



How COVID-19 is Changing How We Address Workforce Health



Speakers



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About PNC

- Headquarters: Pittsburgh, PA
- Dispersed population of 53,000 employees across the U.S.
- Comprised of Retail Banking, Asset Management Group and Corporate & Institutional Banking
- \$459 billion in assets
- \$346 billion in deposits
- Approximately 2,300 branches



COVID-19 Response

53,000

Employees

50%+

Essential
Workers

2,300

Branches

37

States

Workplace Health & Safety

Addressing **physical health** as well as **behavioral health** risks

Physical Health

- ✓ Onsite safety protocols
- ✓ Symptom checking
- ✓ Guidance to testing and treatment

Behavioral Health

- ✓ Assume everyone is impacted
- ✓ Navigate to resources and care
- ✓ Actively promote support available

Workplace Health & Safety

Physical Health

Behavioral Health

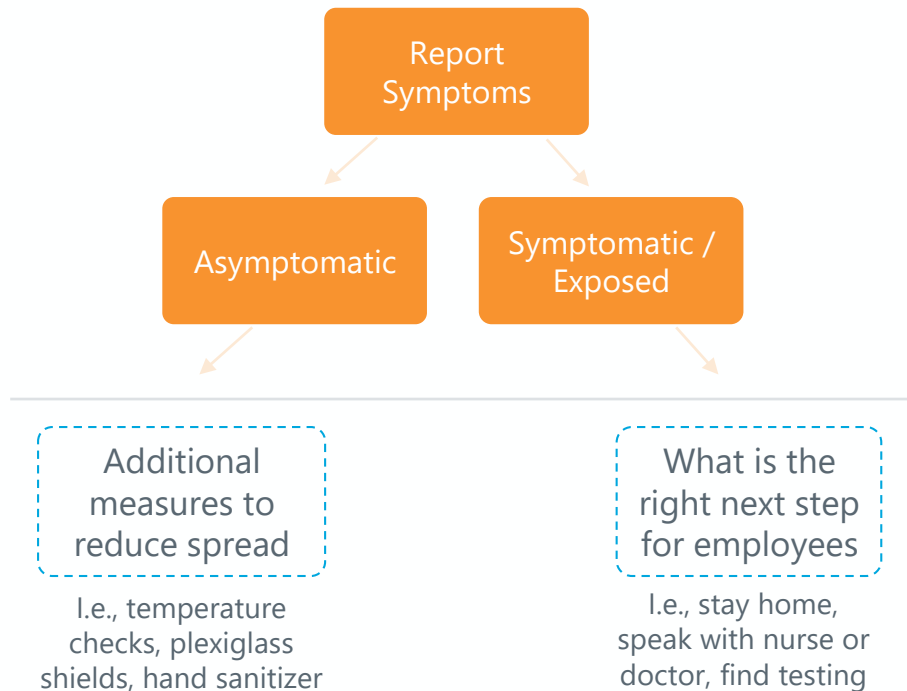
COVID-19 Response: Physical Health

Symptom Checking

97% of employers requesting employees self-report symptoms, travel, or exposure*

Key Considerations

- How is this being recorded?
- How is confidentiality being maintained?
- Are you staying compliant with regulations?



COVID-19 Response: Physical Health

Castlight Working Well

Symptom Checking

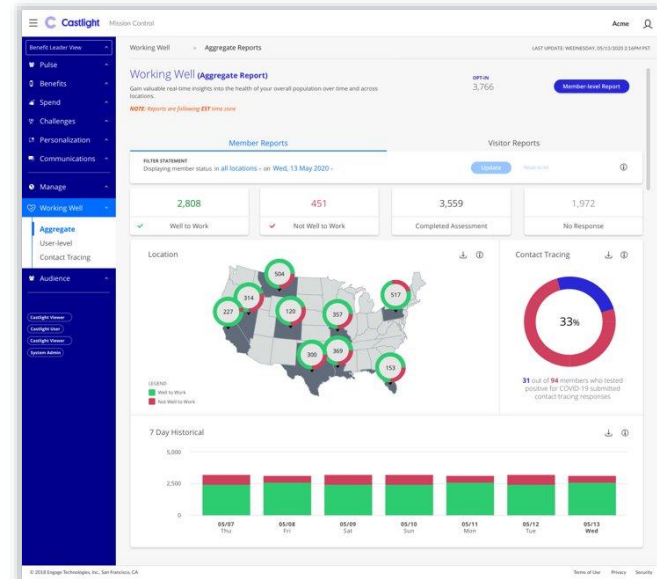
- Easy to use
- Data protection
- Peace of mind to employees
- Working Well guides for extra support

Guidance on Next Steps

- Healthy: clearance to work
- Symptomatic/exposed: stay home, find a test
- Positive test: stay home, contact manager

Employer Reporting

- Workforce trend reports



COVID-19 Response: Physical Health

Keep employees healthy while safely and effectively serving customers

Staffing and hours

- Temporary closure of some branches or by appointment only
- Staff rotating through in two-week shifts
- Move remote-able employees to work from home

New safety procedures

- Temperature checks
- Increased signage
- Plexiglass shields
- Hand sanitizers
- Extensive cleaning

Benefit navigation

- Guidance to telehealth, care, testing sites, and more

The screenshot shows the 'Living Well @PNC' website's Coronavirus (COVID-19) Resource Center. The page has a clean, professional layout with a white background and blue accents. At the top, there's a navigation bar with links for Home, Find Care, Claims, Plan Details, Benefits, and a search icon. Below the navigation bar is a search bar with the text 'Search doctors, dentists, and services' and a location filter set to 'Near Miamisburg, OH'. The main heading is 'Coronavirus (COVID-19) Resource Center' in a large, bold, orange font. The content is organized into several sections: 'From your employer' with a paragraph about medical coverage; 'What you should know about the Coronavirus' with a sub-section 'Protect yourself and your loved ones'; 'What should you do if you feel sick?' with a list of recommendations; 'HEALTH PLAN ESSENTIALS' with links to insurance cards and COVID-19 updates; 'IMPORTANT LINKS' with links to state resources, CDC, and WHO; 'BE PREPARED FOR COVID-19' with links to articles, emergency kits, stress tips, home prep, and child resources; and a vertical sidebar on the left with icons and links for 'Use your telehealth benefit', 'Contact a primary care physician', and 'Find a COVID-19 testing site'.

Living Well @PNC Home Find Care Claims Plan Details Benefits Search

Search doctors, dentists, and services Near Miamisburg, OH Search

Coronavirus (COVID-19) Resource Center

From your employer

Effective Feb. 4, 2020, if you are enrolled in PNC's medical coverage, you and any covered family members will be able to obtain COVID-19 testing, treatment and supplies at no out-of-pocket cost, even if you haven't yet met your deductible or out-of-pocket maximum.

What you should know about the Coronavirus

Protect yourself and your loved ones. [Read more](#)

What should you do if you feel sick?

The recommendations that follow are based on [CDC guidelines](#).

- **IMPORTANT:** Call your doctor, urgent care facility, or emergency room **BEFORE** you go if you are concerned you have COVID-19. Testing capabilities remain limited at this time.
- If you are experiencing mild symptoms, self isolate until testing becomes more widely available.
- If you have more significant symptoms or if you have chronic conditions such as diabetes, high blood pressure, or heart disease that put you at higher risk for more severe illness with COVID-19, please call a doctor to learn about what care is best for you.

HEALTH PLAN ESSENTIALS

- [Access your insurance cards](#)
- [Aetna's COVID-19 response](#)
Updates from your health insurance provider.

IMPORTANT LINKS

- [All state resources](#)
- [Centers for Disease Control and Prevention \(CDC\)](#)
- [World Health Organization \(WHO\)](#)

BE PREPARED FOR COVID-19

- [See all COVID-19 articles](#)
- [Build an emergency kit](#)
- [CDC tips for coping with stress](#)
- [How to prep for COVID-19 at home](#)
- [Online learning resources for children](#)

Use your telehealth benefit

When you can't leave the house, a video call with a doctor is a great option.

[Get Started](#)

Contact a primary care physician

Consult with a doctor about your symptoms and get advice about next steps.

[Find Your Doctor](#)

Find a COVID-19 testing site

Select your state and county to find the nearest COVID-19 testing center. This tool is updated regularly with the latest publicly available data.

[Find Testing Site](#)

Workplace Health & Safety

Physical Health

Behavioral Health

Behavioral Health



COVID-19 exacerbates an already prevalent condition – making it critical for employers to continue promoting existing resources, or consider adding BH programs

8 in 10

US adults will suffer from a mental health condition in our lifetime

53%

Individuals say COVID-19 had an impact on mental health

77%

Employers concerned about employee mental health

Behavioral Health: Available and Accessible Resources

Living Well's Employee Support Center

Contact Person: □ Tracy Ford Last Reviewed Date: 7/7/2020

★★★★★ | 46



Confidential programs and activities to help you manage stress, anxiety and whatever else life throws your way. (Updated July 7 with race-related resources.)

Looking for breathing and meditation videos? Scroll to [Explore at Your Own Pace and in the Moment](#) at the bottom of the page for links.

The coronavirus pandemic has upended our lives in so many ways. New worries, responsibilities and living arrangements create new kinds of stress and anxiety, and can make existing challenges even more difficult. If you could use a helping hand, somewhere to turn for answers or support, or just need to take a moment to relax, Living Well has your back.

The resources below are all free, confidential and available 24/7. We know everyone's needs are different, so this page is set up to help you find what you're looking for — whether it's an [understanding voice on the phone](#); [health and well-being support](#), plus [COVID-19 info](#); a library of [articles](#), [tutorials](#) and [videos](#) picked just for you; or a quick link to give you [what you need right now](#).

Explore the content below, and bookmark this page so you can find it the next time you need a boost or a break.

Talk to Someone

The **Employee Assistance Program (EAP)** through GuidanceResources has counselors available anytime to answer questions, offer support and help connect you with the appropriate resources online or in your area. Family members in your home can call, too.

Easy Access to Serve a Spectrum of Care Needs

Resources accessible via PNC Intranet and Castlight Complete

Subclinical, Wellness

Diagnosed, Treatment

Educational
Content

Mindfulness

Digital-CBT

EAP

Teletherapy

iLearn
(Learning Management
Platform)

Digital CBT Tool

Employee Assistance
Program

Telehealth

- Educational content
- Interactive education
 - *Coping with COVID-19*
 - *Facing Racism and Discrimination*
- Coping Tools
- Access to counseling
- Educational content
- No cost telehealth*, which includes teletherapy



*Temporary COVID-19 related provision

Behavioral Health: Available and Accessible Resources

Results: Access and Awareness Means Increased Engagement

Spotlight: Digital CBT

2019

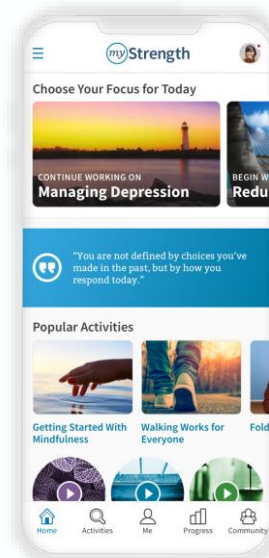
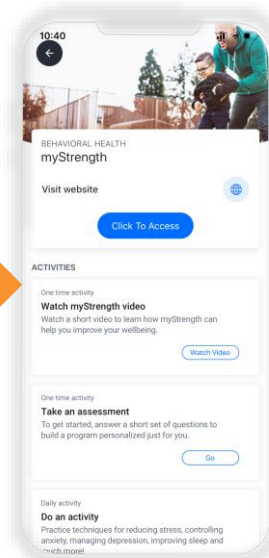
1,160
engaged
employees and
dependents

Simplify the
experience and
make it easy to
access through a
central platform

2020

15,000
engaged
employees and
dependents

> 1,000% Increase in engagement



Impact of COVID-19 on Behavioral Health

Dena Bravata, MD, MS

Our members reported increased Behavioral Health symptoms after COVID

Survey respondents reported moderate to high levels of:



Why Behavioral Health Matters

Vulnerable populations are particularly affected

15%

Less than 15% of **children in poverty** received needed mental health help

People with conditions have broader healthcare needs

11%

Members with a condition have been **hospitalized** in past 18 months

Many lack primary care

54%

Of those with a behavioral health condition are **lacking preventive primary care**

Overall medical spend is higher

2x

Higher spend compared to members without a behavioral health condition

Addressing Barriers to Care



Awareness

Proactive, personalized outreach to at-risk populations, not just those who self-identify



Access

Provide access to programs and benefits across the spectrum of care



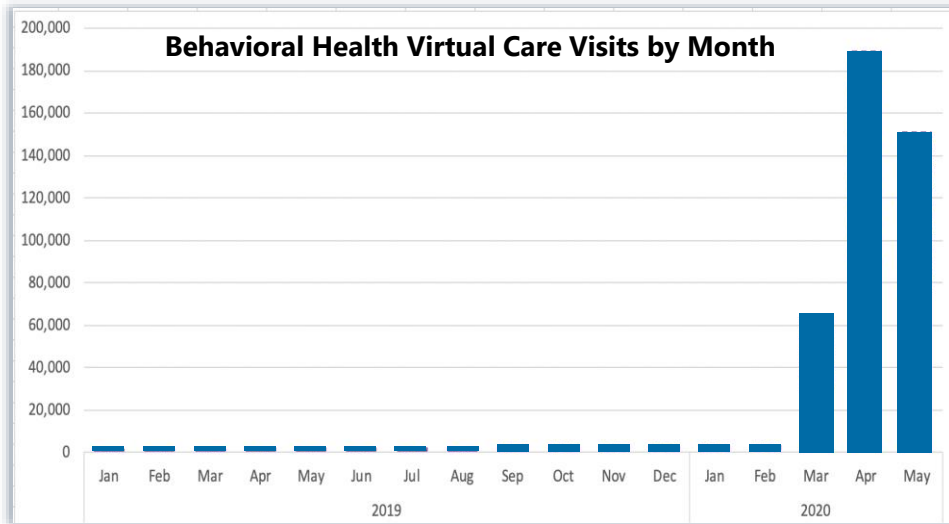
Affordability

Guide to the best, most cost-effective care options such as an EAP, cCBT, or in-network care

What can employers do to help?

1. Embrace digital + high-touch care

Telehealth



1 in 3 virtual visits is for a behavioral health need

High-Touch: Care Guides



Member "Jessica"

- Adult
- Multiple comorbidities
- High-risk for anxiety



Care Guide Pam

- 29 years nursing experience
- Suicide Prevention Coalition

What can employers do to help?

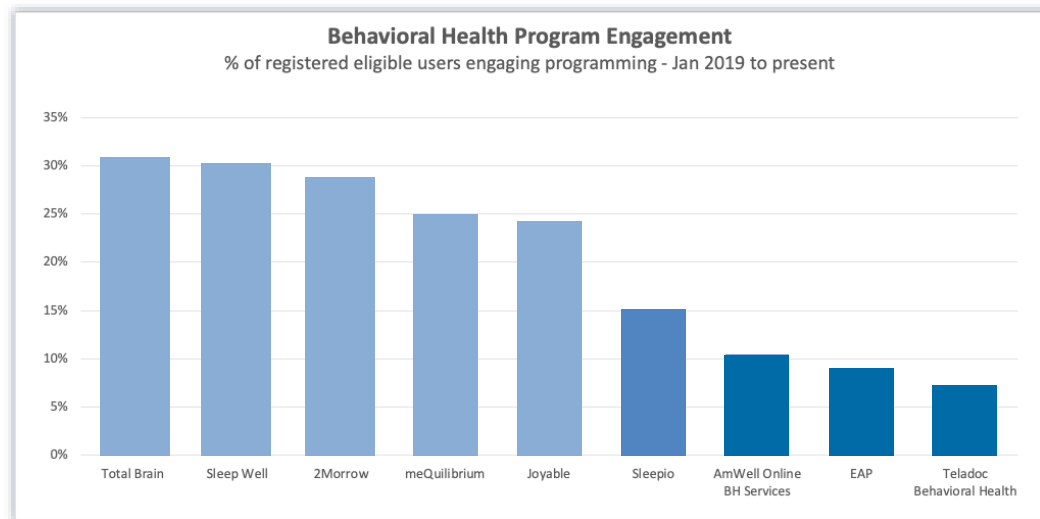
2. Invest in or promote existing behavioral health resources

Free Resources Made Available in Response to COVID-19



30% of registered members engage with Resilience Programming

10% with Teletherapy Programs





What can employers do to help?

3. Embed emotional wellbeing in your workforce health and safety strategy

Hi Eli,

Keep doing your part to protect yourself and others in the [California](#) location ([San Francisco](#) site).

Check in

How do you feel?

Get help from Working Well Guides [+1-888-923-1313](#)
M-F: 9am - 5pm ET

The information in this assessment is based on [CDC](#), [state](#), and [Acme's](#) guidelines. It does not replace the advice of a medical professional.

Are you experiencing any of the following?

Select all that apply

- ☒ Feeling anxious
- ☐ Sleeping poorly
- ☒ Feeling depressed
- ☐ Drinking heavily
- ☒ Feeling otherwise emotionally stressed
- ☐ None of the above

Next

Eli Jones
Results ID: 123456

Get the support you need to keep going and feel good.

Find resources via your EAP

Connect with a professional through Telehealth

Start an online emotional health program

Checked in May 5, 6:30 am PST
Recommendations do not replace professional medical advice

Opportunity to guide employees to:

- EAP
- Care Guides
- Telehealth
- Digital Programs



Castlight members are taking action and saving on medical costs



#4

Search Result

Behavioral health is consistently a top search

↑ 30%

Searches

More behavioral health searches in 2020

4.4%

High-Risk Savings

Savings across the risk spectrum, from low risk (\$212) to high (\$698)

Questions?



Michael Thompson
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Thank you

