



# Behavioral health solutions for the whole person

Carelon Behavioral Health is an industry leader in behavioral healthcare management. Our comprehensive portfolio of products and services, combined with nearly 40 years of proven clinical expertise, supports more than 40 million members in all 50 states. We deliver high-quality behavioral health outcomes that promote prevention, recovery, and resilience to support each member's overall health.

## What we offer

Mental health, substance use disorder (SUD), and specialty services

EAP services through **Carelon Wellbeing**

Direct-to-consumer care and primary care integration through **Carelon Behavioral Care**

Crisis services

## How we help

Advanced data and technology capabilities help our partners:

- Identify and support individuals at risk for adverse health events.
- Manage comorbid physical health conditions along with behavioral health needs.
- Engage members to streamline preventive care navigation and coordination.
- Track and analyze member progress.
- Optimize utilization and management of services to reduce costs.

We are accredited by the **National Committee of Quality Assurance (NCQA)** and work with their partners to establish clinical quality metrics, including the Healthcare Effectiveness Data and Information Set (HEDIS), which make a measured impact on our members. By establishing benchmarks and setting key performance indicators, Carelon Behavioral Health tracks member progress and demonstrates cost-efficient outcomes that improve lives.



# Single-source solutions for every need

Together, our vast clinical network and comprehensive services are ready to respond to a wide range of behavioral health conditions. All products include data and reporting, advanced analytics, compliance, and IT infrastructure to support seamless implementation and operation.

## Mental health and substance use disorders

- Case management
- Utilization management
- Claims management
- Peer support
- Analytics and reporting
- Tech-enabled access
- Care navigation
- Rx analytics
- Specialty networks
- Integrated care
- Population health
- Digital self-care content
- Medications for opioid use disorder (MOUD)
- Provider quality management
- Support for social drivers of health

## Specialty services

- Eating disorders
- Child welfare
- Suicide prevention
- Serious mental illness (SMI)
- Maternal mental health
- Older adults and seniors
- Active duty military and veterans
- Autism and applied behavioral analysis (ABA)
- Child, young adult, and family
- Comorbid physical and mental health
- Intellectual disabilities (IDD)
- Justice-involved populations

## Crisis services

- Crisis contact centers (call, text, chat)
- Mobile crisis response
- Quality management
- System operations
- Administrative oversight

## Employer services

- Coaching services
- Substance misuse
- Case management (SAP)
- Expert evaluations (SAE)
- Intake and assessment
- Short-term counseling
- Workplace training
- Digital employee platform
- Self-help and mindfulness tools
- Management consultations
- Disruptive event management
- Fitness for duty evaluations
- Cognitive behavioral therapy (CBT)
- Global solutions for multinational employers
- Work life services (child and elder care)
- Legal, financial, mediation, and ID-theft assistance

## Carelon Behavioral Care

- Direct clinical care (in-person and telehealth)
- Colocated behavioral health clinicians
- Community resource navigator (social drivers of health)

## Federal services

- Non-medical counseling and lifestyle coaching
- Crisis intervention and suicide prevention
- Benefit education and navigation for military and families
- Federal agency employee assistance program services

## How can we support your behavioral health goals?

To learn more about what we can do for you, call or email today.

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