Mental health benefits that work: How Health Catalyst employees get care when and how they need it.

Case Study:
Health Catalyst

Website:
www.healthcatalyst.com

Industry:
Healthcare, IT

Company size:
1000+

Background

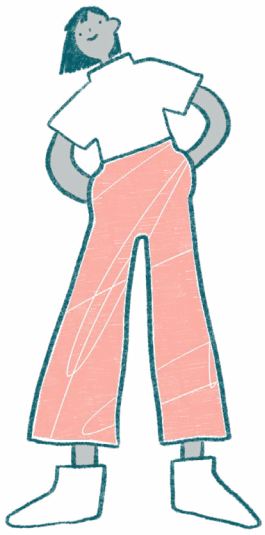
30% of American adults suffer symptoms of mental illness.[1] Research by Tava partners shows that each employee with an untreated mental health condition can cost an employer over **$20,000 in additional medical and disability claims.**

Despite the great need for mental health care, traditional mental health care benefits tend to be difficult or impossible to access. Challenges finding a provider, travel time, and long waitlists, and high costs all impede care.

The Problem

Health Catalyst's search for a solution
The People Operations team at Health Catalyst recognized that mental health related risks posed potential challenges that were not being fully addressed by traditional benefits programs.

> *"Team members consistently told us that care through our traditional medical benefit was lacking."*



Becky Vea, Senior Vice President of People Operations at Health Catalyst, shared how the company's mental health benefit at the time presented team members with some challenges: "Team members consistently told us that care through our traditional medical benefit was lacking. Wait times were long, weeks even months, for initial visits. There was a general lack of providers, especially in more remote locations or within certain specialties. Additionally, some team members struggled to find care for their dependents under the age of 18."

The Solution

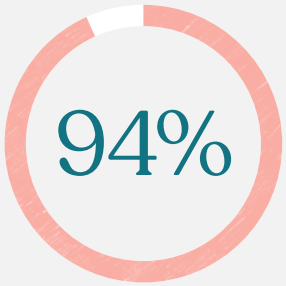
Solution found: Offering effective care through Tava Health
Tava's intuitive platform, robust clinical network, and utilization-based pricing gave Health Catalyst the confidence that Tava would provide the comprehensive and beneficial mental health service that the Health Catalyst team members needed. Vea explained, "Tava's platform is easy to use and conforms well to everyone's schedule. Tava can treat a variety of conditions, including those that require medium to long-term care; and we were happy to be able to offer a solution that also would treat our team members' dependents."

1 https://www.kff.org/report-section/the-implications-of-covid-19-for-mental-health-and-substance-use-issue-brief/

The Results

"I have seen many therapists and psychiatrists, but my Tava therapist is by far the best. I recommend her and Tava Health to everyone I know."

-Health Catalyst team member



Employee satisfaction rate



Clients that would not have received care without Tava

Vea reported, "Anecdotal feedback about Tava from team members has been very positive." 94% of employees were satisfied with the care they received and 50% of employees who used the platform reported that they would not have received help without Tava.

"Tava is a true partner."



"Tava is a true partner," Vea said. "If we need advice on how to handle a particular issue at work or ideas to increase engagement, they actively participate and contribute, helping us find a solution. Tava's team provides everything from one-on-one management coaching to leading customized webinars. They are aware of our unique culture and needs. Because of this we feel confident when issues arise, they are able and willing to support us in addressing the problems quickly."

The Conclusion

Employers can make an enormous impact in addressing the mental health challenges faced by many Americans and those they love. Tava's easy-to-use platform, utilization-based pricing, and quality therapists with next-day availablity allows employers to give their people the support when and how they need it.

- Easy-to-use platform
- Utilization-based pricing
- Available, high-quality therapists

Connect with us today to learn more about partnering with Tava at your organization.

tava.

Learn more online at **tavahealth.com/employer**

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