

Beacon's Digital Solution



- Creating a digital overlay without assuming direct management over existing network through innovative augmentations
- Partnering with fully-vetted national telehealth organizations

How we got there



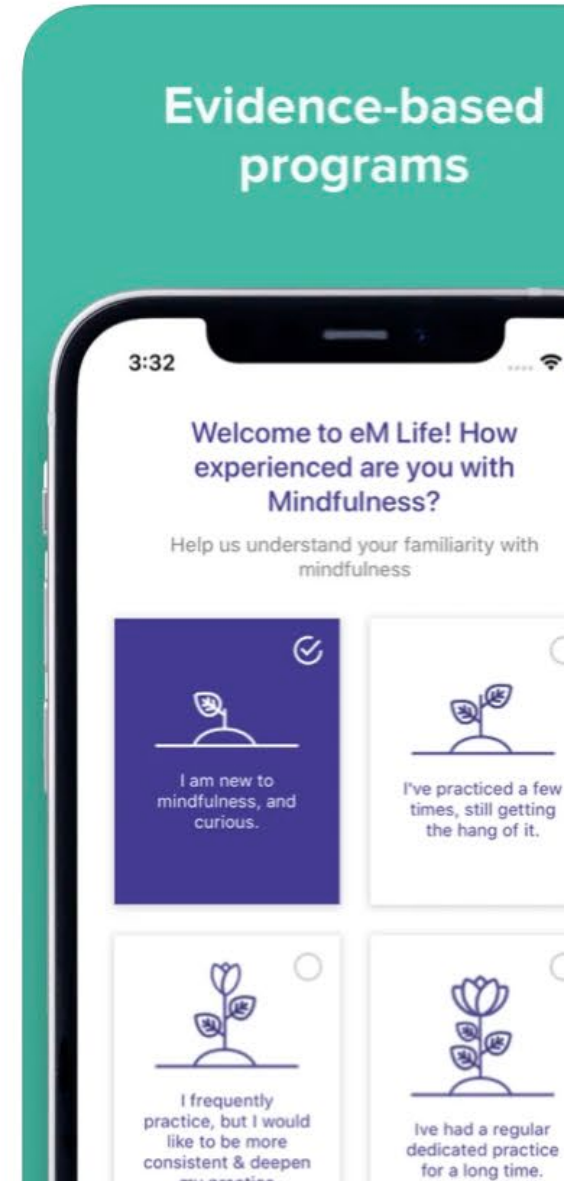
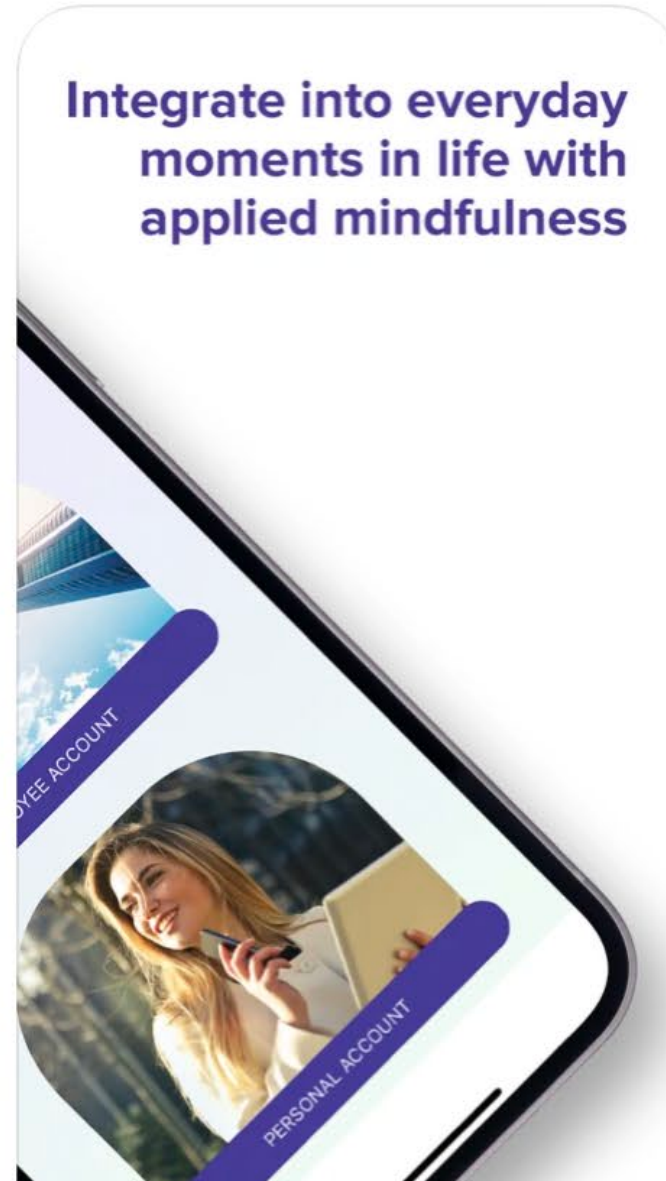
- Beacon closely examined and assessed multiple potential partners in the following categories:
 - Access
 - Clinical quality
 - Data/reporting depth
 - Medicaid experience
 - Adolescent capabilities

Digital Network Overlay

- ✓ Integrates with best-in-class behavioral telehealth providers
- ✓ Rapid capability to improve access and availability
- ✓ Customizable delivery of care methods
- ✓ Multiple client tailored experiences which allow for increased member options on preferred methods to access care
- ✓ Seamless integration with externally owned network

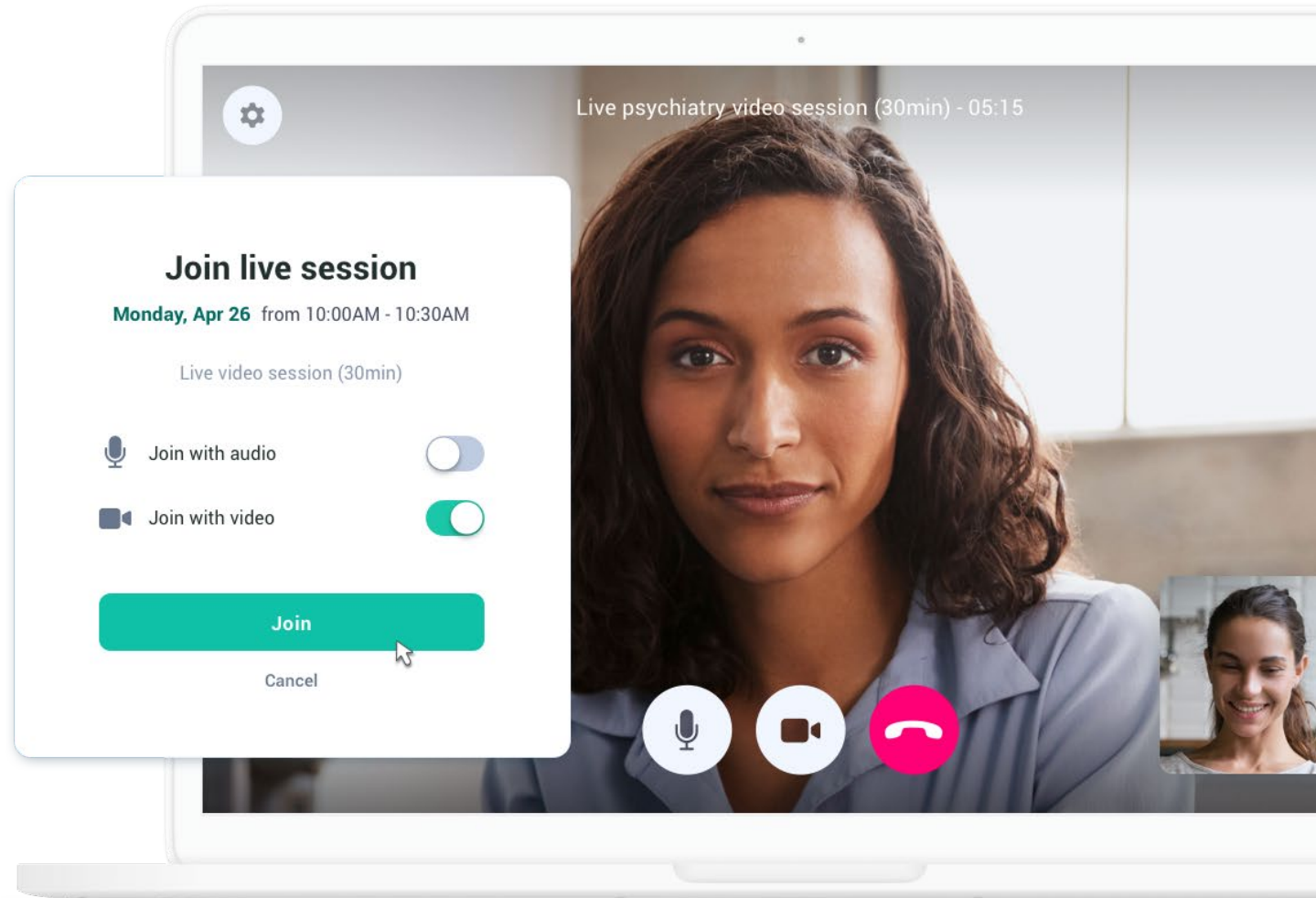
Partnership with eMindful

- Beacon is now partnering with eMindful to offer app based and online mindful programs that address issues such as stress, anxiety and sleep concerns
- The platform provides members with another digital option for dealing with everyday life and chronic conditions while promoting health, happiness and performance



Partnership with Talkspace

- The platform helps eliminate the stigma associated with mental health by making therapy available to all
- Through Talkspace, have access to thousands of credentialed clinicians. Used by over one million people, the platform connects users aged 13+ to their dedicated therapist via text, voice or video five days a week



Looking ahead to 2022 and beyond

4 anticipated changes



Behavioral health usage is projected to increase



Telehealth use will continue to be normalized by society, making it easier for those who seek mental health treatment to get it



Behavioral health needs will continue to increase as prolonged pandemic stress, anxiety and fatigue take their toll amid changing public health information and evolving work and school protocols



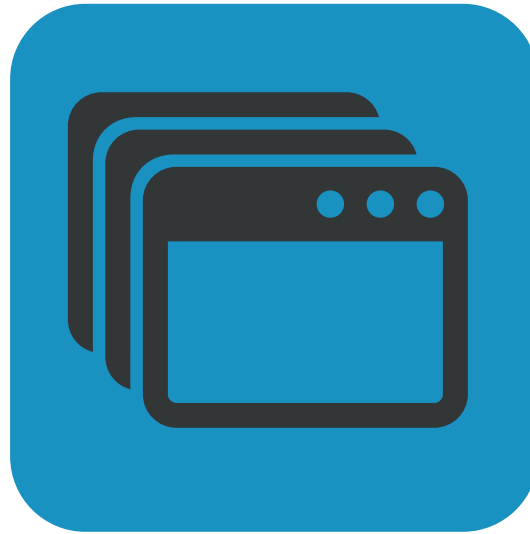
New resources will become available to help people gain access to the treatment they need

Beacon's strategic plan-Lessons learned from COVID-19

4 focus areas



Increased focus on Social Drivers of Health (SDoH) and the COVID-19 pandemic



Launching new digital wellbeing tools



Expanding telehealth and improving access to care by adapting to an evolving provider hybrid care model



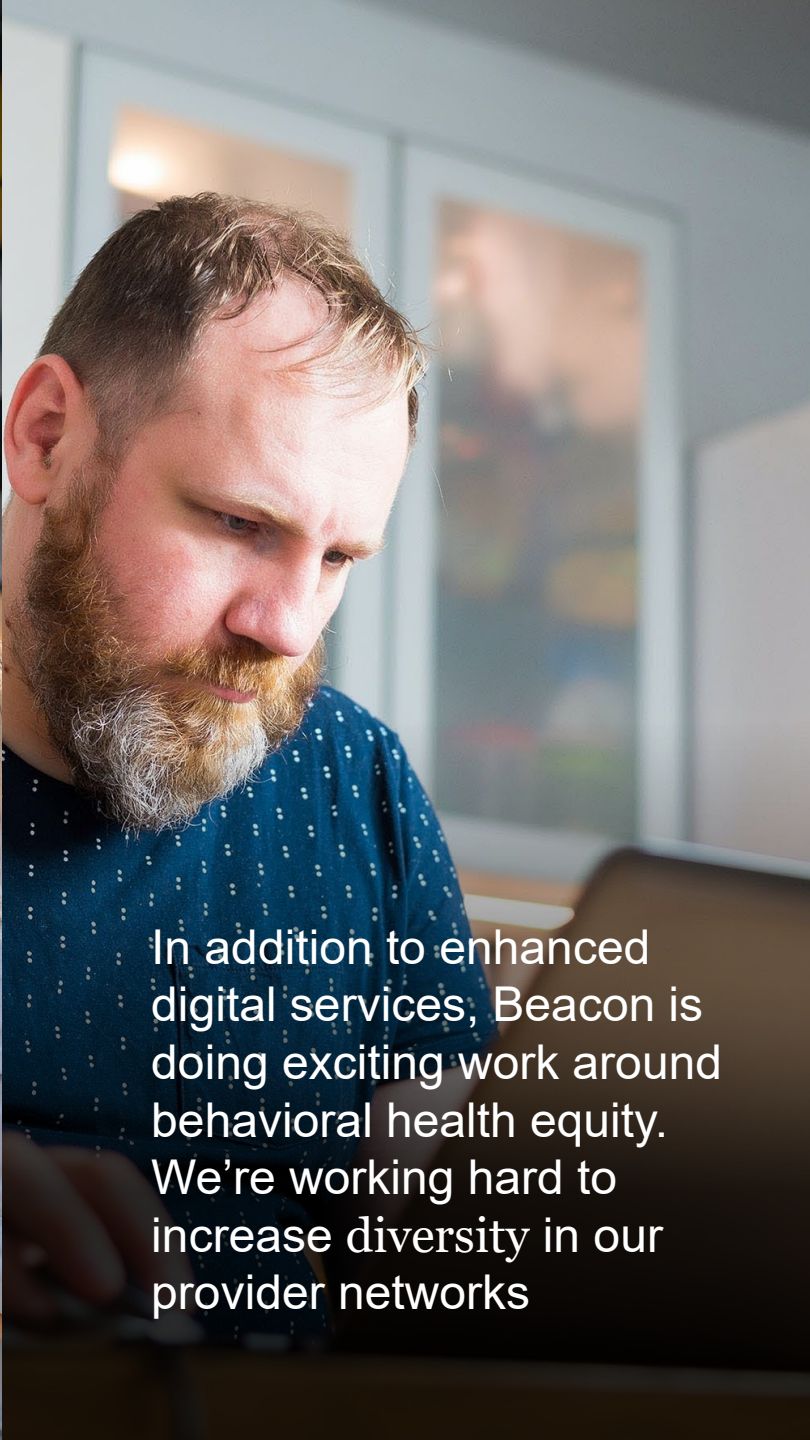
Creating new member experiences in a future landscape for behavioral health solutions

Enhancing Behavioral Health Care

Beacon Wellbeing's comprehensive approach led to better outcomes, greater engagement and utilization, and improved workforce resiliency



We offer a full complement of employee assistance options as well as work-life and legal/financial services that help employees manage their day-to-day challenges



In addition to enhanced digital services, Beacon is doing exciting work around behavioral health equity. We're working hard to increase diversity in our provider networks

Creating new member
experiences in a future landscape
for workplace EAP and
behavioral health



03

FELRA's Executive Summary MHSUD Utilization 2021 v 2020



Executive Summary-Key Metrics 2021 v 2020

Your total spend was

\$782,000

**Compared to \$805,00 in
2020**

Per Member Per Month

\$3.54

Increased 2%

INN: \$2.74 PMPM

ONN: \$0.79 PMPM

**High cost
claimants
represented
40% of total
claim costs
compared to
2020 (37%)**

Outpatient claim costs

Increased by 4%

**Intensive Outpatient claim
costs**

Increased 2%

**In-Network Claim
Costs accounted
for**

78% spend

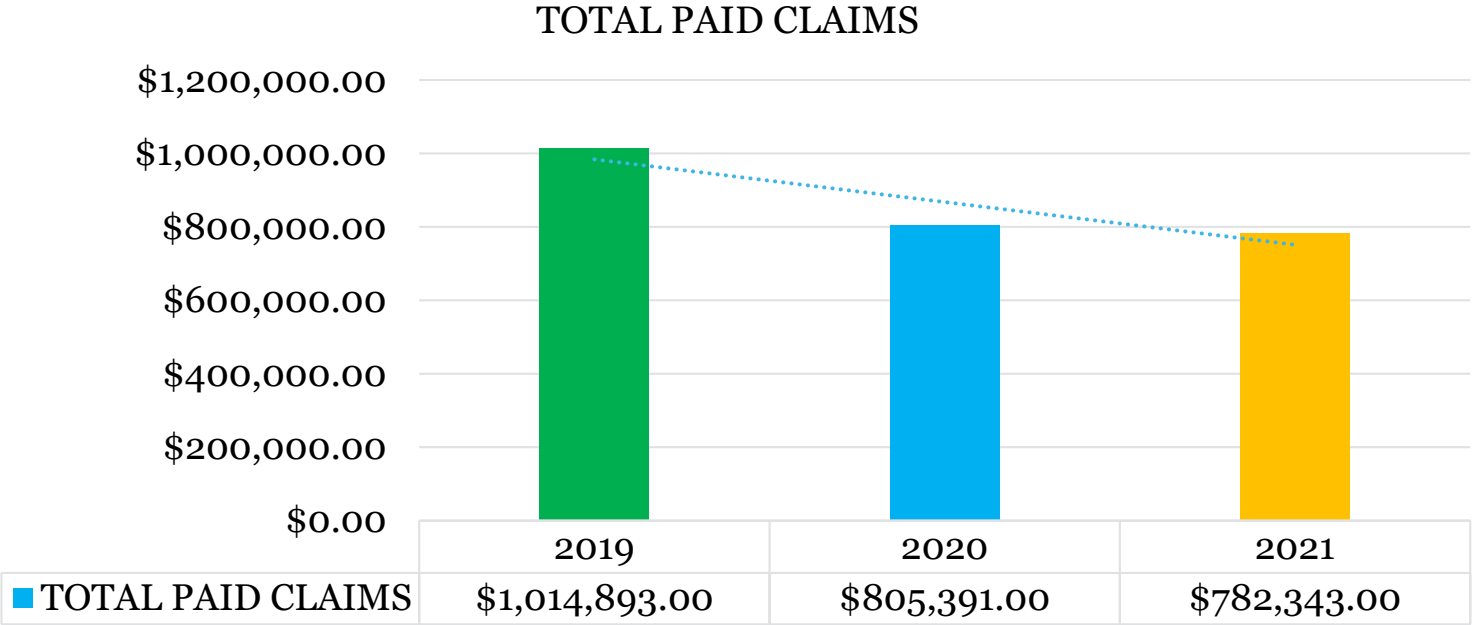
**22 % Paid
OON**



**HCC's
increased 14%
from 2020**

**Number of HCC's
Increased 40%
from 2020**

Overall Claims Paid Trends



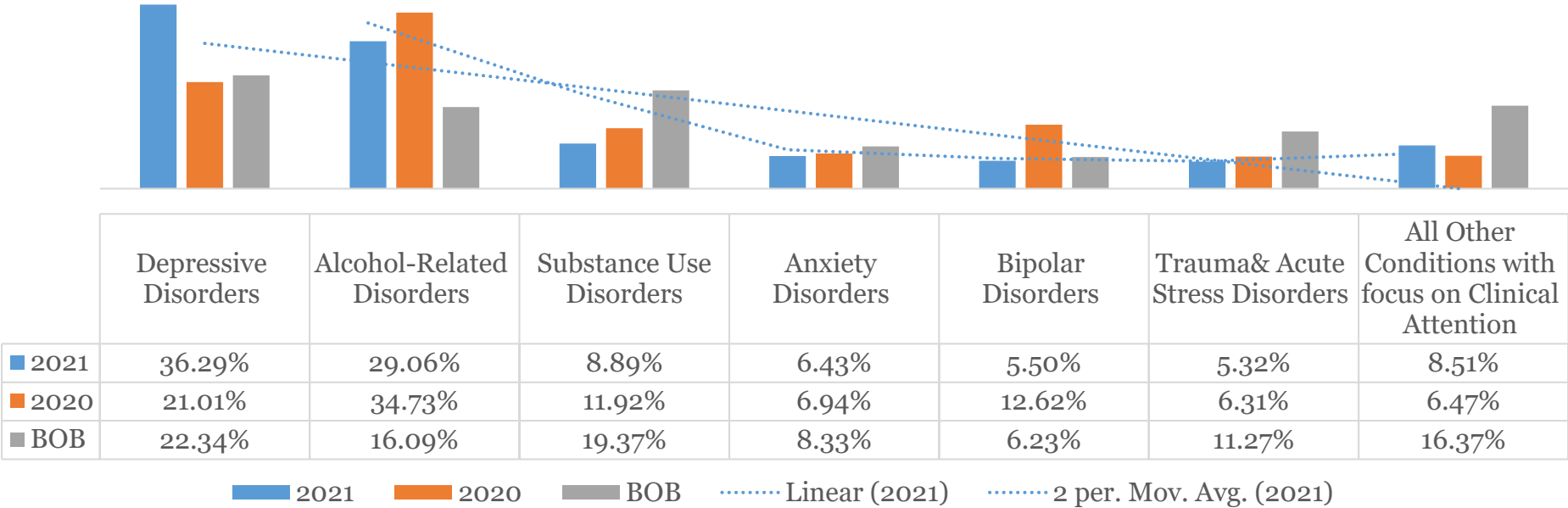
- While COVID-19 impacted claim costs for 2020, unlike Beacon’s Book of Business, FELRA’s claim costs decreased in 2021, whereas, across Beacon’s Book of Business, client saw a large increase in claim costs
- Across Beacon’s Book of Business claim costs in 2021 were similar to those in 2019 with a slight increase of 3% aims were similar to 2019 (2-3%) increase
- FERLRA’s overall claim costs decreased 3% from 2020 and 23% from 2019

Overall Membership-Claim Costs-HCC's - 2021 v 2020

FELRA	2021 v 2020 Utilization		
Membership	2021	2020	Trend
Average Membership	18,436	19,324	-4.60%
Paid Dollars - Overall			
Overall Paid	\$782,343.00	\$805,391.00	-2.86%
PMPM	\$3.54	\$3.47	2.02%
In-Network Paid (Incl SCA)	\$606,701.00	\$678,758.00	-10.62%
In-Network PMPM	\$2.74	\$2.93	-6.48%
Out-of-network Paid	\$175,642.00	\$126,633.00	38.70%
Out-of-network PMPM	\$0.79	\$0.55	43.64%
High-Cost Claimants			
Overall Paid	\$309,345.00	\$270,258.00	14.46%
# of HCCs	7	5	40.00%
Non-High Cost Claimants			
Overall Paid	\$472,343.00	\$464,492.00	1.69%
# of Non-HCCs	505	414	21.98%

- In-Network claim costs accounted for 78 percent of total claims paid with 22 percent of claims paid to Out-of-Network provider
- The overall PMPM was significantly lower than Beacon's Book of Business of \$10.45
- HCC's accounted for 40% of total claim costs (7 members) which increased 3% from 2020 (5 members)

Claims Paid Based on Diagnostic Category -2021 v 2020



- There was a 73% increase in the percentage of paid claims paid for Depressive Disorders which is 63% higher than Beacon’s Book of Business (BoB-62%)
- There was a decrease in the percentage of claim paid for Alcohol-Related Disorders, Substance Use Disorders, Anxiety Disorders, and Trauma & Acute Stress Disorders, with a significant decrease in the percentage of claims paid for Bipolar Disorders in 2020

Overall Claim Costs– INN v OON-2021 v 2020*

	2021	2020	TREND
INN:	\$606,701.00	\$ 678,758.00	-10.62%
OON:	\$175,642.00	\$ 126,633.00	38.70%

- While 78% of claims were paid to INN providers, this decreased by almost 11% from 2020, with a 40% increase in claim costs to OON providers
- Outpatient visits represented 30% of claims

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Behavioral Health Access

Distinct Count by Beneficiary Type*	MHSUD IP & ALOC	MHSUD Outpatient
Employee (11,937)	27	283
Spouse (2,772)	5	67
Dependent (3,728)	24	138
TOTAL (Average Membership-18,436)	56	488
Penetration Rate	0.30%	2.65%

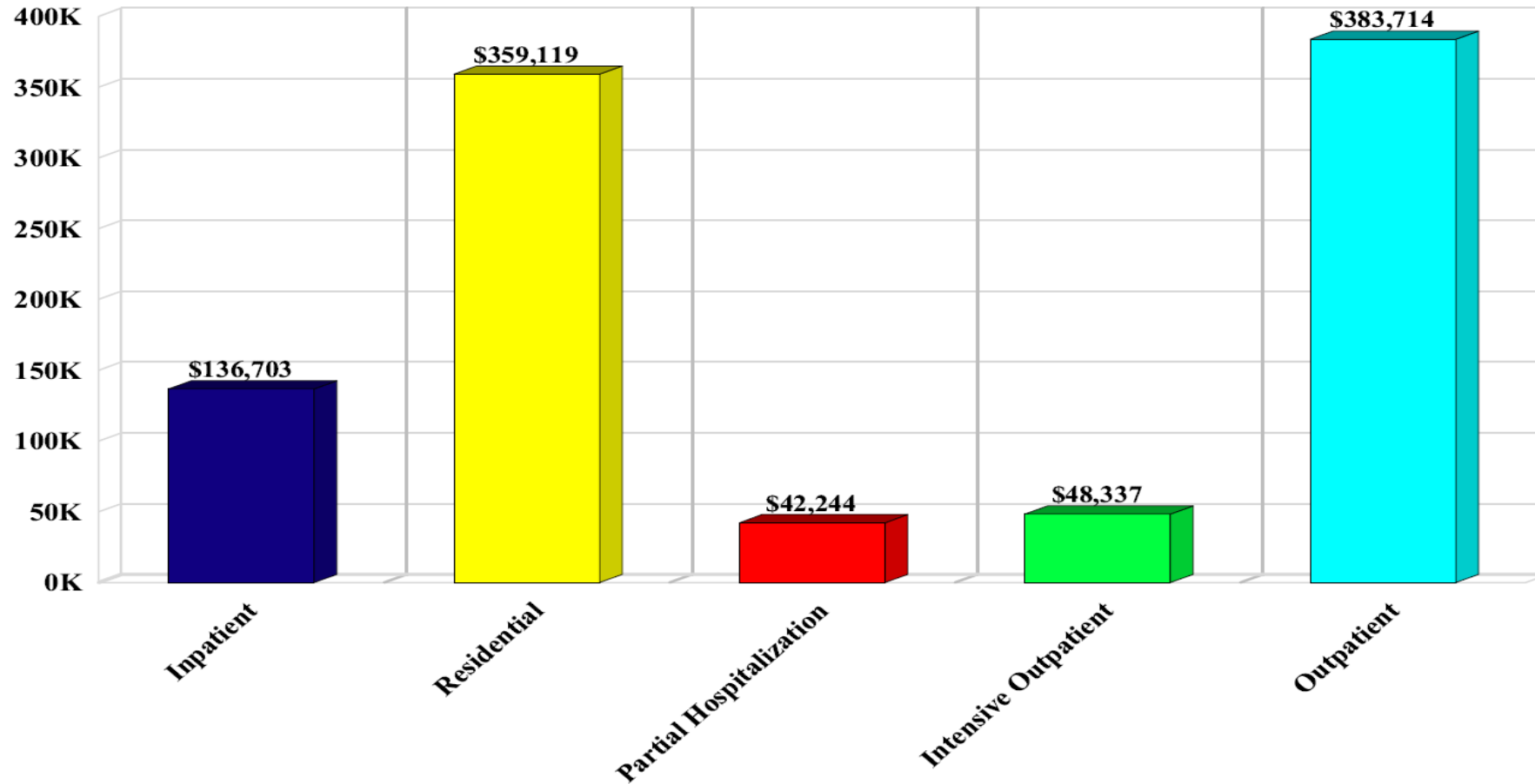
- **Inpatient & ALOC** : 73 admissions (41 MH and 32 SUD) 523 Days, 3.96 Admissions/1000 lives, 28.39 Days/1000 Lives, and the Average Length of Certification was 7.17 which decrease by 24% from 2020 (96 admissions with 47 MH & 49 SA). This is lower than Beacon's Book of Business that had 6.99 Admissions/1000 lives, 51.83 Days/1000 lives, and the Average Length of Certification was 7.21
- **Outpatient Services** a total of 4,705 visits (15,215 MH and 1,179 SUD) with 488 members seen, 255.30 Visits/1000 Lives, with the Average Number of visits of 9.64 which decreased by 4% from 2020 that had a total of 4,888 outpatient visits (4,338 MH and 550 SUD). This is lower than Beacon's Book of Business that had 595.88 visits/1000 with a 5.09% penetration rate
- **Membership** decreased by 4.6% from 2020

Inpatient & HLOC- Claim Costs- 2021 v 2020

- The largest increase was seen for IP acute care of 22% where the average cost per unit increased 35% from 2020
- There was a decrease in claim costs for RTC and PHP, with a slight increase of 2% for IOP

FELRA	2021 v 2020 Utilization		
	2021	2020	Trend
Inpatient			
Total Paid	\$382,104.00	\$312,425.00	22.30%
Average Cost Per Unit	\$1,408.17	\$1,044.90	34.77%
PMPM	\$1.48	\$1.35	9.63%
INN Paid	\$257,679.00	\$257,915.00	-0.09%
Average Cost Per Unit	\$1,209.76	\$958.79	26.18%
INN PMPM	\$1.16	\$1.11	4.50%
OON Paid	\$70,425.00	\$54,510.00	29.20%
Average Cost Per Unit	\$3,521.25	\$1,871.01	88.20%
OON PMPM	\$0.32	\$0.24	33.33%
Residential			
Total Paid	\$108,014.00	\$140,144.00	-22.93%
Average Cost Per Unit	\$507.11	\$549.59	-7.73%
PMPM	\$0.49	\$0.60	-18.33%
INN Paid	\$108,014.00	\$137,144.00	-21.24%
Average Cost per Unit	\$507.11	\$539.94	-6.08%
INN PMPM	\$0.49	\$0.59	-16.95%
OON Paid	\$0.00	\$3,000.00	-100.00%
Average Unit Cost per Unit	\$0.00	\$3,000.00	-100.00%
OON PMPM	\$0.00	\$0.01	-100.00%
Partial Hospitalization			
Total Paid	\$25,161.00	\$43,653.00	-42.36%
Average Cost Per Unit	\$412.48	\$330.70	24.73%
PMPM	\$0.11	\$0.19	-42.11%
INN Paid	\$25,161.00	\$43,653.00	-42.36%
Average Cost per Unit	\$412.48	\$330.70	24.73%
INN PMPM	\$0.11	\$0.19	-42.11%
OON Paid	\$0.00	\$0.00	0.00%
Average Cost Per Unit	\$0.00	\$0.00	0.00%
OON PMPM	\$0.00	\$0.00	0.00%
Intensive Outpatient			
Total Paid	\$89,699.00	\$87,627.00	2.36%
Average Cost Per Unit	\$338.49	\$307.46	10.09%
PMPM	\$0.41	\$0.38	7.89%
INN Paid	\$27,579.00	\$45,982.00	-40.02%
Average Cost Per Unit	\$128.27	\$185.41	-30.82%
INN PMPM	\$0.12	\$0.20	-40.00%
OON Paid	\$62,120.00	\$41,645.00	49.17%
Average Cost Per Unit	\$1,242.40	\$1,125.54	10.38%
OON PMPM	\$0.28	\$0.18	55.56%

Inpatient & HLOC Admissions- 2021 v 2020



Admissions 2021: 73

- IP- 45 (33 MH/12 SA)
- RTC- 9 (0 MH/9 SA)
- PHP- 7 (5 MH/2 SA)
- IOP- 12 (3 MH/9 SA)

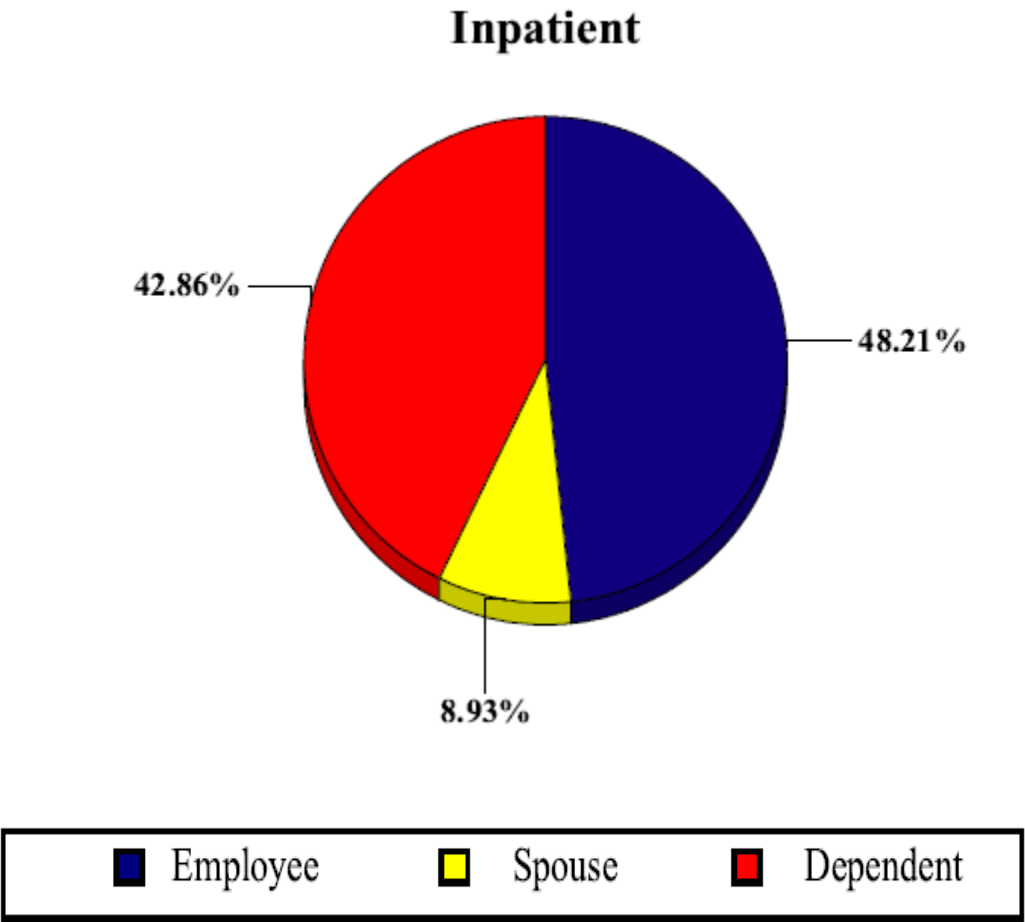
Admissions 2020: 96

- IP- 64 (33 MH/12 SA)
- RTC- 14 (0 MH/9 SA)
- PHP- 8 (5 MH/2 SA)
- IOP- 10 (3 MH/9 SA)

The largest decreases were seen for IP & RTIC admissions

Penetration Rate for IP & HLOC Levels of Care 2021*

2021	EE	SPS	DEP	YTD
Admissions	27	5	24	56
Average Membership	11,937	2,772	3,728	18,436
Penetration Rate	0.23%	0.18%	0.64%	0.30%



* Claims based on unduplicated members accessing care

Recidivism- 365 Days- 2021 v 2020

In 2021, there was a total of 48 hospitalizations in the previous year, with 5 readmissions (10.42%) within 365 days. There were 36 MH hospitalizations with 3 readmitted within 365 days (8.83%) and 12 SA hospitalizations with 2 readmitted (16.67%) within 365 days

Compared to 2020 that had a total of 50 hospitalizations in the previous year with 6 readmissions (12.00%). The number of admissions for MH was 30 with 1 (3.33%) readmitted within 365 days, while the number of admissions for SUD was with 20 with 5 readmitted (25.00.%) within 356 days

The majority of individuals hospitalized for MH and SA were between the ages of 18-64 years of age

Outpatient Claim Costs – 2021 v 2020

Outpatient	2020	2021	Trend
Total Paid	\$231,365.00	\$221,542.00	4.43%
Average Cost Per Unit	\$49.00	\$45.32	8.12%
PMPM	\$1.05	\$0.96	9.38%
INN Paid	\$188,268.00	\$194,064.00	-2.99%
Average Cost Per Unit	\$43.85	\$42.47	3.25%
INN PMPM	\$0.85	\$0.84	1.19%
ONN Paid	\$43,097.00	\$27,478.00	56.84%
Average Cost Per Unit	\$104.61	\$86.14	21.44%
OON PMPM	\$0.19	\$0.12	58.33%

- There was a 4% increase in total claim costs for outpatient visits with a decrease in claims paid of 3% to INN providers and increase of 57% paid to OON providers at a higher average cost per unit
- PMPM increased by almost 10%, with a slight increase of 1% for INN providers and a 58% increase to OON providers
- While the average unit cost to OON providers increased by 21%, there was a smaller increase in the average unit cost to INN providers of 8%

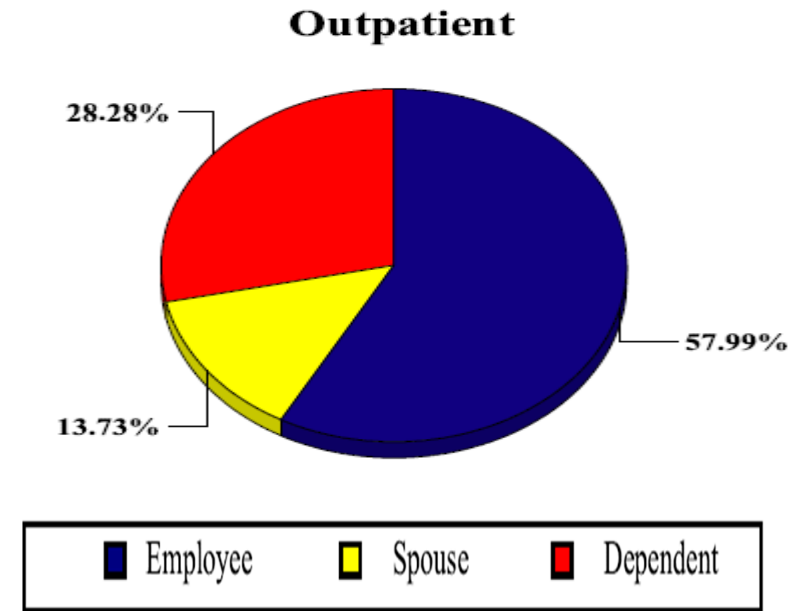
Outpatient Visits - 2021 v 2020

	2021	2020	TREND	BEACON BOOK OF BUSINESS
Visits	4,705	4,888	-3.74%	550
Members Seen	488	528	-7.58%	34
Visits/ 1,000 lives	255.40	252.95	0.97%	28.46
Average Number of Visits per 1,000	9.64	9.26	4.10%	16.18

- In calendar year 2021, the total number of outpatient visits decreased by close to 4% with a decrease of almost 8% in the members seen compared to 2020
- While the visits/1000 lives was lower than Beacon's Book of Business (595.88), the average number of visits was higher (8.11)

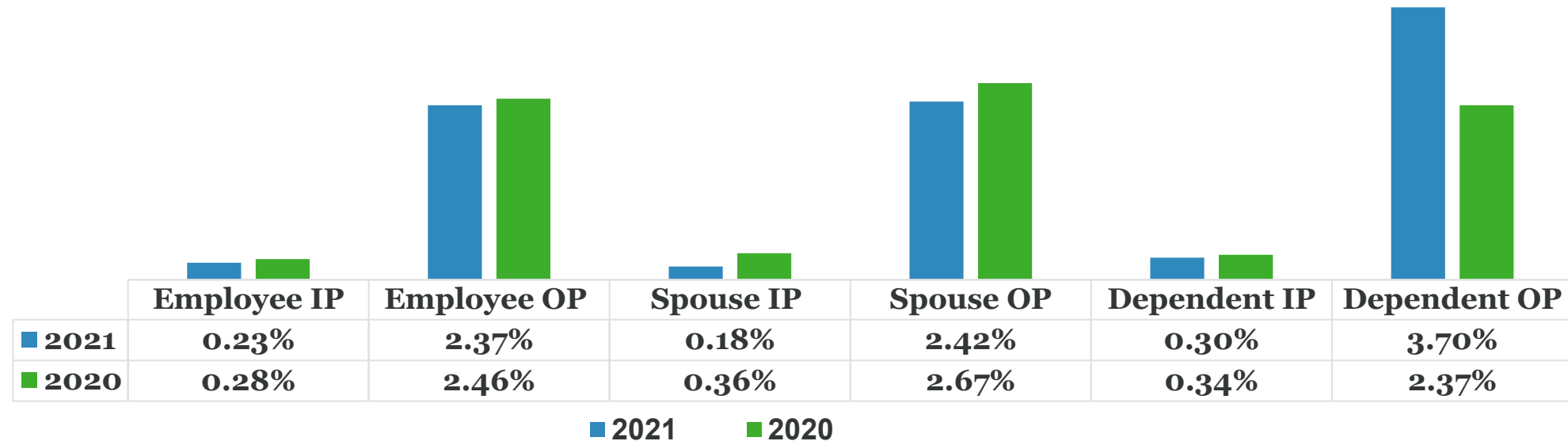
Penetration Rate for Outpatient Visits*

2020	EE	SPS	DEP	YTD
Visits	283	67	138	488
Average Membership	11,937	2,772	3,728	18,436
Penetration Rate	2.37%	2.42%	3.70%	2.65%



- Employees accounted for the highest utilization of outpatient services in 2021
- This is lower than Beacon's Book of Business of 5.09% penetration for outpatient services

Penetration Rate by Beneficiary Type – IP versus OP



- Dependents had the highest penetration rate for inpatient and outpatient care
- The penetration rate decreased for all beneficiaries, except dependents for outpatient care

FERLRA's Network Savings - 2021

Network Savings

Level of Care	Billed Amount	Allowed Amount	*Network Savings
Inpatient	\$438,011	\$301,308	\$136,703
Residential	\$480,794	\$121,675	\$359,119
Partial Hospitalization	\$70,626	\$28,383	\$42,244
Intensive Outpatient	\$87,573	\$39,236	\$48,337
Outpatient	\$681,606	\$297,892	\$383,714
Total	\$1,758,611	\$788,494	\$970,117

04

FELRA's Executive Summary EAP Utilization 2021 v 2020



FELRA EAP Metrics –2021



FELRA 2021 EAP utilization establishes a **BASELINE UTILIZATION** of 2.17% percent for counseling cases (166 cases) compared to 2020 that had 178 counseling cases



EAP AFFILIATES report **71% OF CASES IMPROVED** their **FUNCTIONING** with EAP Consultation and did not require additional services beyond the EAP



Through 4 quarters, across all service touch-points, FELRA had an **2.18% TOTAL EAP UTILIZATION**



AVERAGE covered **EMPLOYEES** totaled **7,638** during the initial Annual period



54 PERCENT of the plans' utilization in 2021 was rendered to 'associates' with **29 PERCENT** of cases by Gen X, **28 PERCENT** of cases Gen Z, and **25 PERCENT** of cases Gen Y



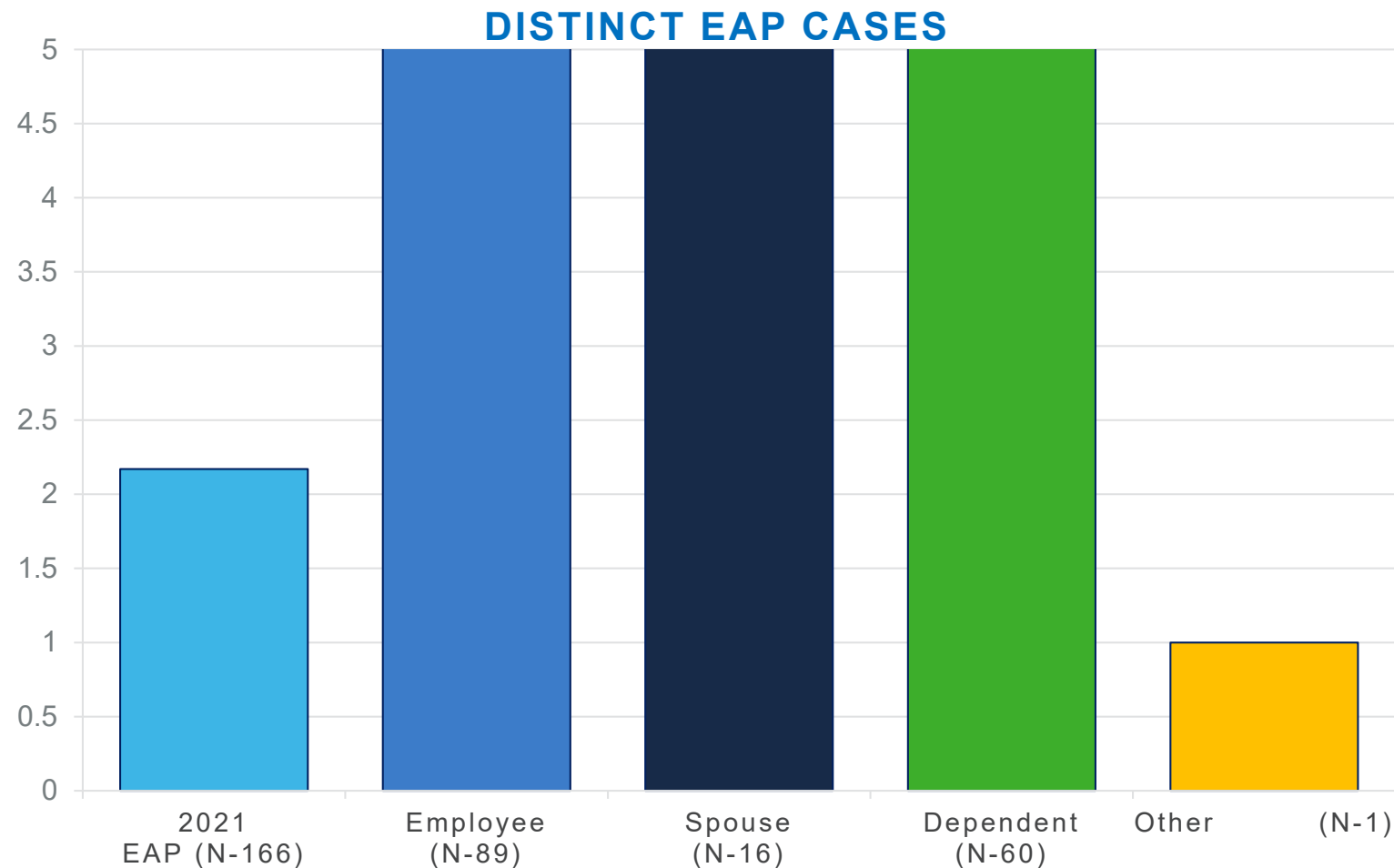
Case Activity Forms submitted by EAP Affiliates report **DEPRESSION** at 23% was the **LEADING PRESENTING PROBLEM** for which members sought services



FELRA's web utilization was **1.02%** through 4 quarters of 2021

FELRA EAP Counseling Cases

- Annualized EAP access across all touch-points: Counseling, Work Life, Legal & Financial was 2.18%
- Sixty percent (60%) percent of cases were first time users of the EAP while forty percent (40%) were returning to the EAP for subsequent episode of care
- Fifty-four percent (54%) percent of all EAP services were delivered to the employee, with thirty-five percent (35%) delivered to dependents (1% to other dependents), and ten percent delivered to spouses (10%)
- Eighteen percent (18%) percent of all open EAP cases shared they were service workers, 17% were an 'executive/manager, 19% were sales/office staff, and the balance of cases (59%) were laborers, technical service, and undisclosed



2021 EAP cases n - 166

FELRA's EAP Utilization-2021

<i>FELRA PROGRM UTILIZATION</i>	<i>2021</i>	<i>BOOK OF BUSINESS</i>
<i>Employee Count</i>	<i>7,683</i>	
<i>EAP Utilization*</i>	<i>2.17%</i>	<i>2.83%</i>
<i>Work/Life Utilization</i>	<i>0.00%</i>	<i>0.87%</i>
<i>Legal & Financial Services</i>	<i>0.01%</i>	<i>0.73%</i>
<i>Organizational Services</i>	<i>0.00%</i>	<i>4.67%</i>
<i>TOTAL UTILIZATION</i>	<i>2.18%</i>	<i>9.10%</i>

** Six (6) session Model per lifetime*

FELRA EAP Case Outcomes-2021

2021

Eligibility Count 7,638

Distinct Cases 166

Resolved in EAP 87%

Mental Health Referral 10%

Community Resources 2%

Vendor Resources 0%

AGE DISTRIBUTION	2020	2021	Trend
Baby Boomers(1946-1964)	13%	17%	30.77
Gen X (1965-1979)	34%	29%	-14.71
Gen Y (1980-2000)	46%	25%	-45.65
Gen Z (2001-present)	7%	28%	300.00

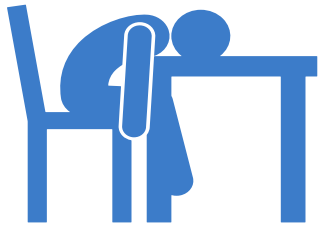
- The primary purpose of EAP consultation is to promote health and wellness through assessment, brief consultation/treatment and referral to other services – if clinically indicated
- For employees, assessment and early intervention is shown to positively impact workplace absence, improve productivity, with fewer cases moving toward disability claims
- Compared to 2020, the number cases resolved within EAP was 94% which decreased in 2021 by 7%

EAP Utilization Comparison -2021 v 2020

<i>FELRA 2021 ANNUAL REPORT</i>				
<i>2021 vs.2020 Year End Analysis</i>	<i>2020</i>	<i>2021</i>	<i>Percentage Change</i>	<i>Beacon Book of Business</i>
<i>EAP UTILIZATION</i>				
<i>Enrollment - Covered Lives</i>	<i>8,190</i>	<i>7,638</i>	<i>-6.74</i>	
<i>EAP UTIL PERCENT</i>	<i>2.17%</i>	<i>2.17%</i>	<i>0.00</i>	<i>2.83%</i>
<i>EAP Cases</i>	<i>181</i>	<i>166</i>	<i>-8.29</i>	
<i>Male Cases</i>	<i>27%</i>	<i>37%</i>	<i>37.04</i>	
<i>Female Cases</i>	<i>73%</i>	<i>63%</i>	<i>-13.70</i>	
<i>New Member Cases</i>	<i>65%</i>	<i>60%</i>	<i>-7.69</i>	
<i>Returning Member Cases</i>	<i>35%</i>	<i>40%</i>	<i>14.29</i>	

- There was an increase in returning member cases from 2020

Top Reasons for accessing EAP



DEPRESSION

23%



ANXIETY

19%



**MARITAL
RELATIONSHIP**

13%



**SITUATIONAL/ADJUSTMENT
CONCERN**

12%



GRIEF & LOSS

11%

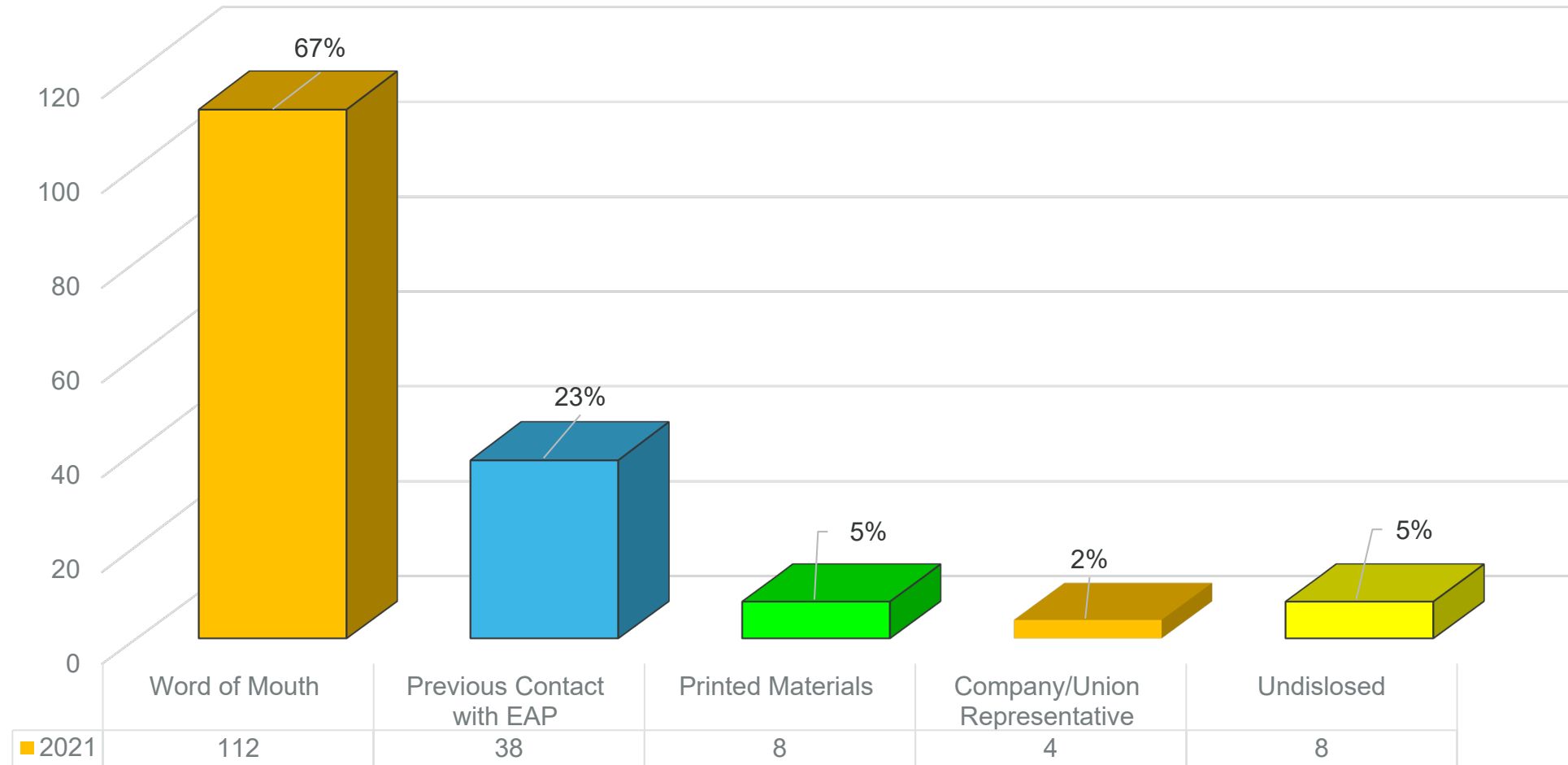
FELRA associates assessed problems were the same as the presenting problems. While Depression, Anxiety, Marital Relationship, and Situational/Adjustment Concerns were the top categories at for Beacon's Book of Business, Stress was a top category which was not one of FELRA associates' top reasons for accessing services. Grief/Loss was higher than Beacon's Book of Business

FELRA's Top Assessed Problems Comparison-2020 v 2021

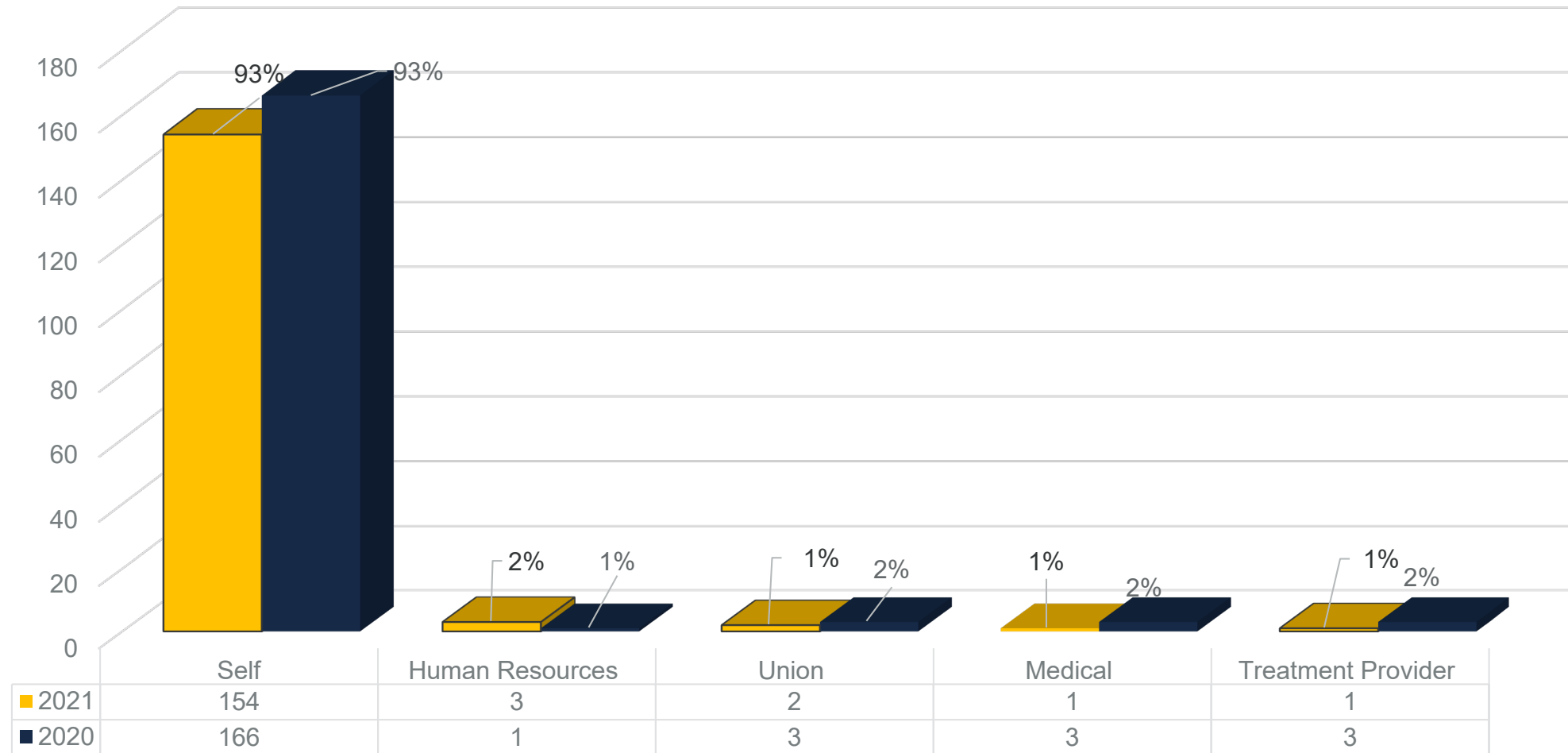
<i>TOP ASSESSED PROBLEM</i>	<i>2020</i>	<i>2021</i>	<i>TREND</i>	<i>BoB</i>
<i>Depression</i>	<i>21%</i>	<i>24%</i>	<i>14.29</i>	<i>16%</i>
<i>Anxiety</i>	<i>29%</i>	<i>21%</i>	<i>-27.59</i>	<i>23%</i>
<i>Marital Relationship</i>	<i>11%</i>	<i>13%</i>	<i>18.18</i>	<i>16%</i>
<i>Situational/Adjustment Concern</i>	<i>7%</i>	<i>12%</i>	<i>71.43</i>	<i>9%</i>
<i>Grief and Loss</i>	<i>8%</i>	<i>11%</i>	<i>37.50</i>	<i>6%</i>
<i>Stress</i>	<i>7%</i>	<i>6%</i>	<i>-14.29</i>	<i>14%</i>
<i>Family</i>	<i>9%</i>	<i>5%</i>	<i>-44.44</i>	<i>9%</i>
<i>Impulse Control Disorder</i>	<i>1%</i>	<i>4%</i>	<i>300.00</i>	<i>1%</i>
<i>Medical Problem</i>	<i>1%</i>	<i>2%</i>	<i>250.88</i>	<i>1%</i>
<i>Mixed Alcohol & Drug Abuse</i>	<i>5%</i>	<i>1%</i>	<i>-80.00</i>	<i>0%</i>

- While Depression, Situational/Adjustment Concerns, Grief/Loss, Impulse Control Disorders, and Medical Problems increased from 2020, they were also higher than Beacon's Book of Business. Anxiety decreased by 28%, but was lower than Beacon's Book of Business

Key EAP data points



Referral Sources-2021 v 2020



Job Performance/Employment Status -2021 v 2020

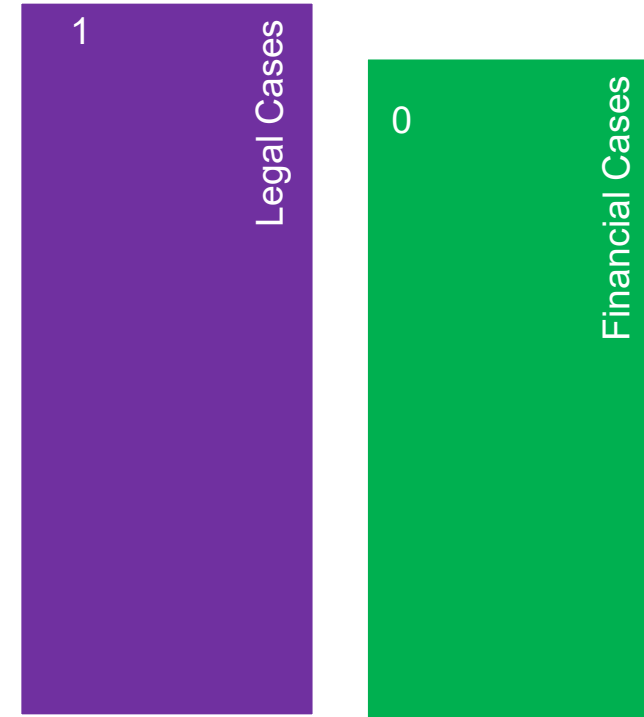
<i>FELRA 2021 ANNUAL REPORT</i>			
2021 vs.2020 Year End Analysis	2020	2021	Trend
<i>Job Performance</i>			
<i>Workplace Performance</i>	21%	40%	90.48
<i>Absenteeism</i>	21%	35%	66.67
<i>Productivity Issues</i>	9%	5%	-44.44
<i>Supervisor Relationship</i>	18%	5%	-72.22
<i>Co-worker Relationship</i>	3%	10%	233.33
<i>Tardiness</i>	0%	5%	100.00

- In 2021, there was an increase in workplace performance issues, absenteeism, tardiness, and co-worker relationships
- There was a decrease in problems that impacted productivity and issues with supervisors compared to 2020

<i>Employment Status</i>	<i>2020</i>	<i>2021</i>	<i>Trend</i>
<i>Full-Time</i>	54%	69%	27.78
<i>Part-Time</i>	24%	16%	-33.33
<i>Medical Leave</i>	11%	2%	-81.82
<i>Disciplinary Leave</i>	1%	3%	200.00
<i>Remaining Responses</i>	10%	10%	0.00

Legal & Financial Utilization

- Qualified SME's include Attorney's, CPA's, financial planners, credit counselors, budget specialist are embedded within the EAP
- Telephonic Consultations include
 - 60 minute consultation for Family Law
 - 30 minutes for all other Legal areas
 - 60 minute consultation for financial issues
- Identity Theft – post incident recovery and support guidance
- There was 1 legal case and no financial cases



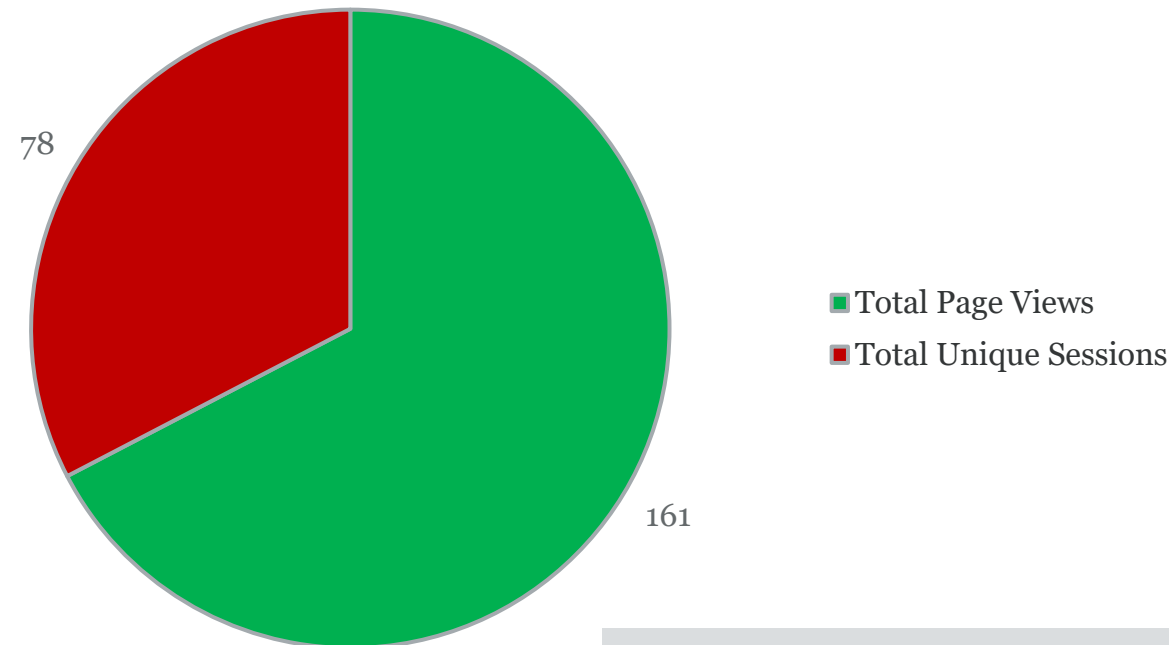
Legal/Financial Utilization-2020 v 2021

<i>FELRA 2021 ANNUAL REPORT</i>				
<i>2021 vs.2020 Year End Analysis</i>	<i>2020</i>	<i>2021</i>	<i>Percentage Change</i>	<i>Beacon Book of Business</i>
<i>LEGAL/FINANCIAL UTILIZATION</i>				
<i>Legal Cases</i>	<i>1</i>	<i>1</i>	<i>0.00</i>	
<i>Financial Cases</i>	<i>0</i>	<i>0</i>	<i>0.00</i>	
<i>Legal/Financial Utilization</i>	<i>0.01%</i>	<i>0.01%</i>	<i>0.00</i>	<i>0.73%</i>

- Utilization for Legal/Financial services have remained the same, which is lower than Beacon's Book of Business

FELRA Web-based Access-2021 v 2020

Achieve Solutions Web Utilization

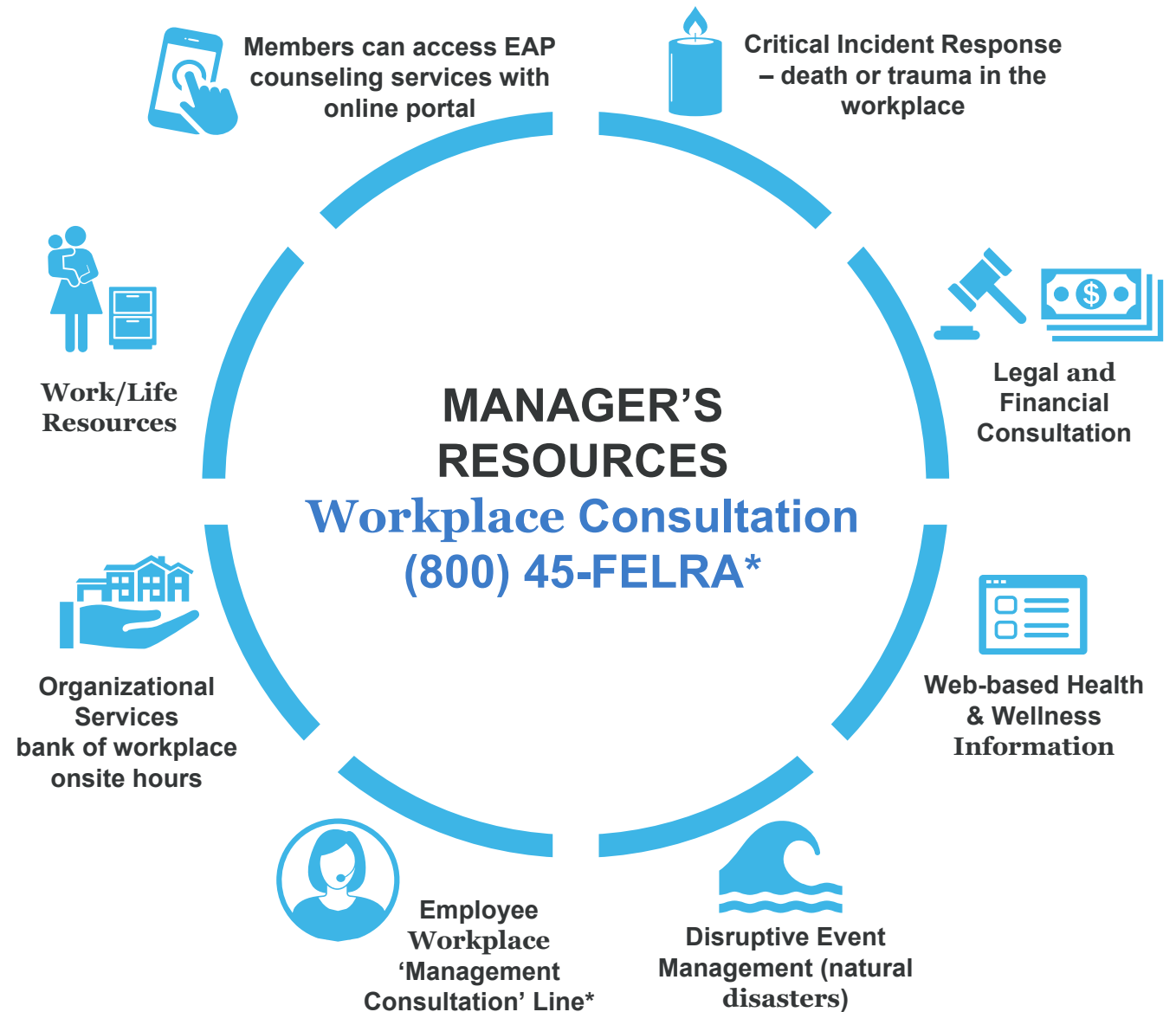


FELRA 2021 ANNUAL REPORT				
2021 vs.2020 Year End Analysis	2020	2021	Percentage Change	Beacon Book of Business
ACHIEVE SOLUTIONS UTILIZATION				
Total Page Views	107	161	50.47	
Unique Sessions	30	78	160.00	
Annualized Utilization	0.37%	1.02%	175.68	18.07%
Top Sites Visited (Depression/EAP for Leaders in 2021 compared to Anxiety, Health & Wellness, Alcohol, Drugs, Depression, & Relationships in 2020	8	2	-75.00	

- There was a significant increase in web based activity with almost a 200% increase in the annualized utilization from 2020
- There was a 50% increase in total page views and 160% increase in unique sessions

Beacon Health Manager & Organizational EAP Support

- Manager's can partner with employees by assisting in facilitating engagement to ensure essential EAP services for any quality-of-life situation or event
- Regulatory, Fitness for Duty (FFD) and Substance Abuse Professional (SAP) facilitated assessments are available as may be clinically indicated
- Beacon EAP provides trainings, workshops, and other on-site support activities per HRBP request
- Dedicated Employee Workplace Consultation line available for clarification of services, consultation on workplace challenges and to arrange CIR, DEM, mandatory or regulatory EAP referrals, trainings, orientations or topical webinars



* Employee Workplace Consultation TFN

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Recommended Strategic Initiatives 2022



Strategic Recommendations-2022

- Increase awareness of EAP benefits and services - counseling, work/life and legal/financial services
- Provide trainings for leaders/managers to recognize the signs and symptoms of mental health and encourage members to get treatment-mental wellness is preventative care-which will reduce workplace performance issues, absenteeism, and work relationships-fostering a positive and inclusive workplace culture
- Promote utilization of in-network providers and outpatient services to decrease overall claim costs

Thank You

Contact Us

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Advocate, educate, and deliver



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