



FCH

CLIENT NEWSLETTER

FALL 2019

Focus on Behavioral Health



Behavioral health is a critical issue for today’s workforce, yet limited provider access is a problem that is just as serious. Workplaces that promote mental health and support their employees with mental health services are more likely to reduce absenteeism, increase productivity, and benefit financially from reduced mental health costs.

Earlier this year First Choice Health EAP was excited to announce the addition of an [innovative new telehealth technology](#) that will greatly improve behavioral health access for our 600+ clients. The platform is offered through online counseling partner BetterHelp, which will connect EAP members to the world's largest online behavioral health network.

Since we have implemented telehealth services, we have found that the numerous employees who have accessed our telehealth services have found them to be a very convenient and useful way to access their EAP counseling services. This has been particularly useful for those clients in remote areas, who have very limited schedules, travel challenges, mobility issues and for those who find

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Announcing our new logo! Message from CEO Jaja Okigwe

I am very excited to share with you a refreshed version of the First Choice Health logo. We’ve been hard at work refreshing our methods and technology to align with modern healthcare and workforce needs, and wanted our corporate brand to reflect who we are today. You’ll experience the same great service we’ve built over 35 years, with a fresh, bold look and feel.

Our new logo is implemented on our website and social media channels, and we will be phasing out the old logo over the next several months. [Click here to read more about it.](#)



New Logo



Healthy Employees. Healthy Companies.™

Old Logo

HOLIDAY Schedule

We're Closed for:
Thanksgiving
Thursday and Friday
Nov. 28th and 29th

We're Closed for:
Christmas
Tuesday and Wednesday
Dec. 24th and 25th

We're Closed for:
New Year's Day
Wednesday
January 1st

We're Closed for:
Presidents Day
Monday
February 17th



CONNECT WITH US ON SOCIAL!



Free Opioid Reports for Our Communities

The Opioid Epidemic is a reality that's impacting many local companies, affecting their productivity, absenteeism, health and safety. Earlier this year, First Choice Health launched the [COPE program](#) (Chronic Opioid Pain and Education), a Case Management program tackling opioid misuse and abuse using the nine opioid prescribing metrics developed by The Bree Collaborative.

We also [announced an offer](#) of free workforce prescription opioid use reports available to Puget Sound employers. Eligible employers simply instructed their pharmacy benefits manager to send their pharmacy claims to FCH to be analyzed; the extract is de-identified with no personal health information and is completely HIPAA-compliant. Local and national media were very interested in this new approach to help identify possible problems in our community, and provide a first step in fighting the opioid epidemic.

We had a great response to the limited-time offer available in the Puget Sound area, and have recently announced the same offer to [Central Oregon employers](#), with more locations scheduled for 2020.

Some brokers and companies indicated they'd like to use their current pharmacy benefits manager to produce a similar report on workforce opioid use. We think that's great, and would offer to provide an additional analysis of the same data at no charge to provide a comparison and further insights.

If you're interested in discussing a complimentary opioid report for your company or client, please contact us at 1-833-957-0032 or email opioidcare@fchn.com.



John Robinson, MD, our Chief Medical Officer, is interviewed at KING 5 TV studio in Seattle, WA. [Click here to watch the interview.](#)

Seasonal Flu Shots

Remind employees to get vaccinated

We're well into flu season and the best way to prevent seasonal flu in the workplace and in our communities is to get vaccinated every year. We encourage all employers to remind their staff to get a flu shot to reduce their chances of getting sick and reduce absenteeism in the workplace.

Flu vaccines are considered preventive care, and are typically available for free from many locations.

The CDC website offers great resources to answer questions about the flu and why vaccines are so important: www.cdc.gov/flu/prevent

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telehealth services more consistent in the way they interact with others. Please note that telehealth services are available to all First Choice Health EAP customers and have been added at no additional charge to our EAP program.

Since launching this service in June:

- 15% of EAP requests are asking for BetterHelp Services.
- Less than 3% of BetterHelp referrals have asked to be re-referred to traditional face-to-face services
- More than 66% of BetterHelp referrals have connected with their providers and started counseling

FCH Behavioral Health Directory

First Choice Health provides a directory listing Behavioral Health facilities throughout the United States which are considered in our Provider Network. If you have any plan members looking for a facility to treat Substance Use or Mental Health issues, we recommend that they consider one of the locations listed in this directory. Please share the Behavioral Health Directory with your plan members.

[Click here to download the FCH Behavioral Health Directory.](#)



New Solutions to Expand Access and On-Demand Care

First Choice Health is focused on expanding the reach of high-quality medical care, to serve those who are the hardest to reach due to their location or schedules, to help enable earlier medical intervention, and to reduce costs and increase employee satisfaction for our clients.

We're committed to finding, self-testing, and integrating digital tools and solutions focused on accessibility and adaptability, aligning with a broader demand from consumers for health and behavioral care solutions with text and chat-based interfaces. Next-generation virtual platforms provide our clients and their plan members with improved access to immediate, high-quality care, allowing the company to meet its members exactly where they are.

Earlier this year, we [partnered with BetterHelp](#) to provide a new virtual therapy platform to expand behavioral health access for our EAP clients, and additional telehealth integrations for our HPA business will be announced soon.

We're excited to explore and offer these innovative approaches to healthcare delivery, and help our clients to be stronger and healthier.

What are the benefits of innovative approaches to healthcare delivery?

- Improved access
- Greater convenience
- Better outcomes
- Increased engagement
- Lower long-term healthcare costs
- Increased employee satisfaction

FCH Charitable Giving Committee

First Choice Health distributes charitable giving dollars every year to organizations that provide support throughout our communities. For the first half of 2019, here are some of the organizations that benefited from our contributions:

- Alzheimer's Association
- Camp Primetime
- Clothes for Kids
- Compassion in Deeds
- Dignity for Divas
- Hugo House
- Mountlake Terrace Food Bank
- ReWA
- Ryther Child Center
- Seattle Dogs Homeless Program
- Vision House

State of the Network

We are pleased to announce that as of October 2019, our network includes 107,496 practitioners, 364 hospitals, and 2,356 ancillary facilities.

