

# Mental health counseling

Initial findings show short wait periods and measurably improved outcomes through brief interventions

## Mental health can be complicated

51M

people in the U.S. live with a mental health issue<sup>1</sup>

55.2%

of U.S. adults with mental illness do not receive mental health services<sup>2</sup>

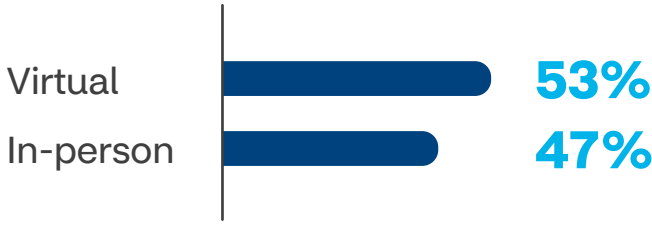
## But access to care doesn't have to be

Our initial findings show how we've helped simplify access to mental health counseling and improve patient well-being.

## CREATING ACCESS

### Virtual and in-person visits

Availability 7 days a week, including evenings



### Majority of new patients can schedule within 7 days

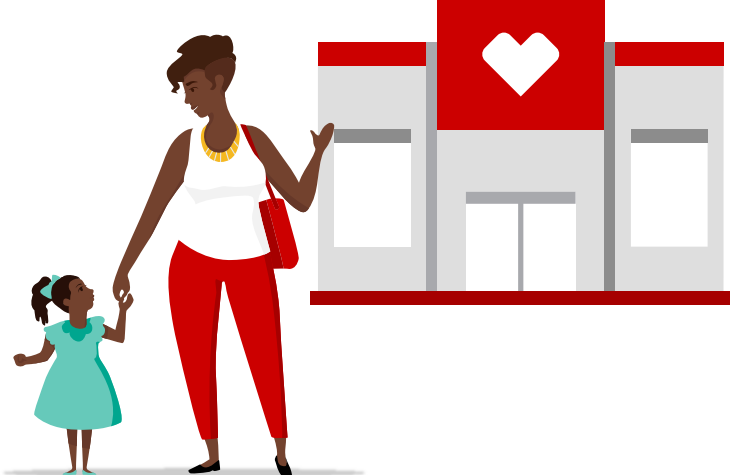


~92% of new patients were able to see a therapist for a same-day visit, or within 7 days



### Enabling flexible scheduling of visits

with appointment availability on evenings and weekends. Patients can schedule an in-person appointment by visiting [CVSHealth.com/mentalhealth](https://www.cvshealth.com/mentalhealth) or calling 1-855-417-2486 (TTY: 711).



### Patients average 3-5 visits with their therapists

with select patients seeing their therapists for 6-9+ visits.



### Open to everyone 18+

Treatment is available for individuals, couples and families.



### Multiple ways to pay

In network for most health insurance plans and employee assistance programs (EAPs). Affordable cash pay options also available.



## EVIDENCE-BASED CARE

### Standardized tools

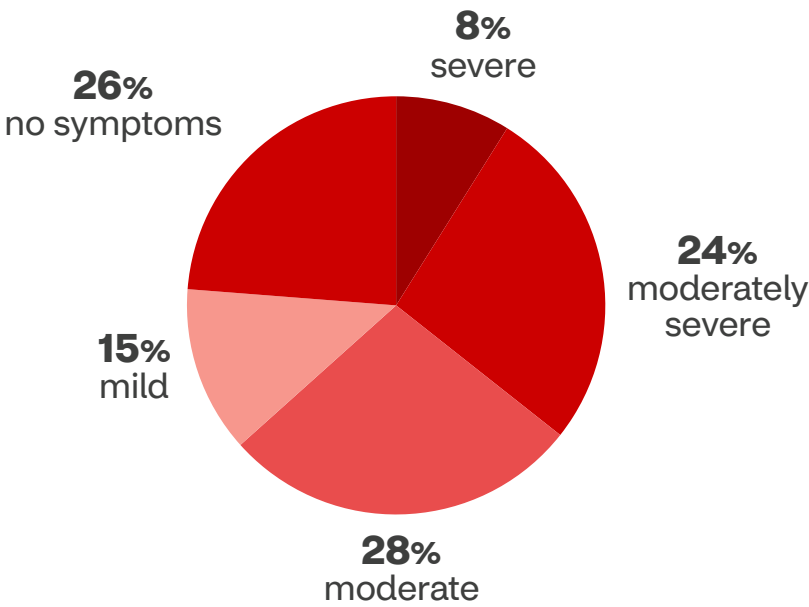
Used to measure symptom reduction:\*

Clinical distress (SIGNAL)  
Depression (PHQ-9)  
Anxiety (GAD)  
Alcohol use (AUDIT C)  
and more.



### Initial assessments

Show a broad range of cases, including for depression symptoms:\*\*



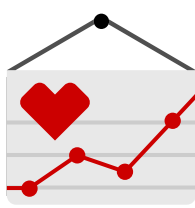
Percentages do not add up to 100% due to rounding.

## MEASURABLE IMPROVEMENT

### Improved outcomes

~82%

of patients report a reduction in depression symptoms\*\*

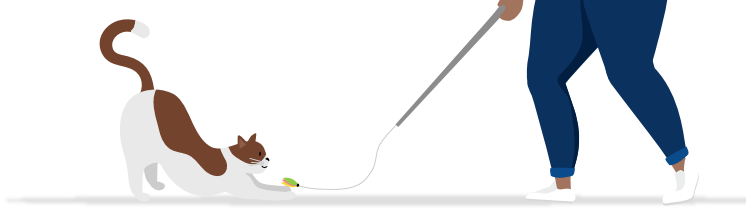


### After brief interventions

We offer support for a wide range of well-being challenges and mental health diagnoses. From managing life transitions to depression and related concerns.

Only 3-6 visits

average per patient to reduce symptoms within 6 weeks



“The service was available at a very trying time in my life when no one else had availability.”

— A CVS® HealthHUB™ mental health counseling services patient

Data as of 10/28/2021, unless otherwise noted. Preliminary data based on initial months of operations and subject to updates as service scales up in current and new markets.

\*The evidence-based tools are SIGNAL System®, the Patient Health Questionnaire-9 (PHQ-9), the Generalized Anxiety Disorder (GAD) Assessment and the Alcohol Use Disorders Identification Test-Consumption (AUDIT-C).

\*\*Measured via PHQ-9 scores for patients who have completed more than one visit and reported having at least mild depression symptoms in their initial visit.

<sup>1</sup>National Institute of Mental Health. Mental health information: statistics: mental illness. Available at: [NIMH.NIH.gov/health/statistics/mental-illness](https://www.nimh.nih.gov/health/statistics/mental-illness). Accessed October 8, 2021.

<sup>2</sup>National Alliance on Mental Illness. Mental health by the numbers. Available at: [NAMI.org/mhstats](https://www.nami.org/mhstats). Accessed October 21, 2021.

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Available in select stores. Services may vary. Pharmacy services provided by CVS Pharmacy®, Inc. Clinical services available at MinuteClinic®.

Mental health counseling services are available for adults 18 and up and are only available in select locations. Mental health counseling services are provided by a MinuteClinic® licensed therapist within a CVS® HealthHUB™ location.

Telehealth available in select states for select conditions. Other restrictions apply. See [MinuteClinic.com/VideoVisit](https://www.minuteclinic.com/videovisit) for additional details.