



2021 ANNUAL
VIRTUAL CONFERENCE

BENEFIT STRATEGIES FOR THE NEW NORMAL

May 18 - 19 - 20



Tuesday, May 18, 2021

Session 3: 2:30 PM – 3:15 PM

Employee Mental Health & Well-Being Takes Center Stage During & Beyond COVID



Johnathan Markert

Health & Welfare Benefits Manager
BP America



John Howard

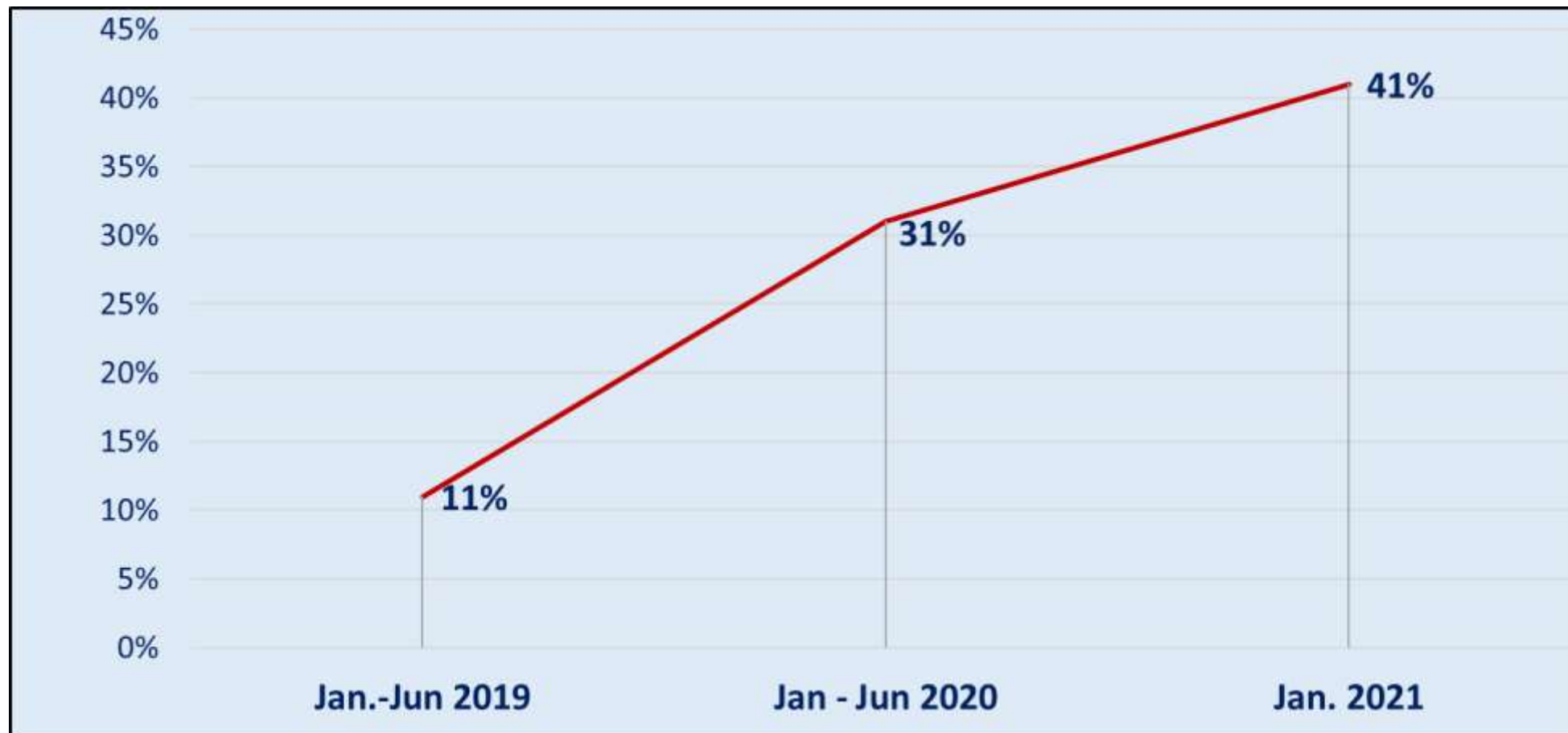
Director, Client Strategy
Optum Behavioral Health



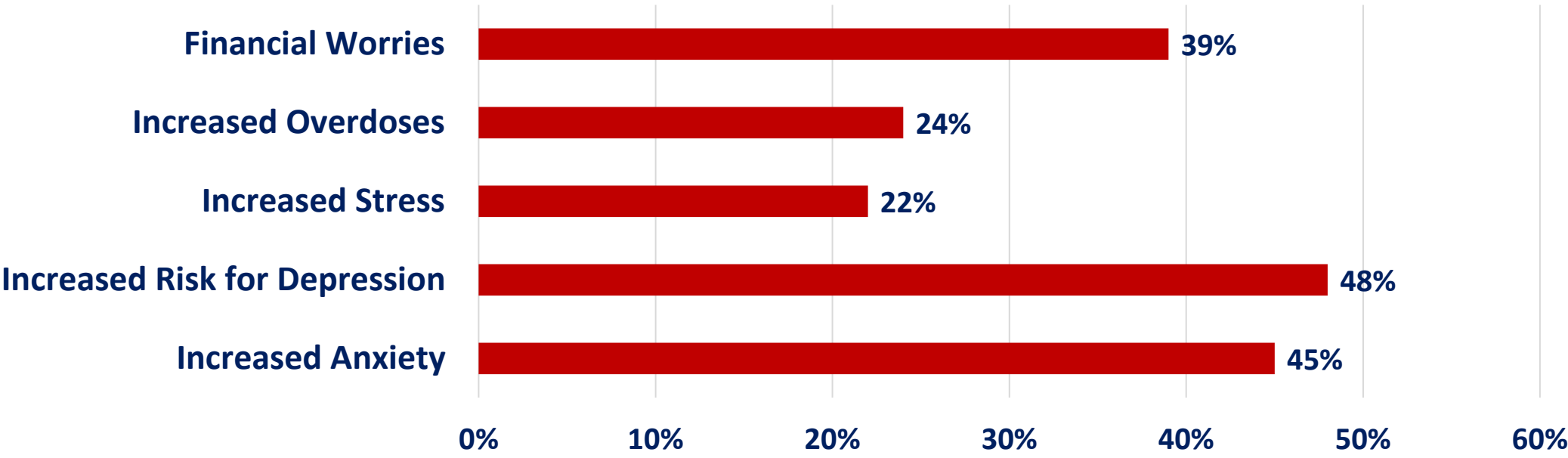
Marianne Fazen, PhD

Executive Director
Southwest Benefits Association

Worsening Symptoms of Anxiety & Depression



COVID Impact on Employee Mental Health



Source: Total Brain Mental Health Index



Employers Add Benefits During COVID

64% added new benefits

- ✓ Time off & Flexible schedules (44% vs. 24% pre-COVID)
- ✓ Free Apps: Stress management, meditation, mindfulness
- ✓ Financial guidance
- ✓ Access to online therapists
- ✓ Subsidized lifestyle coaching
- ✓ Caregiving benefits (back-up childcare, eldercare)
- ✓ Free at-home COVID-testing
- ✓ Kids Virtual summer camp

Employers Expanded Benefits During COVID

34% of employers expanded benefits:

- ✓ Enhanced EAP benefits (increased number of visits)
- ✓ Enhanced behavioral telehealth (video & texting on demand)
- ✓ Ask health plan/TPA to increase access to in-network MH-SA providers
- ✓ Reimburse primary care providers for depression screening & collaborative care



2021 ANNUAL
VIRTUAL CONFERENCE

BENEFIT STRATEGIES FOR THE NEW NORMAL

May 18 - 19 - 20



Behavioral Health Trends 2021

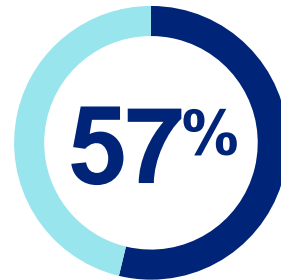
Many are affected, few are treated



Nearly
1 in 5
adults is affected by
mental health issues¹



Only **1 in 10** Americans with a
substance use disorder receives treatment²



of adults with a mental illness did not
receive mental health services in the
previous year¹

¹ National Institute of Mental Health website, data from 2017 National Survey on Drug Use and Health by the Substance Abuse and Mental Health Services Administration, <https://www.nimh.nih.gov/health/statistics/mental-illness.shtml>. ² Center for Behavioral Health Statistics and Quality (2016). Results from the 2015 national survey on drug use and health: Detailed tables. Rockville, MD: Substance Abuse and Mental Health Services Administration.

State of Behavioral Health



Nearly 1 in 5 adults is affected by mental health issues. U.S. and worldwide.



57% of adults with a mental illness received no mental health services in the previous year.



Depression and anxiety often go unaddressed, leading to about \$1 trillion in lost productivity each year.



330M worldwide experience depression, 17M in U.S.

Only 1 in 10 people with substance use disorders receive treatment.



100K+ Lack of behavioral health specialists. psychiatrists, psychologists, mental health and addiction counselors must be added to the US workforce to meet expected demand by 2030.



National shortage of psychiatrists. 60% of practicing psychiatrists are 55 or older. In the near future there will be more psychiatrists leaving the profession than entering it.



61.2 M in U.S. had a mental illness or substance use disorder in 2019.



\$504 billion economic burden of the opioid crisis alone in the United States.



COVID-19, World Events, and Mental Health

Martin H. Rosenzweig MD,
Behavioral Health Chief Medical
Officer at UnitedHealth Group,
suggests “Mental Health and the
Covid-19 Pandemic” *New
England Journal of Medicine*
<https://www.nejm.org/doi/pdf/10.1056/NEJMp2008017?articleTools=true>

*How is this epidemic having an
emotional impact on people*



The psychological consequences may extend out for months, if not years afterwards.



The impact on the economy may have a psychological impact as well.



Loneliness has the same impact as smoking 15 cigarettes a day.



Because of the stress, people may be more susceptible to developing an illness.



Every culture has a different way of looking at mental health. For many, there is stigma around mental health, and mental health challenges are considered a weakness and something to hide. This can make it harder for those struggling to talk openly and ask for help.

Covid-19 Impact Common Mental Health Conditions

Mental health conditions affect a person's thinking, feeling, behavior or mood and can deeply impact daily life and the ability to relate to others.



Social Isolation

Lack of social connectedness has been directly linked to increased morbidity and mortality.



Stress

30% of people experience “secondhand stress” from the stress of others. Stress is contagious, but so is wellness.



Anxiety

Anxiety disorders occur when we feel worried or fearful. Signs and symptoms can be mental and physical.



PTSD

For those who've been a target of discrimination, violence, or disturbing events could be at risk of developing a post-traumatic stress disorder (PTSD).



Depression

Depression is one of the most common mental disorders. Symptoms include changes in focus, energy, and outlook. It is important to see professional help.



Grief

We often associate grief with loss of life, but grief can come from the loss of anything. Grief occurs on a spectrum and it may look different for each of us.

Substance use disorder

Substance use disorder is when the recurrent use of drugs and/or alcohol causes significant health problems, disability, or failure to meet day to day responsibilities.



32% of SUD cases are attributed to opioid use disorder

Every 13 minutes, there is a death from opioid overdose in the U.S.

Problematic Substance Use occurred with **28% of the completed suicides**



50% of SUD cases are attributed to alcohol use disorder¹

3rd leading cause of preventable death in the U.S. with **88,000 deaths** from alcohol-related causes annually

3 million people died globally in 2016 because of alcohol.



\$249B annually approximate cost of alcohol misuse in the U.S.

200% increase in the rate of deaths from drug overdose between 2002 and 2017

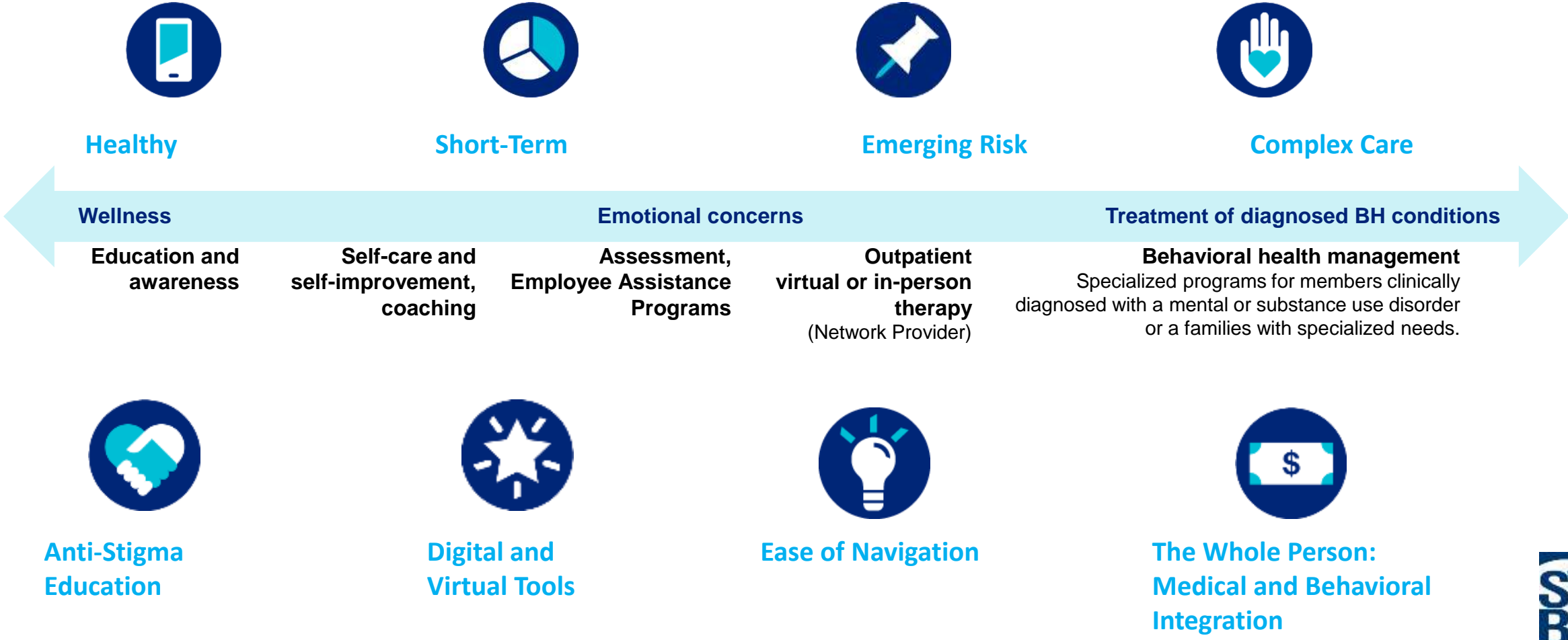
Worldwide, about **0.5 million deaths are attributable to drug use.** More than 70% of these deaths are related to opioids

Note: Destination treatment facilities promote amenities. For long-term recovery, facilities should use evidenced-based medicine practices. Best outcomes occur with near-home and clinically based treatments.



Member engagement and outcomes

Understand member experience. Build a comprehensive strategy that improves outcomes.



From the top down



Looney, Bernard
9/28/2020

How can leaders and line managers help mental health?

With the challenges we face right now, it is a hard time for everyone. The pandemic. The recession. The normal stresses of life being a ways – we're living through a mental health crisis.

So how can leaders and line managers help? I joined a session at the Academy of Management recently to talk about that.

Mental health has moved up the agenda a great deal in the past few months, there is nothing more inclusive – as it touches each and every one of us. Whether that be elderly parents, teenage children, relationships, stress, work pressures - we are all dealing with something.

But historically our perception of a leader is often about strength, to get through things. Someone who knows all the answers, someone who doesn't have fears or worries.

That doesn't work for me. For one – I have things that worry me, I think it is important we redefine what a great leader looks like. There will be other and better views – I think leaders need to be resilient. Open-minded. Sharing their vulnerabilities. Empathetic – always learning about the individual.

People will realise their leader is human too – it can only help create a work environment where we discuss things. And that has to be good for us as well as helping our mental health. I can't imagine anything better.

What do you think?

Looney, Bernard
10/19/2020

Unsung heroes

The COVID-19 crisis has been unique. Not just for the unprecedented health impacts and resiliency but the sheer length of it. We have all had to cope with it for a very long time.

Adjusting to our shared "new normal" has been no mean feat. I want to highlight some unsung heroes who have helped us through this crisis but not be aware of it.

Our crisis response organisation was activated at the beginning of the crisis, then, we have had 145 separate teams across the world working tirelessly at business, country and company level. Today, with the spread - we have 85 teams still in action.

They are the people figuring out how to get rotators to their families. They are the ones deciding whether to close businesses and offices, prioritising the safety of us all. They are the ones working with our communities, day in and day out. They are the ones who are making a difference.

Working with teams across the board – health, people & advocacy, procurement & supply chain management, intelligence, security & crisis management – to keep the world safe every day. Incredibly, the vast majority of these teams do this every day.

Of course – this crisis is not over – and nobody knows how long it will endure. And so, the teams will keep working through these challenges.

BL > JM

Bernard Looney awarded You

One Team
July 28, 2020

Saying thank you matters, more than ever right now

Hello

Saying thank you really matters – more than ever right now. And we have a brilliant way to do that through our Energize! platform. I encourage everyone to make full use of it as you see, hear and learn about the extraordinary things being done by your colleagues around bp.

And there is also a new feature I want to mention. You can now use Energize! to celebrate significant moments in colleagues' lives – like birthdays, getting married, moving home or having a baby.

Let's all take the time to thank and recognize colleagues for their achievements and successes, both inside work, and outside. It makes a difference.

Making life just a little bit easier



COVID-19 benefits support and resources

As the COVID-19 health crisis continues to present unprecedented challenges, BP's top priority is to support the health and safety of our employees and their families. Below are some important information to help you and your family know your BP benefits and providers can help you and your family during this time.

Support from your BP medical plan

Teladoc

For non-urgent medical needs, you can avoid exposure to others and keep from overtaxing our medical system by using the telemedicine options available through your BP medical plan. You are encouraged to use telemedicine as your first line of defense for medical issues in order to limit potential exposure in physician offices.

What you need to know:

- Teladoc connects you 24/7 by phone, tablet or computer with a national network of board-certified physicians for consultation, treatment and prescriptions.
- Within minutes of making the call, a doctor will contact you to gather information and diagnose a range of medical issues. If needed, they can also send a prescription to your pharmacy of choice.

Register today:

- Aetna participants set up your Teladoc account at [Teladoc.com/aetna](https://teladoc.com/aetna).
- Blue Cross Blue Shield (BCBS) participants at Cherry Point can sign up for MDLive at MDLIVE.com/bcbsil, or phone 888-676-4204.

Copays waived until June 4

BP is committed to providing you with timely access to medical care. To make sure you get the help you need when you need it, BP will waive copays for COVID-19 testing and all telemedicine calls until at least June 4, 2020.

What you need to know:

- All out-of-pocket costs relating to testing for COVID-19 are waived effective immediately.
- BP will waive all telemedicine copays until at least June 4. In addition to telemedicine services that may be available through healthcare providers, employees can also access [Teladoc](#) (Aetna) or [MDLive](#) (BCBS).

Questions about benefits? Contact the BP Benefits Center at 800-890-4100 or online via bp.com/lifebenefits. Advocates are available Monday through Friday from 7 am to 7 pm, Central time to provide free, confidential support to employees and retirees enrolled in BP's health plans.



Helpful resources

BP Care

For stressful times when you need a little extra support, call on BP Care, your employee assistance program (EAP).

What you need to know:

- BP Care provides no-cost support for you and anyone living with you
- Find support for anything from family and caregiving to emotional support, health and wellness
- Get help with locating resources, such as day care, schools, automotive, legal, financial and more

Reach out. Call 800-499-3687 or **access online 24/7** at [www.EAPHelpLink.com](#). Access code: BP.

Participate in a coronavirus webinar:

Keep calm and carry on – Maintaining your composure amidst the pandemic panic

Friday, March 20, 10 am – 11 am, Central time.

Go to www.EAPHelpLink.com, enter your code: **BP** and look for Online Seminars in the lower left-hand corner.

Back-Up Care Advantage

Need help finding temporary child care or elder care? With Bright Horizons Back-Up Care you are eligible for 15 days of back-up care per calendar year through a national network of licensed dependent care providers.

Register at [Bright Horizons](#).

PwC

Sudden ups and downs in the stock market often cause people to question their financial strategy. PwC financial coaches are available to help you navigate financial uncertainty.

Call 866-237-6165 to talk to a PwC financial coach Monday through Friday from 8 am to 7 pm Central time.

Providing stress solutions



Take your mind off COVID-19



Stuck at home trying to manage it all? Try these resources from bp benefits to lift your mood, stay healthy and earn valuable bp wellbeing program points.

1.

Step up to the Million Step Challenge

Feeling housebound? Lace up your running shoes and go for a quick run or a power walk. You'll be clearing out the cobwebs, logging your steps and getting out among neighbors, while maintaining the proper social distance.

Points: 250 per million, 1,000 max

2.

Share your wellbeing moment

If you haven't been following the [bp wellbeing program Yammer community](#), now's the time to check it out and enjoy the healthy recipes, fun activities and light-hearted photos and videos your bp colleagues are sharing. Post your own **#MyWellbeingMoment** and be entered to win the monthly drawing for amazing prizes.



3.

Address financial stress

With all the negative economic news these days, financial anxiety. PriceWaterhouseCoopers (PwC) has resources to help you manage your way through.

- Have some specific financial questions? Don't forget you can call [PwC](#) for free, unbiased financial guidance. Call PwC CounselLine at 1-866-237-6165 Monday through Friday 8 am – 7 pm, Central time.
- Watch PwC's webinar **'Protecting your finances in times of global uncertainty'** to learn positive steps you can take today to help put you in control of your finances in these challenging times.

To access the webinar on PwC Envision, visit LifeBenefits > Quick Links > PwC – financial wellbeing. Once on PwC Envision, navigate to Menu > Resources > Financial wellbeing classes.

Points: 125 points, 375 max for webinars and classes

4.

Just breathe

Meditation is known to help reduce stress. Download the Provata VR meditation app from the App Store or Google Play (search for Provata VR) then login with your StayWell credentials and choose from a wide range of sessions, including reducing anxiety, improving focus or finding your calm center.

Points: 10 days – 25 points, 125 max

5.

Earn your active minutes

Even if your gym is temporarily closed, maintaining your physical and mental wellbeing and immune system right now is important. Try out a StayWell workout video via Resources on the portal. Connect your preferred device and get your family to join in.

Points: 1500 active minutes per quarter, 125 points



6.

Call on bp Care, our free, confidential EAP

- Need help balancing your work, home and emotional life? Connect with a KEPRO counselor by phone (1-800-409-3687) for one-on-one counseling sessions.

Points: 125 points

- Check out the new EAP webinar 'Keep Calm and Carry On: Maintaining Your Composure Amidst the Pandemic Panic' via KEPRO website ([EAPHelpLink.com](#); Company code: bp). Upload a copy of your completion certificate on the StayWell portal.

Points: 75 points



7.

Enlist a personal health coach

Call on StayWell Health Coaching to create a personalized strategy on how to stay well at home, including workouts, nutrition for the family, sleep strategies, and more.

Points: 3 calls, 250 points

8.

Take a wellbeing workshop

Get up to speed on sustainable kitchen strategies with 'Healthy Kitchen Toolkit: Plan, Prep and Plate,' StayWell's new e-learning wellbeing workshop. Starting April 15, 2020, access the workshop on the StayWell portal via My Points.

Points: 125 points, 375 max

Visit [bp.com/lifebenefits](#) or the My StayWell app to get started today.

Mental wellbeing huddles



Weekly Mental Wellbeing Challenge - Week 23 and 24 - Endings

To: [Redacted]
Cc: B G CW Mental Wellbeing

Hi all,

Welcome to week 23 (and 24) of the wellbeing challenges. This message is a little early as I am on vacation next week (in Dorset) and also this time it is a fortnightly challenge to match the timelines in our organisation. As we start to see the impact of the restructuring we aim to address **conscious acknowledgement of our emotions in order to allow opportunity for expression, connection and improve our wellbeing.**

At the end of August (and throughout September) we will begin to see some of our friends and colleagues leaving bp **so this week's challenge, if you choose to accept it, is to consciously honour those endings (whether you are the one leaving or staying). To clarify, this challenge is made of 3 parts?**



1. **Spent time reflecting on the person leaving** (or if you are the leaving, the team you are leaving behind). Slow down, take in the moment. This time will not come again. Acknowledge to yourself what they mean to you? The good times? The bad times? Reflect on what you have achieved together? What memories stand out? You could even meditate on the individual / team?
2. **Schedule some time** to wish the individual / team farewell. In the currently climate the traditional farewells speeches, meals, drinks are challenging. What can you do instead?
3. **Express your emotions** in the time you scheduled. **Give yourself permission to be present!** Where I have been involved in conscious, and impactful, endings we would organically go around the room sharing thoughts, stories, well wishes or anything else which felt fitting to the individual. It was an opportunity to offer closure / feel seen as well as hearing what impact they / you had on others.

As a society, and individuals, we find endings difficult. They can symbolised the ultimate end which can be overwhelming, **it can be tempting to disconnect, easier to avoid or only engage superficially.** However, life is a collection of beginnings and endings, with each ending comes a new beginning. Where endings aren't fully honoured (or emotionally avoided) we can bring unwanted baggage into or new beginnings, it can interfere with how we experience the world and our new chapter. Equally, we can be left with a sadness that something is missing (for both the departing employee and the remaining colleagues). It's an important emotional closure. Leaving a company or saying goodbye to friends is a loss, like death is a loss. Conscious endings facilitate the grieving process and as Salzberger-Wittenberg** shares: *"The eventual outcome of mourning depends on whether to remain resentful about being robbed of someone (something) ... or whether gratitude for having known them and having been enriched by the relationship superseded deep hurt."* Give yourself opportunity to move towards gratitude.

The following 5 minute video on [how to have conscious endings](#) shares the thought process of ending from executive coach's perspective. She shares a useful model which focus on a 'Celebration', 'Next Steps', and 'Space for What Wants to be Said'. **Embracing endings, allows us to embrace life.** To feel the loss of someone who means something to us, requires us to be vulnerable and is an act of courage. Through the cracks of our vulnerability is where our light shines and a rich emotional life is allowed to flourish.

As always I would love to hear your thoughts via [Yammer](#), everyone is invited and welcome to partake in this challenge. It can be great to include as a team challenge or as part of your team meeting safety moment. Please feel free to forward to any interested individuals.

Best wishes



- Topics:
- Giving Back
 - Living alone
 - Balancing work and home
 - Engagement in wellness activities
 - Managing Change
 - Fear of the Unknown
 - Dealing with Tumultuous situations

For employees and spouses



Get some Headspace

Headspace is the health and wellbeing app that helps you at work and home through meditation, sleep exercises, and more. And the best part is, you and your spouse or partner can get it for free.

Sign up here: <https://go.bp.com/AYMSR>



Register

- Use an email address of your choice, except for your partner/spouse's bp email address.
- Create a unique password, at least 10 characters long and includes upper case/lower case/number/special characters.

Verify

- Verify yourself by entering your 8-digit token and "HEADSPACE" as the last name.

Get started

- Download Headspace from your chosen app store and enter your new login details.
- Watch this video: <https://go.bp.com/zu5dd>



Supported by BP



Health and wellbeing Mental health EAP Travel health Fatigue Ergonomics Coronavirus Resources

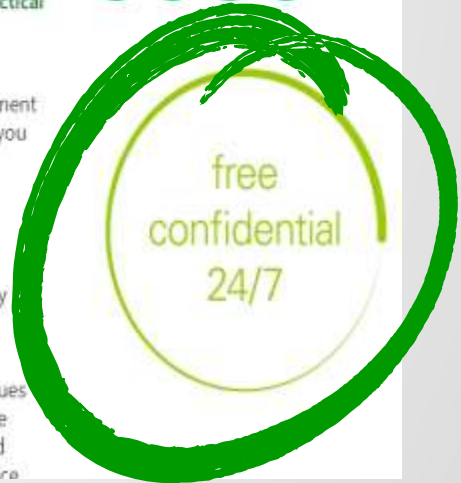
Send to Immersive Reader



Employee Assistance Programme

As part of your benefits package, bp employees and family members¹ living in the same household, including children², can access free, confidential and independent advice and practical support to help you manage issues that are worrying you at work or at home – through the Employee Assistance Programme (EAP)

- You can use EAP to discuss everyday challenges or significant life events such as bereavement or divorce. You don't have to be at crisis point to contact EAP, it can be used at any time you need guidance, coaching or issue resolution. [Find out more here.](#)
- Your use of EAP is completely confidential. The service is provided by an independent vendor. No one at bp will know you have contacted EAP and you can choose to remain anonymous. [Find out more here.](#)
- EAP can help managers with advice on how to support employees in their teams who may be facing issues - or how to deal with challenges of their own as line managers and team leaders. [Find out more here.](#)
- EAP offers you unlimited advice for as many problems or enquiries that you have. For issues where it is deemed appropriate, a 6 session model of face-to-face or structured telephone counselling may be advised. Please note that because of COVID-19 restrictions, structured telephone counselling which is delivered in local languages is currently the standard service.



Upcoming film screening



Michael Phelps



Angst removes the stigma and opens up the conversation around anxiety, helping people understand and manage their symptoms, and when to reach out for help. Most importantly, it shows people that they are not alone, and that anxiety is 100% treatable.