

# Mental Health Matters

Recognizing and Supporting the Mental Health Needs of Today



**OPTUM**<sup>®</sup>

# Disclaimer

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- This program should not be used for emergency or urgent care needs. In an emergency, call 911 or go to the nearest emergency room.
- This program is not a substitute for a doctor's or professional's care.
- Consult with your clinician for specific health care needs, treatment or medication.

*Due to the potential for a conflict of interest, legal consultation will not be provided on issues that may involve legal action against Optum or its affiliates, or any entity through which the caller is receiving these services directly or indirectly (e.g., employer or health plan). This program and its components may not be available in all states or for all group sizes and is subject to change. Coverage exclusions and limitations may apply.*

# Nicki Salcedo | Optum Behavioral Health

*Director, Behavioral Health Client Management*

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Nicki joined Optum in 2011 and is responsible for client strategy, education, and innovations that improve the mental health of employee populations. These strategies include understanding network changes, anti-stigma campaigns, clinical trends, and emerging technologies that help members access behavioral care.

Her career has focused clinical and wellness programs, EAP, Family Medical Leave, and Substance Use.

In addition, Nicki is a certified instructor of adult Mental Health First Aid. She lives in Atlanta.

# The behavioral health challenge in the U.S.

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**1 in 5**

American adults is affected each year by **mental health and substance use disorders**<sup>1</sup>

**60%**

of adults with any mental illness **didn't receive mental health services** in the previous year<sup>2</sup>

**1 in 10**

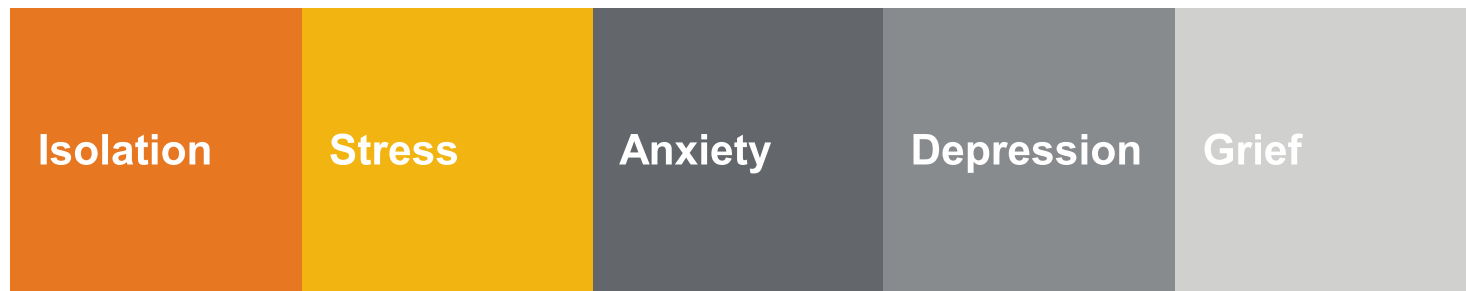
Americans with a **substance use disorder** receives treatment<sup>3</sup>

*COVID-19 and social unrest can contribute to emotional distress and occurrence of mental illness.*

# Effects on our mental health

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- **63%** of respondents to a recent McKinsey survey reported feeling anxious or depressed in the past week, and **80%** of respondents reported experiencing moderate to high distress.<sup>4</sup>
- **45%** of adults in the US reported that their mental health has been negatively impacted due to worry and stress.<sup>5</sup>
- Crisis and suicide hotlines are fielding more calls and texts every day.



4. <https://www.mckinsey.com/industries/healthcare-systems-and-services/our-insights/returning-to-resilience-the-impact-of-covid-19-on-behavioral-health>;

5. <https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2763229>

# Social isolation

Loneliness and lack of social connectedness have been directly linked to increased morbidity and mortality.

**47%**

of people sheltering in place reported negative mental health effects due to coronavirus<sup>6</sup>

**21%**

of those sheltering in place, reported a **major negative impact** on their mental health<sup>6</sup>

**27%**

of those sheltering in place, reported a **minor negative impact** on their mental health<sup>6</sup>

- ❖ High blood pressure
- ❖ Anxiety
- ❖ Obesity
- ❖ Depression
- ❖ Substance use

6. Nirmita Panchal, Rabah Kamal, Kendal Orgera, Cynthia Cox, Rachel Garfield, Liz Hamel, Cailey Muñana, and Priya Chidambaram, The Implications of COVID-19 for Mental Health and Substance Use (Apr 21, 2020), <https://www.kff.org/health-reform/issue-brief/the-implications-of-covid-19-for-mental-health-and-substance-use/>

# Stress

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Stress is the body's internal alarm that prepares it for action; the natural instinct to protect oneself

**Avoid**

**Complain**

**Obsess**

**Self-doubt**

**30%**

of people experience  
“secondhand stress” from the  
stress of others<sup>7</sup>

**Stress is contagious  
but so is wellness**

7. Advisory Board, How to be a less-stressed leader; August 2018

# Anxiety

Anxiety disorders occur if you feel worried or fearful about everyday events.



## Emotional Symptoms

- Feelings of dread
- Feeling tense, jumpy, or moody
- Expecting the worst
- Watching for signs of danger

## Physical Symptoms

- Racing heart, sweating, shaking hands, and shortness of breath
- Headaches, feeling tired, insomnia
- Upset stomach, diarrhea



# Depression

Depression is one of the most common mental disorders in the U.S



8. National Institute of Mental Health (NIMH); Prevalence of Major Depressive Episode Among Adults; February 2019; <https://www.nimh.nih.gov/health/statistics/major-depression.shtml>

# Grief and loss

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We often associate grief with loss of life, but grief can come from the loss of anything



## Grief...

- can be experienced as feelings of shock, sadness, anger, and confusion.
- can make people feel overwhelmed, lose interest in activities they used to enjoy, sleep less or more, or have changes in their appetite.
- lives on a spectrum and it may look different for each of us.
- is not on a schedule. It takes time and everyone's timeline is different.

# Self Care Strategies

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Here are some tips for helping take care of your own mental health

- 1** Focus on things you can control
- 2** Take care of your body
- 3** Make time to unwind
- 4** Connect with others
- 5** Set goals and priorities
- 6** Take breaks from the news
- 7** Be positive
- 8** Have compassion
- 9** Get help

# What can you do for others?

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Employees can support each other by listening more effectively, showing compassion, and encouraging each other.

## What not to do

- Don't judge or criticize.
- Avoid the tough-love approach.
- Don't minimize the pain.
- Avoid offering advice.
- Avoid making comparisons.

## What to do

- Be there.
- Listen.
- Encourage and empower.
- Try a small gesture.
- Offer resources.

# Resources

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There are tools and resources to support you.

Please reach out to your benefits team to find out what is available.



**Sanvello** - Self-guided Cognitive Behavioral Therapy app



## Websites

- [www.liveandworkwell.com](http://www.liveandworkwell.com) code UHC
- [https://optumeap.com/?lang=en\\_us](https://optumeap.com/?lang=en_us)



**Talkspace** - Text-based therapy with licensed behavioral health clinicians



## Psych Hub - Educational Videos

<https://www.liveandworkwell.com/content/en/public/cus tom/psychhub.html>



## Public Substance Use Disorder Helpline

- 1 (855) 780-5955
- Free, anonymous, and available 24/7



## Public Crisis Line

- 1 (866) 342-6892
- Free, anonymous, and available 24/7



thank **you**

