



PROACTIVELY
HELPING PEOPLE
BE RESILIENT

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Engagement In Optimal Mental Health & Well-Being

BY ORRIANT

resilience^{pro}
OPTIMAL WELL-BEING



About Us

Resilience PRO combines the services of industry leading mental health and well-being innovators to offer an integrated solution. We offer a results based track record of over 20 years of successfully managing mental health for populations and creating peace of mind for employees and their families. Challenges in our socioeconomic structure are contributing to an unprecedented rise in anxiety and stress. Uncommon circumstances require a unique solution to historic resources. Employees need an on-demand and virtual coach.

Company Story

In 1996, a team of behavioral health innovators envisioned a whole new way to manage population mental health. This team consisted of a large regional psychiatric hospital, a network of psychiatrists and counselors, a generous employee assistance program and a behavioral health coaching company. Contracting directly with employers, they took on the financial risk for the mental health of populations and set out to prove the notion that by investing more in prevention and early intervention, the cost of treatment would be much lower and the pain of mental illness would be reduced. Their assumptions were correct. Resilience PRO now brings the principles learned and strategies developed to employers across the country when needed the most.

The Problem

The US is in the midst of chaos and a mental health crisis.

The current virtual workforce challenges will only heighten the problem. Mental illness is already the leading cause of disability and will only get worse unless we become proactive.



Recruitment

Mental health is pivotal in the recruitment, engagement, and retention of employees at work.

Employees are looking for a company that has resources to tackle current significant challenges and can provide virtual and wide ranging emotional and mental health support.

Workforce Prevalence

20% Manage a diagnosable mental health condition in any given year

60% Experience mental health symptoms in any given year

30% Of those, the mental health symptoms last longer than a month

Demand is outpacing supply of mental health professionals

Workplace Impact

Productivity:

\$16.8B LOST PRODUCTIVITY EVERY YEAR

61% MY PRODUCTIVITY AT WORK HAS BEEN AFFECTED BY MY MENTAL HEALTH

28% MY MENTAL HEALTH SYMPTOMS MAKE IT DIFFICULT TO CONCENTRATE

Employee Turnover:

20% HAVE LEFT A PREVIOUS JOB FOR MENTAL HEALTH REASONS

50% MILLENNIALS HAVE LEFT, IN PART, FOR MENTAL HEALTH REASONS

75% GEN Z HAVE LEFT, IN PART, FOR MENTAL HEALTH REASONS



Barriers to Getting Help

Stigma:

- 80%** REPORT THAT SHAME & STIGMA PREVENT THEM FROM SEEKING TREATMENT
- 10 Yrs** AVERAGE TIME AFTER SYMPTOMS APPEAR BEFORE SEEKING HELP
- 57%** OF ADULTS WITH MENTAL ILLNESS RECEIVE NO TREATMENT

Culture:

- 33%** WORK CONTRIBUTED TO EXPERIENCING MENTAL HEALTH SYMPTOMS
- 86%** THINK COMPANY CULTURE SHOULD SUPPORT MENTAL HEALTH
- 59%** SAY MENTAL HEALTH IS NOT A PRIORITY AT THEIR COMPANY

Sources of Stats: Mind Share Partners' Mental Health at Work, 2019 Reports; Stewart et al. 2003; Mental Health First Aid; The American Institute of Stress; and ADAA.org.

EAP Hole

EAPs, support tools used by most employers, don't seem to meet employees needs.

- Employees don't know what EAPs are.
- EAPs are hard to navigate.
- Employees are sometimes scared to divulge personal information with another person.
- EAPs have become commoditized
- 60% who score high-risk prefer not to speak to a mental health professional.

60%

Workers experiencing mental health symptoms each year.

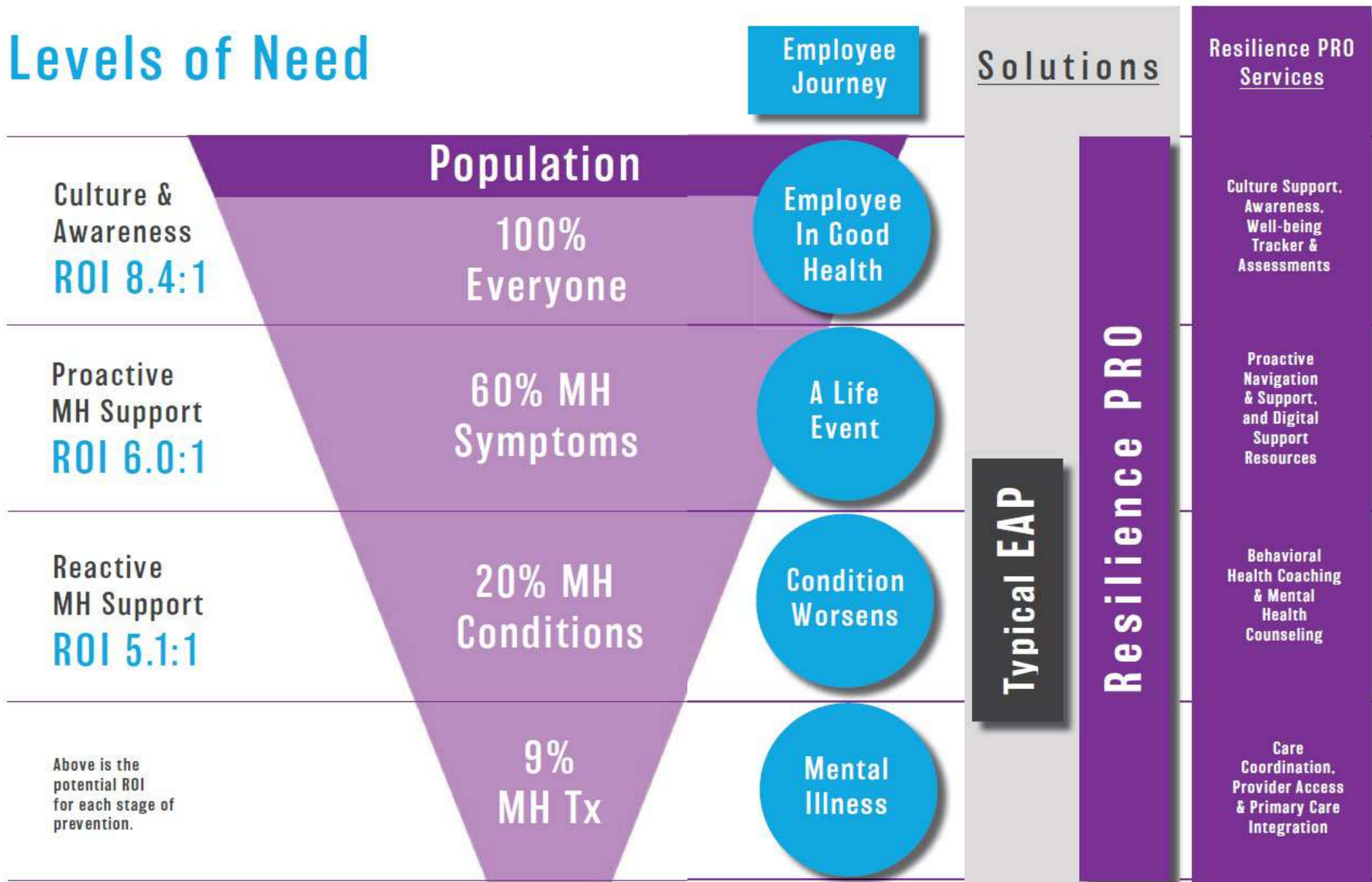
4%

On average, just 3-5% of workers use their company's EAP each year (for any purpose)

National Alliance of Healthcare Purchaser Coalitions



Levels of Need

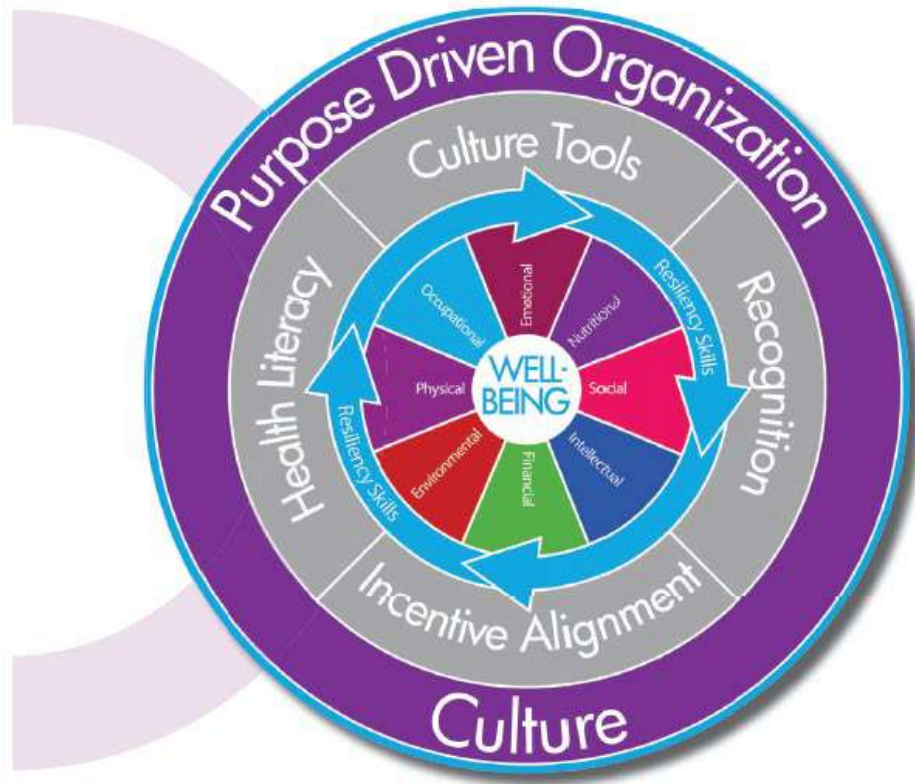


resilience_{co} Offer & Packages

| | Standard | Premium | Deluxe <small>Each Available A La Carte</small> |
|---|-------------|--------------|--|
| Culture Support | ✓ | ✓ | ✓ |
| Awareness - Education Virtual At Worksite | ✓ — | ✓ — | ✓ ✓ |
| Well-being Tracker Digital Resources - Browser & App access to a host of customizable personal programs Well-being Tracker - Personally monitor and track all aspects of your own well-being Company Dashboards - Monitor workforce well-being, productivity and satisfaction | ✓ ✓ ✓ | ✓ ✓ ✓ | ✓ ✓ ✓ |
| Assessment Emotional/Well-being health assessment Biometric Screenings with Face-to-face Reviews Deluxe Mental Health Questionnaire | ✓ — — | ✓ — — | ✓ ✓ ✓ |
| Navigation & Support - Well-being advocate (coach for your personal success) reviews assessment results, builds rapport, navigates to offered benefits and provides ongoing support. Access to Coaching - Call and talk to an advocate/coach to obtain support Coach Outreach - Coaches reach out to those with risks or low well-being scores | — — | ✓ ✓ | ✓ ✓ |
| Coaching - Assigned coaches for support in changing behavior and ongoing success | — | — | ✓ |
| Preventive MH Counseling - Face-to-face and Teletherapy (EAP counseling) | — | — | ✓ |
| Care Coordination - Case management and provider access management | — | — | ✓ |
| | FREE | \$1.89 PEPM* | Request Proposal |

*Monthly minimums may apply. May be billed through health plan as a preventative claim in lieu of PEPM.

Culture and Awareness



Purpose Driven Culture Support

Resilience PRO provides the tools to help each client organization build their own purpose driven culture to optimize well-being and productivity. Purpose driven organizations out perform the market by 42%. They experience two times more highly engaged employees, 70% fewer stressed employees, 8.2 fewer days missed per year and \$1,000 lower annual healthcare costs per employee*. There are four pillars of engagement: 1. Culture Tools: strategies that create and inspire excellence; 2. Recognition: individual acknowledgement to engage and facilitate a healthy community; 3. Incentive Alignment: balance and optimize all elements of health, organization wide; 4. Health Literacy: knowledge and understanding of benefit resources. Employees develop resiliency skills through well-being promotion activities and personal interaction with coaches. Each area of well-being is addressed based on personal aspirations: emotional, intellectual, environmental, social, nutritional, physical, occupational and financial.

*Source: Willis Towers Watson 2017/2018 Global Benefits Attitudes Study, 2015/2016 Global Staying at Work Survey

Resilience PRO offers interactive, educational seminars on-line or at the worksite on a broad spectrum of topics to enhance mental health awareness. Here are just a few of the thousands of topics available:

Offered by highly skilled speakers

A

FAMILY MATTERS

Parenting, bullying, care giving, children and divorce, dealing with change, handling a family crisis, helping troubled teens, single parenting and teaching children about money.

B

HEALTHY LIVING

Addiction, alternative medicine: fact or fiction, be positive, body image, conquering fear and anxiety, dealing with mental illness, sleep issues, depression, eating right for life.

C

IN THE WORKPLACE

Assertive communication, ergonomics, violence, business etiquette, career transitions, collaborative communication, conflict management and storytelling.

D

MINDING YOUR MONEY

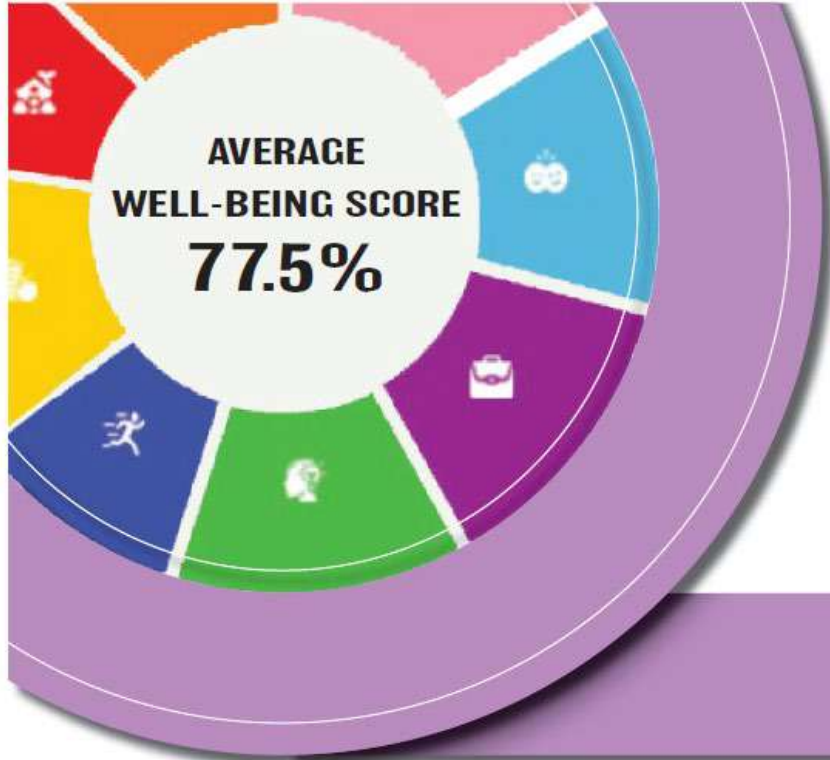
Banking, credit, college tuition, documents for life, mortgages, estate planning, planning a financial future, money basics, and managing your money in tough times.

E

MILLENNIALS AND GEN ZERS

Campus to career: transitioning into the workplace, communicating in a tech world, don't forget your social life, productivity skills, managing your boss.





Monitor the emotional health of your workforce to proactively address life issues.

Nothing is more important in managing population mental health than early intervention. On average, people wait 10 years after symptoms appear before seeking help. Resilience PRO has developed an innovative strategy to monitor not only the emotional health of the workforce, but all areas of well-being.

Employees score themselves in each of the eight dimensions of well-being. An overall well-being score is calculated from their answers. Incentives engage each participant to update their answers regularly allowing each employee to monitor and track their scores over time.

Scheduled text messages are sent out to participants to make it simple to provide input. They don't have to open

an app or a browser to update their status. They simply respond through the text.

This ongoing monitor activates a personal outreach by a coach to those struggling to offer support and to help navigate the individual to resources offered. This proactive outreach strategy is the key to early intervention and population mental health management.

A company wide dashboard allows management to monitor the health of the workforce. This company dashboard can also be published to the entire workforce to engage a team effort to improve overall health and well-being.

Company Wide Dashboards

Track your well-being, just like you track your steps

Proactive Text/App

Track and monitor your well-being score. Just like tracking your steps, monitor your well-being. Respond to a scheduled text or use the app to update your score.



OS That Powers Personal Change



Health Assessment & Early intervention Strategies

Incentives

High-Tech

One-on-One Visit with a Success Coach for Optimal Well-being

Incentives & Relationship

High-Touch Enabled by High-Tech

Navigation to Interventions Based on Needs

Incentives & Relationship

High-Touch Enabled by High-Tech

Achieve High Utilization of Support Resources

Relationship

High-Touch Enabled by High-Tech

Successful Outcomes Proactive Coordination w/Solution Providers

Relationship

High-Touch





Assess

In addition to the well-being monitor described on the previous page, assessments are used for early identification of emotional risks so intervention can occur before conditions get worse. Incentives can be used to engage high levels of participation which is key to managing population risks. Resilience PRO offers various levels of assessments to best meet the needs of each client and works with each client to build incentives or engagement campaigns to optimize participation.

Emotional/Well-being Health Assessment

Resilience PRO offers a thoroughly validated health assessment that assesses all aspects of well-being including emotional health. The assessment evaluates the extent to which emotional problems have affected the participants ability to accomplish work, daily activities or have interfered with family activities. Stress and coping skills are also measured. A stress/emotional health score is computed.

Biometric Screenings and Face-to-face Reviews

Resilience PRO offers biometric screenings at the worksite where tests are conducted such as cholesterol levels, blood pressure, body composition and glucose levels. Face-to-face reviews can be conducted by behavioral health coaches with each participant following the screening to review results and discuss the participant's level of interest to make changes. This presents a tremendous opportunity to address emotional risks identified by one of the assessments already completed. By building rapport with the participant, the coach can engage their participant in a discussion around addressing their emotional risks and navigate them to resources offered through their benefits as well as resources in the community.

Deluxe Mental Health Questionnaire

For employers interested in a more comprehensive mental health questionnaire, Resilience PRO offers one of the most effective digital assessment tools on the market. It evaluates multiple levels of emotional risks and offers measurement based care to track treatment effectiveness and achieve optimal outcomes. The tool also offers each participant a personalized pathway to care.

Rapport

Resilience PRO offers each person who completes an assessment the opportunity to review their results with a coach. This creates an opportunity to build rapport with the participant. This relationship provides a valuable catalyst for engaging individuals in getting help early to deal with life's challenges before they become more serious conditions. The stigma associated with mental illness is a significant barrier to getting help. Since there is no stigma associated with talking to a coach, the coach can be a tremendous influence for engaging those with mental health symptoms to seek help early. Resilience PRO monitors the well-being scores as they are regularly updated by participants to identify individuals who may be experiencing life issues or difficult times. Coaches reach out to those individuals to review their well-being scores in an effort to build rapport and then engage them in seeking help early.

Navigate

Resilience PRO researches all the resources offered by the employer as well as resources available in the community. After building rapport with the participant, the coach navigates them to the resources that best match their individual aspirations and needs. Some of these resources include employee assistance program counselors, emotional health apps, insurance carrier resources, wellness programs, advocacy programs, telemedicine programs, teletherapy programs, weight loss programs, educational resources, nutritional support and community resources. For those suffering from serious mental illness conditions, the coach can play a significant role in getting someone into treatment. Resilience PRO offers specialized case managers who coordinate care, manage provider access and integrate treatment between all parties involved; primary care physicians, specialists, psychiatrists, counselors and support resources like family and friends.

Support

In addition to navigating individuals to resources, the coach offers continued support. As participants choose to take advantage of the resources offered by the employer, they have the ongoing support of a coach to help them be successful. Someone may feel stressed about something going on in their personal life and may choose to take advantage of an emotional health app suggested by the coach. But, the coach can follow-up to see if it is helping and offer additional support. Someone may be struggling with body image issues and may choose to take advantage of a weight loss support group offered at work. Furthermore, the coach can follow-up to provide accountability and ongoing support. Resilience PRO offers a full spectrum of resources for employers who don't have current programs in place or are looking to enhance those resources. Programs offered include preventive mental health counseling, in person or teletherapy (EAP type services), assigned, long-term behavioral health coaches who engage success and care coordinators who manage treatment and access to providers.

Outcome

Impacting personal lives in a positive way is the goal of Resilience PRO. Monitoring risks and intervening early with a personal touch enabled by high-tech solutions is the most effective strategy for achieving successful outcomes and increasing personal happiness. The outcomes have been impressive; cost of treatment has been reduced, people get the help they need when they need it and early intervention prevents many from ever experiencing the pains and heartache of mental illness.



resilience^{pro}

can lay over all your existing
benefits to drive engagement



no need to change anything

Or

resilience^{pro}

can replace your existing benefits
for a fully integrated MH solution



replace just one, or all

resilience^{pro}



On-Demand Coaching

Support in all four areas of well-being, when you need it!

Mental

Emotional & Intellectual



- Awareness of mental health, mindfulness, stress and emotions to optimize emotional well-being.
- Nurture intellectual well-being by engaging in creative activities and expanding knowledge.

Social

Social & Environmental



- Relating to and connecting with other people in a way that is beneficial and fulfilling.
- Surroundings (e.g. work, home, community, transportation, etc.) contribute to overall well-being and safety.

Financial

Financial & Occupational



- Relationship with money and the ability to manage personal finances positively contributes to overall well-being.
- Fulfillment from current occupation while still meeting personal needs.

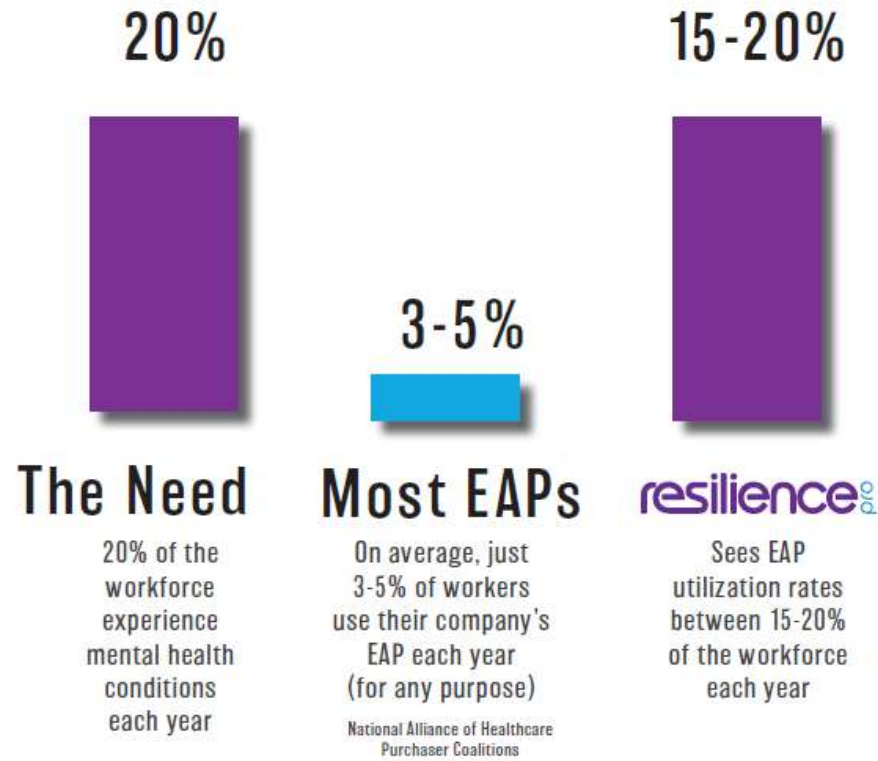
Physical

Physical & Nutritional



- Physical condition positively contributes to overall well-being. (e.g. fitness, sleep, ongoing medical issues, addictions, pain, etc.).
- Consuming items that are nutritious (e.g. water, fruit and vegetable, lean protein, healthy fat, etc.).





Whole Different Approach

Resilience PRO has offered a whole different approach to providing employee assistance program (EAP) services for over 20 years. While the rest of the EAP industry has become commoditized with prices dropping and services diminishing to where very few employees ever use the service, Resilience PRO has maintained a commitment to high utilization. If the member's need is more severe than what can be handled in the EAP, they will be referred to a mental health provider through their health plan that is right for them.

Help With

The Resilience PRO preventive mental health counseling is an employee assistance program that provides help with marital and family counseling, stress, anxiety, depression, personal/emotional challenges, grief, loss, financial problems, legal issues, substance abuse, other addiction problems and senior care planning. Crisis services are available 24/7. All services are 100% confidential and the counselors are always professional and friendly. Convenient locations are offered with extended hours to meet the needs of members. There is never a copay required.

Cognitive Behavioral Therapy

Resilience PRO offers cognitive behavioral therapy (CBT) through solution focused counseling to address mental health and substance use conditions before they become a diagnosed illness that requires more intensive long-term treatment. By engaging more people early in addressing their life issues, fewer people need more acute services which frees up providers to get patients in more promptly when the need is there. All counseling is provided by licensed clinicians trained to provide counseling. CBT can be effective in helping people with marital and family issues, stress, anxiety or depression, personal and emotional challenges, grief or loss, financial or legal problems, as well as substance abuse or addictions.

Teletherapy

Resilience PRO can respond promptly to member's needs by offering teletherapy. Addressing issues quickly is a key to keeping the conditions from escalating and becoming more severe. When a member calls in to set an appointment, options are available within a short few days because they are not constrained by distance to the counselor. Because the counseling visit is conducted via real-time synchronous audio-visual communication the experience is very similar to a face-to-face session. Maintaining ongoing visits is also facilitated because there is no travel involved.

One Phone Number to Call

Resilience PRO offers your company one phone number for all members across the country to access all mental health services.



Care Coordination

Provider Shortage

Getting in to see a mental health provider can be a huge challenge. In most parts of the country, there is a shortage of providers in relationship to the need. Resilience PRO manages this problem by evaluating provider access through the existing provider network and then enhancing that network with additional providers based on specific needs within each specialty. Resilience PRO's proprietary strategies for building provider networks has been very successful at meeting patient's needs even when there is a shortage of providers. By engaging members early in proactive care, it takes the pressure off the demand for highly skilled providers allowing them to focus on the needs of the most chronic and severe patients.

Provider Access

Case managers, who coordinate the patient's transition into care, become very familiar with the strengths and availability of each provider. As patients need services beyond the scope of care offered by the preventive mental health counseling of the EAP, the case manager is engaged to coordinate access to the right provider whether it is a psychiatrist, counselor, addictions specialist or inpatient/outpatient program. Patients are never given a list of providers that they are expected to reach out to in order to set an appointment. This is often where the traditional system falls short. Patients often find that providers are not accepting new patients or the waiting period is months.

Case Management

Mental health cases are unique and involve their own set of challenges. Resilience PRO has been managing population mental health for over 20 years and offers some of the most experienced mental health case managers in the industry. They track the progress of treatment and support the treatment providers with access to the resources needed to best manage the case. It has never been about the benefit design or benefits available. It is always about what the patient needs.

Team Approach

When managing a persistently-mentally ill patient, the focus needs to be on creating a team effort. By bringing together all parties involved in the case; psychiatrist, therapists, primary care doctor, specialists, social workers, family and patient, the best treatment plan can be developed. The patient is the central focus of the team. Sometimes the best outcomes are simply managing the peaks and valleys.



Integration of Medical and Behavioral Healthcare

Proactive Integration

Resilience PRO's commitment to integrating medical care and behavioral health (IMBH) is at the core of its success. From initial prevention levels of service to coordinating treatment for those with a persistent mental illness engaging integration is fundamental. As challenges arise, those challenges have an effect on both emotional well-being as well as physical well-being. Addressing both areas of health is critical for success.



Separate Silos

Behavioral health and medical care have operated in separate silos for too long. The benefits of integrating care are both cost savings as well as better outcomes. Integration is a function of engaging communication between providers and creating a treatment plan that takes a holistic approach to care. Resilience PRO's coaches, navigators, counselors and case managers are committed to enhancing the communication between the primary care providers and the specialists that are a part of the treatment team. Patients managing persistent chronic conditions are often dealing with the emotional impact of those conditions which needs to be addressed.



Prevalent Evidence

For decades, research has focused on cost-effective approaches to integrating medical-behavioral healthcare. Most studies have found that integration leads to reductions in total cost of healthcare. Cost savings range from 5% to 10% of total costs for patients receiving collaborative care for two to four years. Some of these studies include the Multifaceted Diabetes and Depression Program, the Pathways Study, and the IMPACT Study.

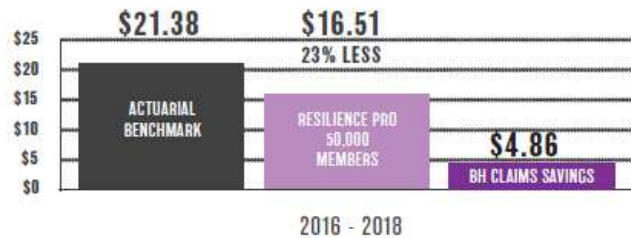
Cost Savings

Integrating medical care and behavioral health (IMBH) was the focus of the Milliman American Psychiatric Association Report. The report focused on the economic impact of IMBH. The report shared that the medical costs for treating those patients with chronic medical and comorbid mental health/substance use disorder (MH/SUD) conditions can be 2-3 times as high as those beneficiaries who don't have the comorbid MH/SUD conditions. The projected healthcare cost savings through effective integration was estimated to be between \$15.8-\$31.6 billion in the commercial payer type alone. (National, 2012) That represents an additional savings of \$17-\$34 per employee per month*.



Case Studies

EMPLOYER BEHAVIORAL HEALTHCARE CLAIMS 23% LESS PER EMPLOYEE PER MONTH

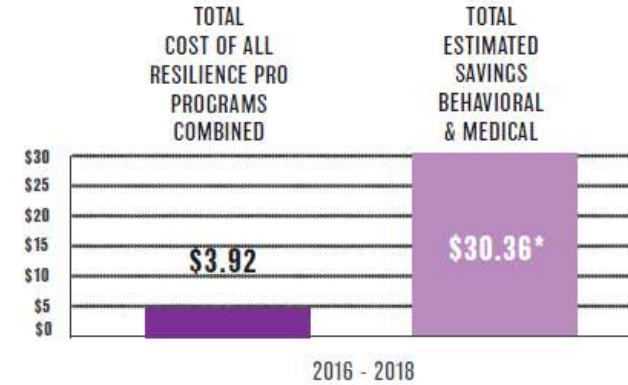


A large employer with 50,000 members experienced an estimated \$5 million in behavioral health claims savings between 2016 and 2018 by using Resilience PRO. Using an estimated \$25.5 PEPM* savings from IMBH, total behavioral health and medical savings are estimated to have been \$31.6 million. Their investment of \$4.1 million, in the services of Resilience PRO, resulted in a return on investment of 7 to 1. They saved \$7.75 for every \$1 spent.

This nationally representative behavioral healthcare cost benchmark for years 2016-2018 was developed by a third-party actuarial firm. It was based on averages from large administrative commercial claims databases and includes standard non-pharmaceutical behavioral health services. The Resilience PRO client's claims per employee per month amount has been adjusted for region, plan and industry type by using Employer Health Benefits 2016-2018 Surveys from KFF.org. The same factor (1.728) has been used to convert per-member-per-month numbers to per-employee-per-month numbers in all cases.

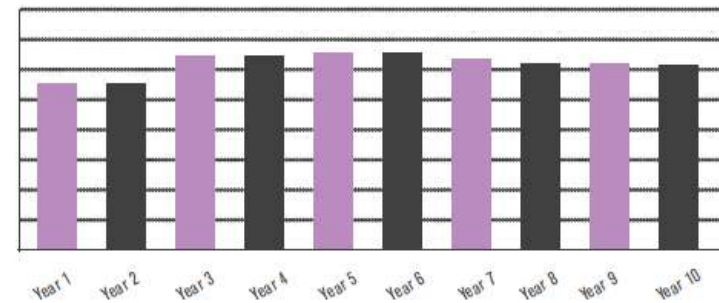
ROI from IMBH Integration 7 to 1

CLAIMS SAVINGS PER EMPLOYEE PER MONTH



*See previous page for the source of additional \$17-\$34 PEPM saving (\$25.5 Average) from IMBH Integration (\$25.5+4.86=\$30.36). Total estimated savings do not include projections of savings from improved productivity, which would have increased the ROI estimates.

Behavioral Healthcare Claims Remained Flat for a Decade



By using Resilience PRO, a large utility company saw their total behavioral healthcare claims remain flat for over a decade.