



A personalized approach to behavioral health.

Now part of TELUS Health, **Behavioral Health Systems (BHS)** brings decades of experience and a personal touch to the delivery of behavioral health solutions. Our open-network PPO includes more than 100,000 providers nationwide, giving members the ability to choose their providers while maintaining continuity of care, especially for EAP participants who need longer-term support. Our fee-for-service structure empowers employers with cost control and coverage flexibility, and delivers a better ROI than a traditional carrier-model.

Under the “carve-out” approach, BHS seamlessly integrates its services when a behavioral health diagnosis applies to a covered beneficiary. We also coordinate benefits with medical carriers on a real-time basis, resulting in continuity of care of behavioral health services, reduced costs, ease of administration and communication, and comprehensive utilization/cost reports for employers.

Continuum of care.

- ▼ **EAP**
Confidential services for employees and their family members.
- ▼ **Outpatient**
Face-to-face and virtual options with providers nationwide.
- ▼ **IOP**
Structured treatment for those requiring additional support.
- ▼ **PHP**
Comprehensive treatment during the day/week.
- ▼ **Inpatient**
Medically necessary treatment for acute symptoms.
- ▼ **Residential**
Care for individuals in a supportive/therapeutic environment.



97%

in-network
utilization
on our open
PPO network
model.





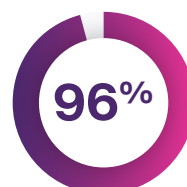
Why choose BHS, a TELUS Health company.

- One plan, one network, one toll-free number
- Masters-level care coordinators provide expert referrals based on needs and preferences
- Continuity of care/clinician throughout long-term treatment
- End-to-end claims processing alongside national/regional medical plan provider integration
- Fee-for-service provides maximum cost savings and coverage flexibility
- Companion MHSA & EAP contributes to client retention and low cost
- Personalized customer service, e.g. live voice reception, 24/7/365 access, designated care coordinators, patient follow-up
- Face-to-face, virtual care and on-site options available

Comprehensive managed care works.

- Employers and employees benefit from personalized assistance in accessing benefits, provider referrals on a priority scheduling basis, and care management to ensure maximum treatment effectiveness
- Client savings average 25% (total costs average 50-70% below national average)
- For an employer with 10,000 members, this can mean savings in excess of \$500,000 annually*

	BHS average	National average
Inpatient admits/1,000	3.9	5.4
Inpatient ALOS	6.2	9.2
Inpatient contracted per diem	\$ 921	\$ 3,360
Inpatient cost PMPM	\$ 2.58	\$ 13.28
Outpatient cost PMPM	\$ 9.96	\$ 27.42
Total cost PMPM	\$ 12.95	\$ 40.71



of members who contact BHS report they are satisfied with the services offered.



BHS has maintained a 98% client retention rate since 2020.

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*Results. In a BHS client case study, the employer benefited from increased engagement in care management for the members and experienced a 50% cost savings as compared to the traditional medical carrier model.