

# California Health Plan & Headspace



**Expanding access to mental health resources — at lower costs — by ensuring members get the right level of care at the right time.**

#### CLIENT

A large health plan based in California provides access to high-quality, affordable healthcare and support to millions of members. In recent years, the plan has been focused on improving member access to include support for mental health and well-being. To help them accomplish this, we partnered with Solera Health, a leading network of digital and community point solutions focused on intensive, evidence-based lifestyle, behavioral and social interventions.

#### CHALLENGE

The health plan is focused on improving members' access to mental health resources while also helping members reduce stress, improve resilience, and live healthier lives. To scale their mental health and support, they wanted a solution that ensures members receive the right level of care. They also understood that a value-based arrangement was key to improved outcomes and engagement.

#### SOLUTION: HEADSPACE AND SOLERA

The health plan turned to Solera and Headspace to support members participating in its mental health program. The Headspace model, which includes Headspace Care's behavioral healthcare and support and Headspace's mindfulness and meditation platform, engages members in building daily, positive mental health habits.

\*SELF-REPORTED MEASURES. DATA REFLECTIVE OF 01-07/2022.

\*\*SELF-REPORTED MEASURES. DATA REFLECTIVE OF 12/2021-07/2022.



WITH HEADSPACE CARE,  
THE HEALTH PLAN HAS SEEN\*

**80%**

of members with moderate  
to severe depression at intake  
had improved symptoms

**76%**

of members with moderate  
to severe anxiety at intake  
had improved symptoms

**77%**

of members who started in  
coaching returned to the app for  
coaching and/or self-care content

Average coach rating of 4.8/5  
and clinician rating of 4.9/5

WITH HEADSPACE,  
THE HEALTH PLAN HAS SEEN\*\*

**90%**

of members view their plan  
more favorably after being  
offered Headspace

**14,124,776**

minutes of Headspace in 2022

**>20%**

monthly engagement rate

Most-used resources  
include content on anxiety,  
stress, and sleep

#### MODEL

Headspace offers on-demand, human-to-human care provided by expert coaches, licensed therapists, and psychiatrists, augmented by engaging self-care content from Headspace Care and Headspace. After filling out an initial questionnaire, members are directed to the appropriate – and low-cost – self-care content in the Headspace app, if needed. Members who need more support are guided to download the Headspace Care app and chat via text with a live coach, available 24/7. For those with more acute needs, a licensed therapist or psychiatrist can be added to the member's care team. With this model, members access care at the right time, right place – reducing unnecessary utilization of higher-cost care.

The majority of Headspace Care's therapists, psychiatrists and coaches are employed, which allows for quality monitoring, and clinician collaboration protects access for health plan members and minimizes overlap with the plan's local provider network.

The health plan's mental health program members have access to Headspace Care and Headspace on-demand, 24/7. The plan collaborated with Solera and Headspace in a value-based model focused on member engagement and clinical outcomes to ensure a positive impact for the organization and its members.

#### RESULTS: IMPROVED MENTAL HEALTH OUTCOMES AND LOWER-COST CARE

After implementing Headspace Care and Headspace with navigation through Solera, the plan saw a notable improvement in mental health program-participating members. Members demonstrated meaningful engagement with anxiety, stress, and sleep self-care content, resulting in a positive change in these key areas. In addition, most members with moderate to severe depression or anxiety at intake had improved symptoms after engaging with Headspace Care. By navigating members to the appropriate resources and care for their acuity level, the health plan is able to expand access to mental health support at lower costs.

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