

Employee Counseling.

MDLIVE virtual behavioral health services enable best-in-class Employee Assistance Programs.

77

patient net promoter score

<5

days to first visit, on average

78%

of patients had improved PHQ-9 or GAD-7 scores*

ABOUT MDLIVE EMPLOYEE COUNSELING

- Teletherapy through video and phone with therapists and counselors in all 50 states.
- Specialized training in communicating with and diagnosing patients over the phone and video
- Evening and weekend appointments increase access and satisfaction for members
- Pre-defined number of telehealth sessions allocated at no cost to the member to care for a variety of behavioral health care needs
- Tracking and trend analysis of session outcomes through our automated Client Action Form

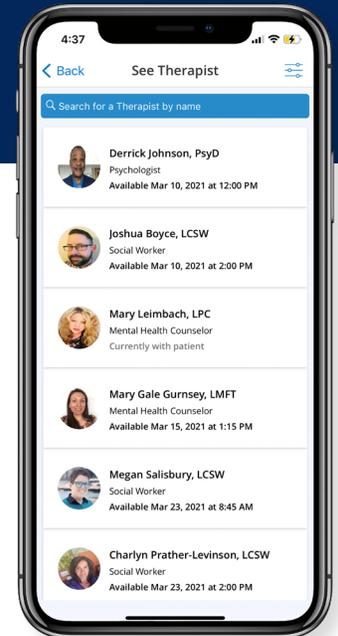
There is a mental health crisis in the United States, with more than 50 million American adults suffering from mental illness, and employers are taking notice. The impacts of depression and anxiety on workplace productivity are significant, and accessible behavioral health care is an attractive benefit to employees in a competitive labor market. That's why HR and employee benefits decision-makers are prioritizing access to the types of counseling services included in Employee Assistance Programs.

Meanwhile, a nationwide shortage of mental health care professionals makes it difficult for EAP administrators to deliver reliable, convenient, and cost-effective behavioral health care services to covered employees. In fact, more than 120 million Americans live in a community with insufficient access to mental health care providers.

MDLIVE solves these challenges. Our network of licensed therapists combined with our integrated administrator, member, and provider platform enables best-in-class Employee Assistance Programs nationwide.

HERE'S WHY EAP ADMINISTRATORS ARE TURNING TO MDLIVE AS THEIR PARTNER OF CHOICE FOR VIRTUAL BEHAVIORAL HEALTH CARE:

- **Extensive Provider Network** – Our national network of more than 900 licensed therapists and counselors are specially trained in teletherapy and can provide counseling in all 50 states.
- **Convenient Employee Access** – Counseling sessions are conducted by video or phone, and evening and weekend appointments are available.
- **Flexible Implementation Models** – Two access models accommodate administrator and employer needs:
 - Administrator facilitated model leveraging MDLIVE's Care Connector Portal (CCP).
 - Employee self-serve model leveraging custom client landing pages and member registration.
- **Built for EAPs** – Our platform is configurable to address your EAP offering's unique requirements, from authorization and billing to portal integrations and outcomes reporting.
- **Avoid Gaps in Care** – MDLIVE providers can refer employees to continued behavioral health care services after EAP benefits have been exhausted.



MDLIVE Employee Counseling | Call 888.781.5301 | MDLIVE.com | info@mdlive.com

Patient NPS and wait times data reflective of MDLIVE behavioral health care services data for calendar 2020.

*Percentage of assessed patients that showed clinical improvement in PHQ-9 or GAD-7 scores after three or more virtual therapy sessions with their MDLIVE provider in 2020.

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