

The nation's leader in behavioral health services — helping Veterans get the support they need



Easy access to high-quality mental health and substance use disorder services is essential to restoring and maintaining the health and well-being of our Veterans. With that in mind, our programs are uniquely positioned to help Veterans get the support they need.

About one-third of returning service members report symptoms of a mental health or a cognitive condition.<sup>1</sup> And only 50 percent of returning Veterans who need mental health treatment will receive these services.<sup>2</sup> Reasons for this include:

- Stigma or fear of being seen as weak
- Symptoms not always easily recognized
- Uncertainty about how to approach the health care system
- Long wait times to receive mental health treatment
- Logistical problems, such as long travel distances to receive care
- Lost hope that their condition and life can improve

---

**1/3** of returning service members report symptoms of a mental health or a cognitive condition.<sup>1</sup>

**50%** of returning Veterans who need mental health treatment will receive the services they need.<sup>2</sup>

---

1. RAND Center for Military Health Policy Research. Invisible wounds: Mental health and cognitive care needs of America's returning Veterans. Research Highlights. 2008.

2. Substance Abuse and Mental Health Services Administration (SAMHSA). Veterans and military families. samhsa.gov. Last updated Sept. 2014.

Optum® understands these challenges, and we work to remove these barriers. We help people reach a stable place and maintain recovery on their terms, so individuals and their families can live their best lives. As the largest managed behavioral health care organization in the United States, we have the expertise, scope and scale to support any population across the nation. We:

- Provide behavioral health services to 34.5 million Americans
- Are the nation's largest performance-tiered network with more than 185,000 active network providers
- Are a vendor for 42 percent of Fortune 100 and 34 percent of Fortune 500 companies
- Serve 6.4 million Medicaid and 4.4 million Medicare lives
- Achieved NCQA's highest Full Accreditation status as well as URAC accreditation

## Our guiding principles

### 1. Focus on coordinating care for the whole person.

The rigors and trauma of military service can make a unique impact on a person's physical and mental health, as well as on the social determinants of that person's health (including living environment and work status). Our approach looks at all of these aspects of a person's health and well-being, whether he or she is being treated by a primary physician or behavioral health specialist. This ensures better treatment of the whole person by identifying and addressing an individual's co-occurring physical, mental and social issues.

This whole-person approach is particularly important when managing the long-term effects of complex conditions that many Veterans struggle with, such as post-traumatic stress disorder, traumatic brain injury, depression, suicide ideation, and substance use disorders.

Our program works by connecting clinicians with an individual's health-status data. We work across the health system to identify under-treated problems early and then manage conditions following evidence-based best practices. We also bring together community social support services that help these people maintain their quality of life and live as independently as possible.

### 2. Focus care on person-centered recovery principles.

The best outcomes are achieved when individuals are fully committed participants in their treatment, recovery and well-being. That's why engaging and empowering the individual is at the heart of our programs.

We listen to individuals to understand their goals and what motivates them to take action. Abilities and strengths become part of their recovery plans. Self-care tools and resources keep individuals engaged and support recovery and wellness between visits.

### 3. Make care accessible and relevant to Veterans.

People respond best to care that meets them where they are. We've invested in the services and capabilities to make this possible, including:

- 24/7 emergency mental health care
- Care that is sensitive to gender, cultural, and service-related issues
- Services close to home, including virtual telemental health visits
- Family, couple and child services to support immediate family members



Our care advocates understand the specific needs of the populations we serve, and they actively guide individuals to specialized services when needed. These may include:

- Personal and family counselling
- Treatment for substance use disorder, including opioid use disorder
- Suicide prevention programs
- Care for post-traumatic stress disorder
- Treatment for traumatic brain injuries
- Sexual trauma services
- Programs for those involved with the justice system
- Home-based evaluations for elder Veterans

These guiding principles — coordinated, whole-person care, person-centered recovery, with relevant and accessible services uniquely positioned to help Veterans — help those who serve get the care they deserve.

## Meet Bill: A Veteran's journey to recovery



Bill is 53 years old and recently retired from the military. He is readjusting to civilian life and is struggling with a substance use disorder and major depression. Bill has also been admitted to a behavioral health hospital twice in the past year.

1

After Bill's last hospital visit, he received a call from a licensed Optum behavioral health clinician who **reviewed his discharge plan with him and made sure he understood it** and had the resources and support to follow the plan.

2

The Optum clinician contacted Bill to **ensure he kept his scheduled follow-up appointments**. Bill's wife was also engaged to ensure Bill had transportation to his appointments.

3

The Optum clinician **connected Bill to local community supports after first reviewing his options and discussing what would work best for him**. He attended AA and obtained a sponsor. Bill also joined a VA substance-use recovery support group. Bill's wife was guided to an AL-ANON group.

4

The Optum clinician **stayed connected with Bill at regular intervals by phone for six months** to ensure he was actively participating in his plan to stay healthy and out of the hospital.

5

The Optum clinician worked with Bill to **create a crisis plan to help him avoid returning to the hospital** should his depression return.

Recovery

Bill has been able to stay out of the hospital. **He continues to remain sober and symptom-free** and is appreciative of the support he received from Optum.

The nation's leader in behavioral health services

UnitedHealth Group and Optum are honored to support service members, Veterans and their families through partnerships, meaningful volunteer opportunities and community service initiatives across the country.



**BOYS & GIRLS CLUBS  
OF AMERICA**

**Boys and Girls Club of America**

United Health Foundation is partnering with the Boys and Girls Clubs to create an interactive online platform and mobile application for military kids, to help them succeed in their new schools and communities as they transition from military to civilian life.



**Fisher House Foundation**

Through our partnership with the Fisher House Foundation, we provide free, temporary housing and childcare services to families of service members and Veterans needing medical care at Camp Pendleton, Joint Base Lewis-McChord and the Naval Medical Center San Diego.



**Paralyzed Veterans  
of America**

**Paralyzed Veterans of America**

Paralyzed Veterans of America and UnitedHealth Group® have formed a strategic partnership to help Veterans transition to civilian life and navigate the complex landscape of finding jobs.



**Ride 2 Recovery**

UnitedHealthcare® is a lead sponsor of Ride 2 Recovery, providing financial, in-kind and volunteer support at cycling events across the country to help injured Veterans recover from physical and mental wounds suffered in combat.



**Blue Star Families  
Fellowship Program**

UnitedHealthcare and Blue Star Families launched Blue Star Families Fellowship Program to support and empower military families. Three military spouses were named ambassadors to serve as a link between military and civilian leadership communities.



**Marine Corps Scholarship  
Foundation**

UnitedHealth Group is a national corporate sponsor of the Marine Corps Scholarship Foundation, supporting educational opportunities for the children of wounded Veterans.



**National Military Family  
Association**

United Health Foundation's partnership with the National Military Family Association provides scholarships to military spouses working to complete clinical training in mental health and counseling.



**WE HONOR VETERANS**

**We Honor Veterans**

Optum® Palliative and Hospice Care participates in We Honor Veterans, a specialized hospice care program for America's Veterans created by the National Hospice and Palliative Care Organization in collaboration with the Department of Veterans Affairs.

---

**To learn more, visit [optum.com/VeteranCare](http://optum.com/VeteranCare).**

---



11000 Optum Circle, Eden Prairie, MN 55344

Optum® is a registered trademark of Optum, Inc. in the U.S. and other jurisdictions. All other brand or product names are trademarks or registered marks of their respective owners. Because we are continuously improving our products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

© 2017 Optum, Inc. All rights reserved. WF543877 01/18