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

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

<table>
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<tr>
<th>53,000 Employees</th>
<th>50%+ Essential Workers</th>
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<td>2,300 Branches</td>
<td>37 States</td>
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53,000 Employees and 50%+ Essential Workers. 2,300 branches across 37 States.
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?

Additional measures to reduce spread
I.e., temperature checks, plexiglass shields, hand sanitizer

Report Symptoms
Asymptomatic
Symptomatic / Exposed

What is the right next step for employees
I.e., stay home, speak with nurse or doctor, find testing

*Source: SHRM
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

Hi,
Keep doing your part to protect yourself and your community!

Have you had a temperature over 100.4°F/38°C in the past 14 days?

Yes
No

Get help from Working Well Guides
M-F: 7:30am-5pm ET

Results ID: 13161
Thank you. You are all set to go into your workplace today.

Results ID: 13164
Please stay home today and talk to your manager. If you get tested for COVID-19 and receive a positive result, contact Employee Relations at 1-800-961-9218 or PNC's Employee Assistance Program.
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
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

*Sources: NCBI, KFF, McKinsey*
Behavioral Health: Available and Accessible Resources

Easy Access to Serve a Spectrum of Care Needs
Resources accessible via PNC Intranet and Castlight Complete

Subclinical, Wellness

Educational Content
Mindfulness
Digital-CBT

Diagnosed, Treatment

EAP
Teletherapy

iLearn
(Learning Management Platform)

Educational content

Digital CBT Tool

Interactive education
• Coping with COVID-19
• Facing Racism and Discrimination
• Coping Tools

Employee Assistance Program

Access to counseling
Educational content

Telehealth

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

Spotlight: Digital CBT

Behavioral Health: Available and Accessible Resources

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Spotlight: Digital CBT
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:

- Stress: 81%
- Insomnia: 84%
- Depression: 76%
- Anxiety: 82%

*Sources: Castlight member survey*
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

*Nuact Times, Castlight data*
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

1 in 3 virtual visits is for a behavioral health need

**Telehealth**

**Behavioral Health Virtual Care Visits by Month**

**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

![Behavioral Health Program Engagement](chart.png)

*Graph showing percentage of registered eligible users engaging in various behavioral health programs from Jan 2019 to present.*
What can employers do to help?

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

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?

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Thank you