



Digitally Enabled Comprehensive Behavioral Health Solution

# AbleTo



# Who Are We?

AbleTo is a pioneer of evidence-based virtual and digital behavioral health services with a track record of helping people feel better and stay better

**2.5M+**  
completed sessions

**64 million**  
covered lives

**12+**  
years of delivering remote therapy

**15**  
peer-reviewed published studies and research papers

**97%**  
member satisfaction<sup>1</sup>

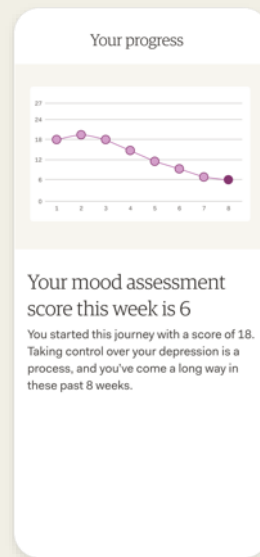
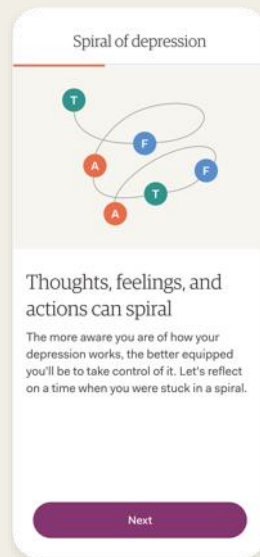
**2,400+**  
providers in our nationwide network

**16**  
health plan partners representing commercial, Medicare Advantage, and Medicaid lines of business

Accredited by

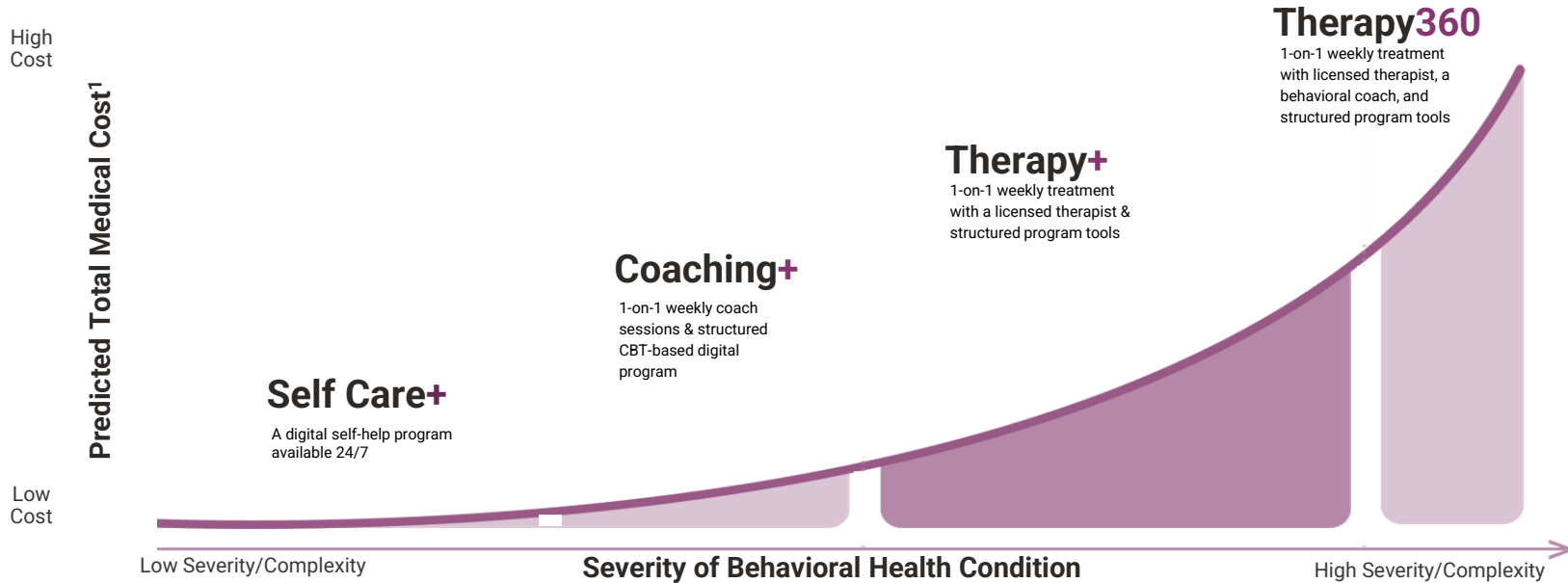


1. Internal survey of 49,700 graduates of Therapy360 and Therapy+ that resulted in 97% program satisfaction. Dec2019-Dec2021



# AbleTo Covers The Spectrum Of Need

Our product portfolio can meet about 95% of population needs. For those requiring a higher level of care, AbleTo helps members get connected to the right service to meet their needs.



<sup>1</sup> [Davenport, Gray, Melek, Millman Research Report "How do individuals with behavioral health conditions contribute to physical and total health spending", 2020](#)

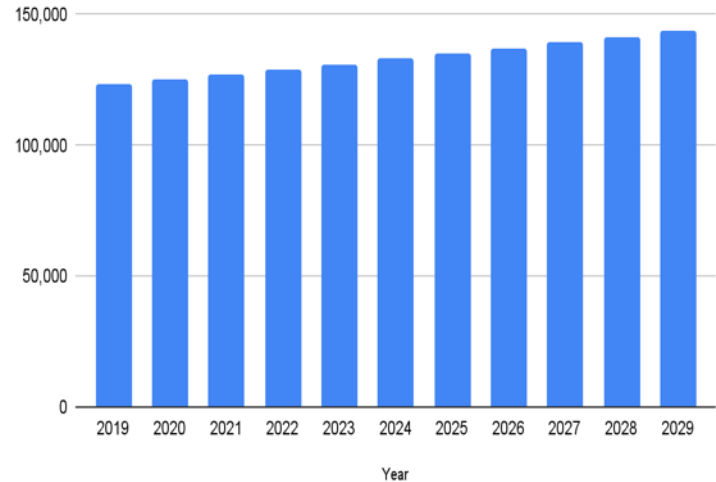
# The Market has Responded with an Unprecedented Influx of Capital into Mental Health, Competing for the Same Supply

## VC Funding U.S.-Based Mental Health Startups<sup>1</sup>



While the supply of therapists has only increased by ~3% since 2019 (CAGR 1.6% through 2029)<sup>2</sup>

## Growth of Mental Health and Substance Abuse Therapists



# Unfortunately, Traditional Solutions Continue to Struggle with Access Issues

AbleTo called ~500 therapists across 9 health plan directories and various states to try to schedule a therapy appointment. Out of the ~500 calls made, we found the following:

36%

Of calls connected to an admin or therapist

25%

New patient acceptance rate

18%

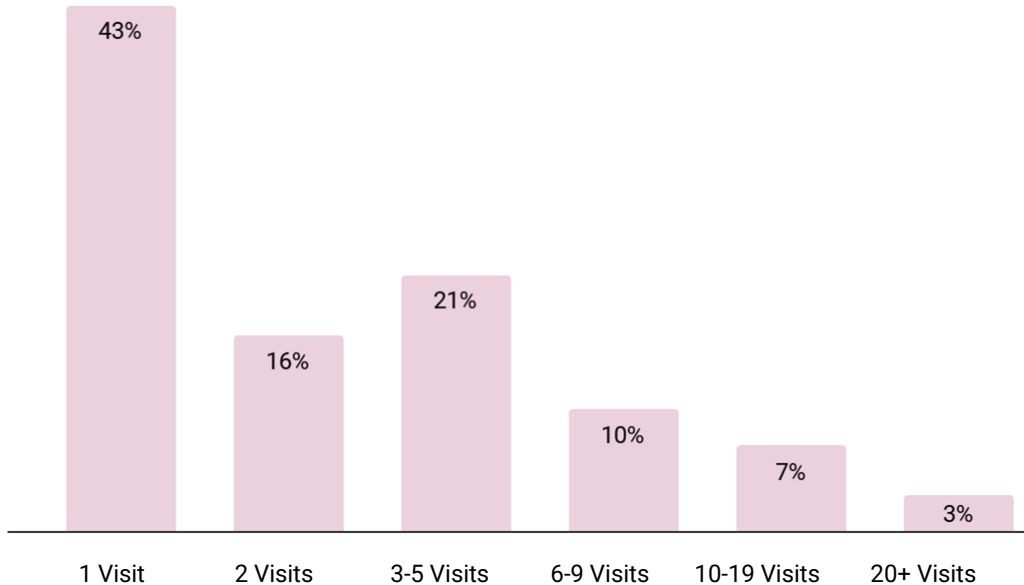
Had an appointment available within a month

< 2%

Had an appointment available <72 hours

13% of all calls made to numbers listed on health plan directories led to non-working numbers

# As Health Plans Address Access, They Additionally Face Growing Patient Costs That Aren't Optimized To Outcomes



- ~60% of utilization driven by 1-2 visits, with lower opportunity to drive lasting outcomes
- 10% of utilization driven by 10-20+ visits, escalating cost with continuous care and no reported outcomes
- AbleTo optimizes utilization and spend with time-bound, evidence-based care and quarterly reporting on member progress, adherence and outcomes

# Focus on Access, Quality, and Demonstrable Outcomes

64% of behavioral health apps claim efficacy, yet only 14% have an evidence-based design<sup>1</sup>

## Access

- Access across the spectrum of need
- Remove financial barriers to care
- 90% of appointments within 72 hours of scheduling<sup>2</sup>
- Resources help destigmatize behavioral health



## Quality

- Coordinated care across physical and social health
- Evidence-based treatment
- Tailored, time-bound programs, with protocols for correction when needed
- Solution can be adjusted to match the needs and costs of the participant



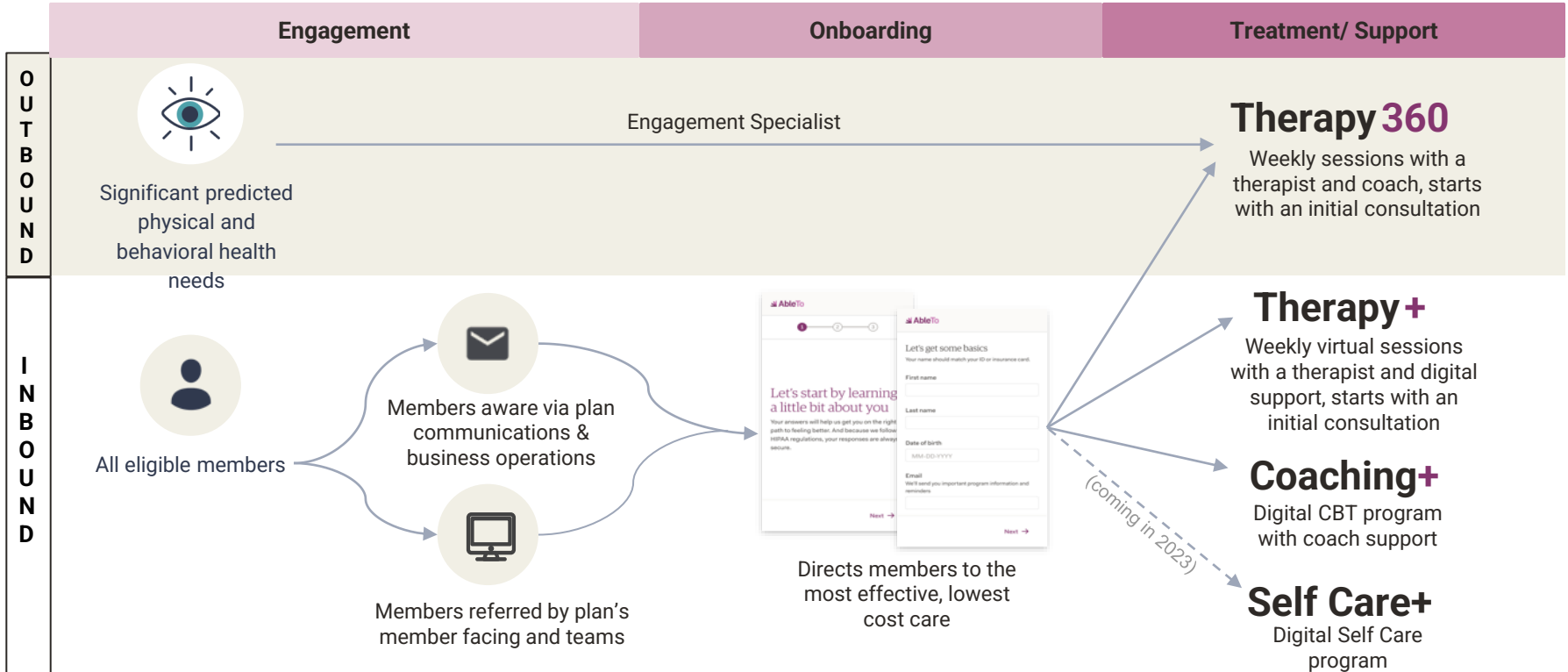
## Outcomes and Value

- Proven 50%+ symptom decline<sup>3</sup>
- Medical ROI of 1.5x or better<sup>4</sup>
- Reimbursement models tied to outcomes
- 77 Net Provider Score (NPS) from best-in-class participant experience<sup>5</sup>
- Peer reviewed, published outcomes; no selection or regression bias

1. <https://www.nature.com/articles/s41746-019-0093-1#Tab3> 2. AbleTo book of business [therapy scheduling availability](#), Jun 2022 3. Internal AbleTo book of business analysis to evaluate change in depression symptoms (DASS-21) among 10,395 Therapy360 program graduates enrolled in 2021 with depression symptoms at baseline, and change in anxiety symptoms (DASS-21) among 9,196 Therapy360 program graduates enrolled in 2021 with anxiety symptoms at baseline. March 2022. 4. Impact of AbleTo on Per Capita Resource Utilization and Health Spending among Beneficiaries from a Large National Health Plan (performed by Veracity Health Analytics), Boston, 2019 5. Internal survey of Net Promoter Score (NPS) based on 15,000+ Therapy360 and Therapy+ graduates, resulting in a +77 NPS. Graduates July 2020-Sept2022.

# Technology Enabled Outreach and Engagement

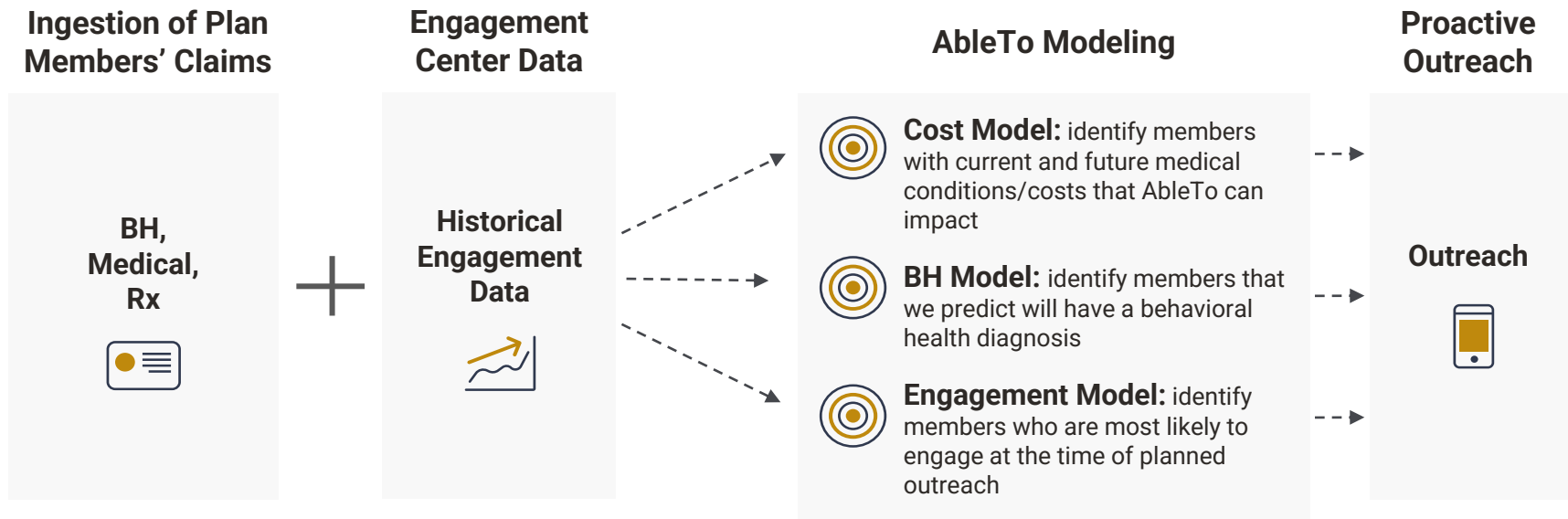
With outbound and inbound engagement, health plans can rely on AbleTo's clinical digital and human assessments to ensure members reach the right care for their needs.





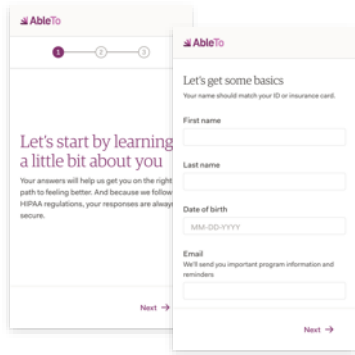
# Proactive Identification and Outreach

AbleTo leverages its models to identify and outreach to members based on engagement targets and desired ROI



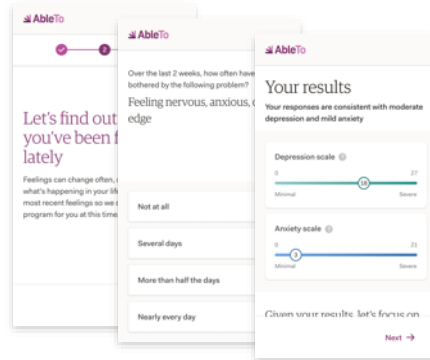
*In addition to data targeting, AbleTo receives referrals from Case Management and other member-facing teams*

# Evidence-Based Assessment Matches Each Person to the Appropriate, High Quality Care



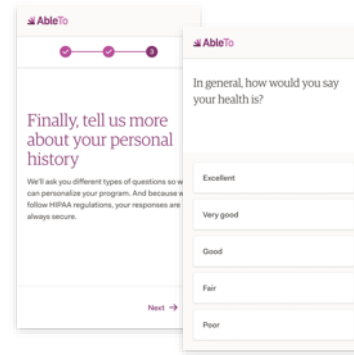
## Introduction

Members are welcomed with a brief overview that sets expectations, helps them feel understood and confirms their cost and coverage.



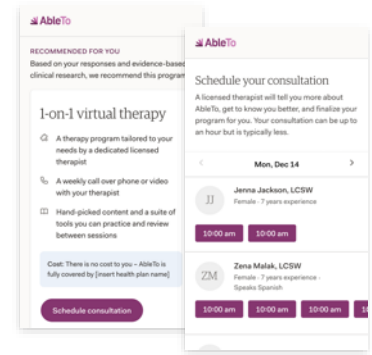
## Clinical screening

Guided through depression and anxiety assessments (PHQ-9 and GAD-7), members receive insight into their symptoms and validation of their baseline assessment.



## Health history

Program recommendation is tailored based on personal, BH, and medical history (including recent hospitalizations, medications, etc.) and preferences.



## Recommendation & Scheduling

Members select the day, time and device (phone or video) that is most convenient and receive an immediate appointment confirmation.

# Therapy360



Therapist



Behavioral Coach

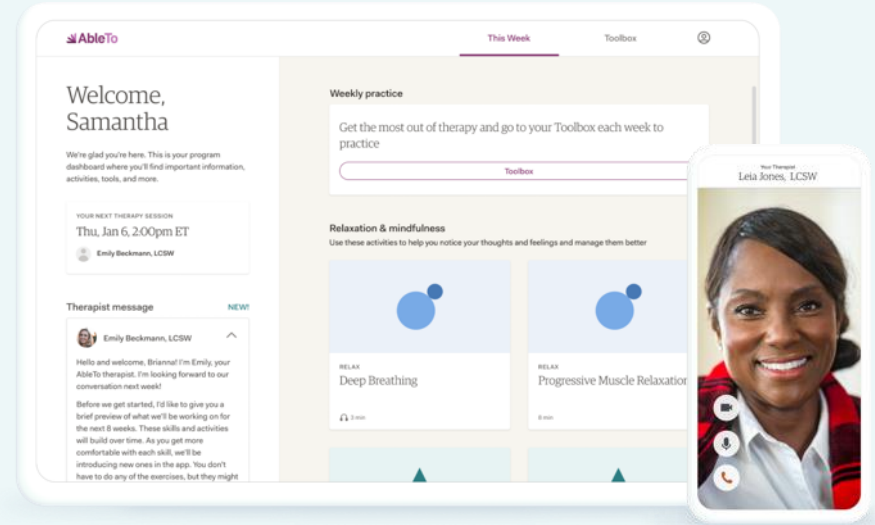


Digital + Workbook

Behavioral health care that helps improve the body and mind <sup>1,2</sup> via a structured 8 week, virtual CBT program supported by a licensed therapist, dedicated coach, and digital support tools.

Targeted outreach to patients with a comorbid physical health condition who need help managing their physical, mental, and emotional health and improving their quality of life.

AbleTo's flagship offering that has been in market for 10+ years - other AbleTo solutions are modeled on the learnings of Therapy360.



1. AbleTo Book of Business DASS-21 Outcomes, 2020.

2. Clinical and Workplace Outcomes From a Virtually Delivered Cognitive Behavioral Therapy Program for Pain. *J Pain*. 2020;20(4):387-395.



# Therapy 360

A Dynamic Solution with Robust Treatment and Full Support



## Therapist sessions

Therapists set goals and introduce change-oriented strategies to help patients better manage their physical and mental health conditions.



## Behavioral coach sessions

Coaches educate members in sequence with their therapy and help them implement tools and strategies between sessions.



## Self-guided education & activities

Members are provided skills practice and educational reinforcement as determined by the therapist and coach.

# Published Outcomes for Therapy360

Committed to demonstrating the full value of high-quality behavioral health care

## Improved Clinical Outcomes

- ↓ 62% Depression<sup>1</sup>
- ↓ 56% Anxiety<sup>1</sup>
- ↓ 52% Stress<sup>1</sup>
- ↓ 35% Loneliness<sup>2</sup>
- ↓ 42% Medication Non-Adherence<sup>3</sup>
- ↓ 17% Reduced Pain Severity<sup>4</sup>
- ↓ 12.3 mg/dL AM Blood Glucose Levels<sup>5</sup>

## Improved Disability

- ↓ 50% Fewer Disability Claims<sup>6</sup>

## Improved Productivity

- ↓ 55% Absenteeism<sup>7</sup>
- ↓ 43% Presenteeism<sup>7</sup>

## Improved Utilization & Financials

- ↓ 45% Fewer IP Utilization at 12 Months<sup>8</sup>

**1.5-2.0**  
Net Medical ROI

1. AbleTo Book of Business DASS-21 Outcomes; 2021.

2. Prevalence and Change in Loneliness among Older U.S. Adults Engaged in Telebehavioral Healthcare. AbleTo, 2021.

3. Improved Medication Adherence among Diverse Participants in a Virtual Behavioral Therapy Program for Adults with Diabetes. *Diabetes* 2019;68(S1):2383.

4. Clinical and Workplace Outcomes From a Virtually Delivered Cognitive Behavioral Therapy Program for Pain. *J Pain*. 2020;20(4):387-395.

5. A Tele-Behavioral Health Intervention to Reduce Depression, Anxiety, and Stress and Improve Diabetes Self-Management. Mochari-Greenberger H, et al. *Telemed J E Health*. 2016;22:624-630

6. Aetna, Costco and AbleTo, Innovation in Behavioral Health for Employees with Medical Conditions, National Business Group on Health, 2016

7. An Innovative Technology-Enabled Behavioral Health Solution to Improve Employee Productivity: Outcomes from a National Real-World Population. Behavioral Therapy for U.S. Workers with Comorbid Medical and Mental Health Conditions. AbleTo, Inc. (2017). New York, NY.

8. Impact of AbleTo on Per Capita Resource Utilization and Health Spending among Beneficiaries from a Large National Health Plan (performed by Veracity Health Analytics), Boston, 2019

# Therapy +



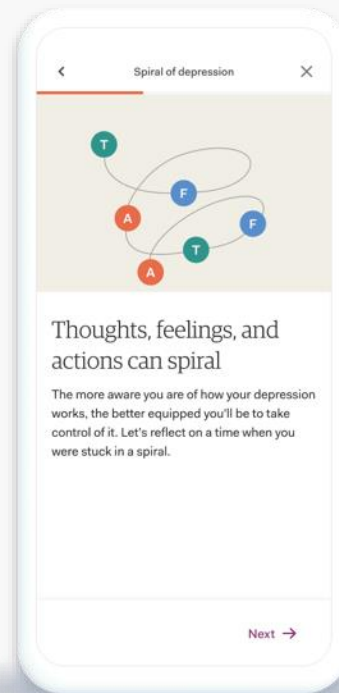
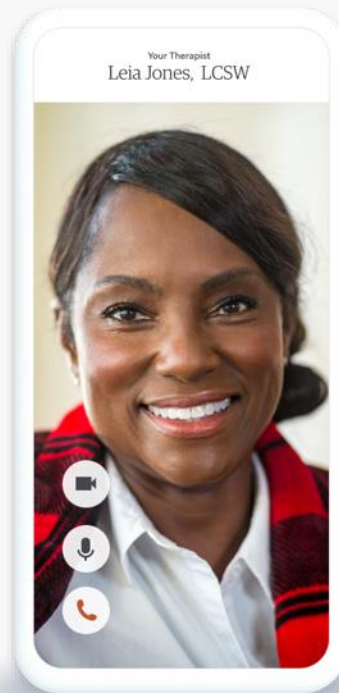
Digital



Therapist

1-on-1 weekly virtual therapy with a licensed therapist and digital support tools

For members who need the guidance of a licensed therapist in conjunction with practice between sessions, often paired with the ease and convenience of a digital companion.



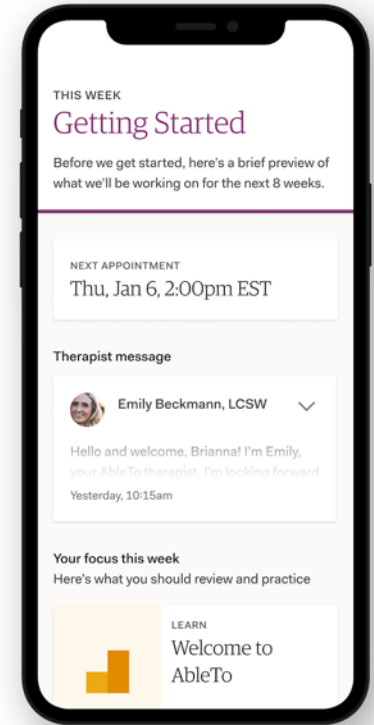
# Licensed Therapist Support Plus Digital Application

## Dedicated Licensed Therapist 1:1 Support

- Online scheduling available for 1:1 therapy
- Weekly sessions via phone or video day, night and weekends for convenience and privacy
- Understand participant's unique needs, set goals and tailor evidence-based techniques
- Highly skilled licensed therapists trained in CBT with oversight from a clinical team; average 15 years of experience

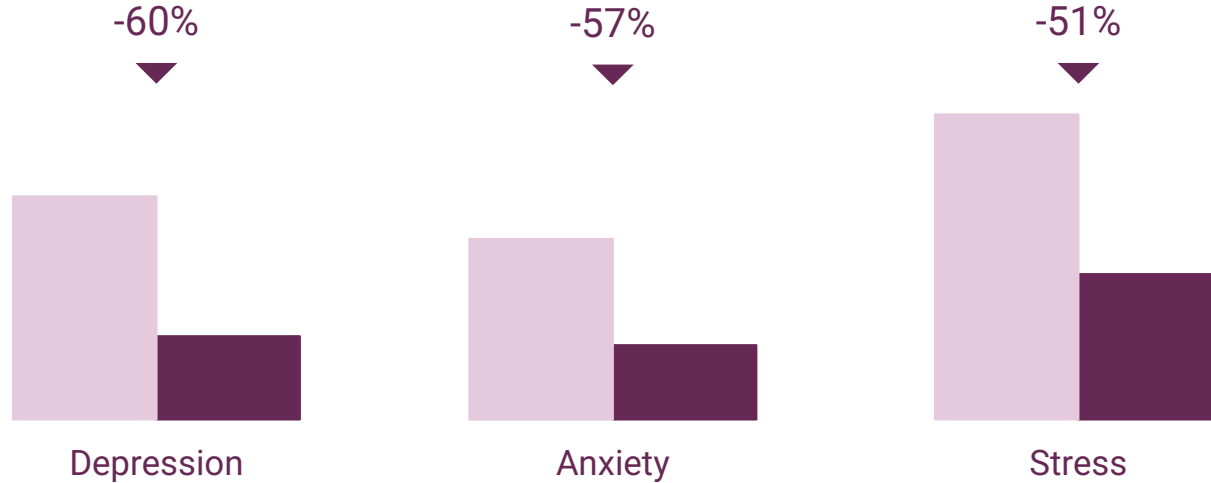
## Evidence-based Tools and Activities

- Digital resources and activities complement therapist sessions
- Welcome experience with CBT overview
- Activities between sessions advance understanding and life application
- 24/7 access via smartphone, tablet or computer
- Centralized dashboard to manage profile, access resources, and view appointments, therapist profile and therapist messages



# Meaningful Decline in Depression, Anxiety, and Stress

*Average Change in Symptom Severity from Initial Consultation to Graduation  
case study among members enrolled in Therapy+ telebehavioral therapy without digital companion program <sup>1</sup>*



1. Data represent commercially insured graduates who enrolled in the AbleTo Therapy+ program between January 1 and December 31, 2021 (during COVID-19); Source: AbleTo Book of Business DASS-21 Outcomes, 2021.



# Coaching +



Digital

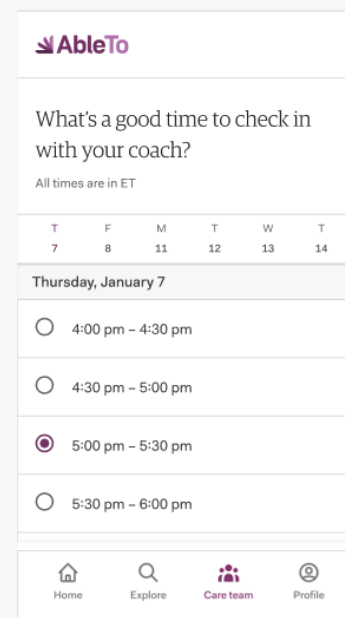
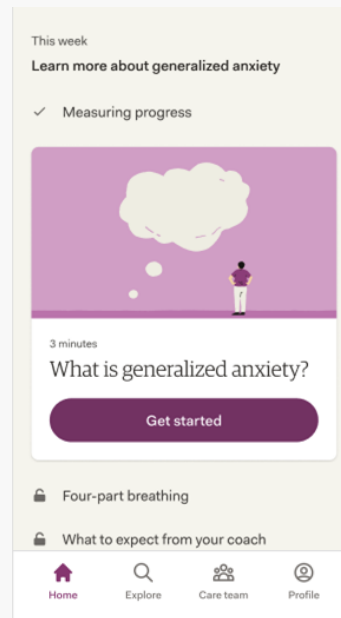


Behavioral Coach

Structured CBT program led by a dedicated coach via weekly video or phone calls, plus protocolized evidence-based digital activities and supplemental resources to reinforce and practice skills between coach sessions.

For participants who need help managing symptoms of depression, stress or anxiety and want to learn coping tools to make each day more manageable.

Solution was previously Joyable - AbleTo acquired Joyable in 2019 in response to clients asking AbleTo to expand its high quality offering to other member cohorts



# High Quality Care Delivers Superior Outcomes

With 7 years expertise, AbleTo's Digital CBT program with coach support has consistently delivered improved health outcomes

## Outcomes

↓50%

Average Depression Change <sup>1</sup>

+46%

Improved Functioning at Work<sup>2,3</sup>

↓42%

Average Anxiety Change <sup>1</sup>

+47%

Improved Functioning at Home<sup>2,3</sup>

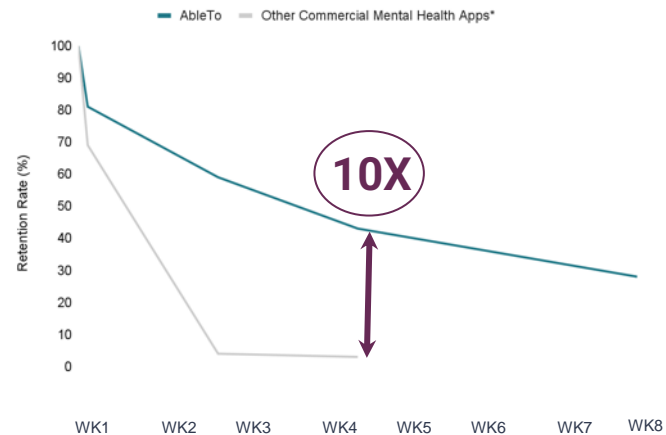
↓32%

Average Social Anxiety Change <sup>1</sup>

+45%

Improved Relationship Functioning<sup>2,3</sup>

**10X Higher Program Retention**  
than other commercial mental health apps<sup>1,4</sup>



**90%**

Participants satisfied or very satisfied with their overall program experience<sup>5</sup>

1. Anton MT, Greenberger HM, Andreopoulos E, Pande RL. Evaluation of a Commercial Mobile Health App for Depression and Anxiety (AbleTo Digital+): Retrospective Cohort Study JMIR Form Res 2021;5(9):e27570 doi:10.2196/27570 [Supplemental internal analyses of the the same cohort]. 2. Functional impairment was calculated using three item assessing how much each users' work, home, and relationships were impacted by their depressive or anxiety symptoms. Data represent observed changes in relationship impairment from first to last assessment among users enrolled 1/1/20 - 6/30/20 who completed >= 3 Digital+ modules and had elevated work-related impairment (N=518), impairment at home (N=500), or relationship impairment (N=464). 3. Anton, M.T., Mochari-Greenberger, H., & Pande, R.L., (2021). *Prevalence and change in functional impairment among users of a coached digital intervention for depression and anxiety*. Poster presentation at the Annual Meeting of the Association for Behavioral and Cognitive Therapies (ABCT), virtual. 4. Comparison data are from Statista (published April 6, 2022) that examined patterns or real-world user engagement in commercially available health & fitness apps

# Self Care+

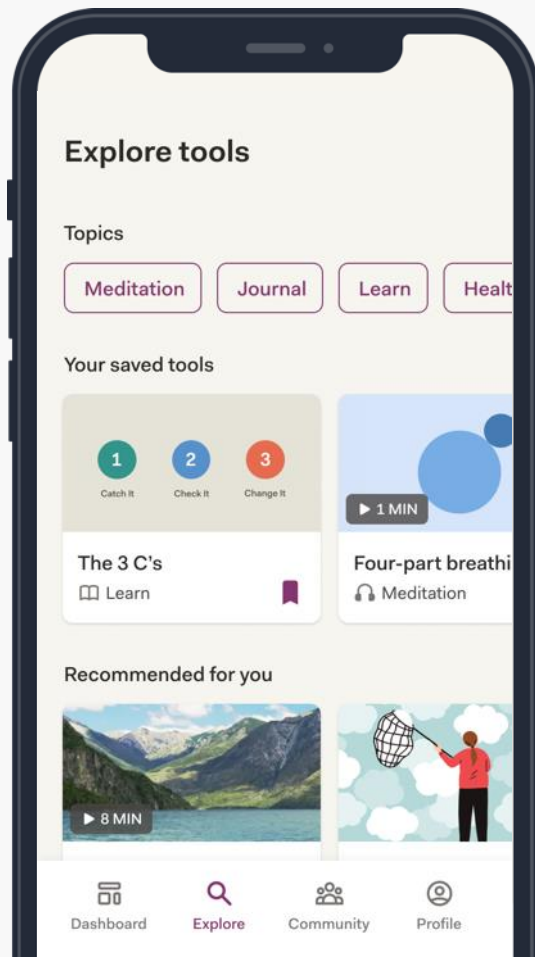


Digital

24/7 anytime, anywhere self-paced digital program

Evidence based mental health support includes assessments, trackers, mental health skills & tools, collections and communities (in 2023)

Designed to enable resilience by building new skills and daily habits



# Members Love Sanvello And The Results

AbleTo Self Care+ is based on the Sanvello Self Care product, which leads to positive outcomes for those who engage without the personalized guidance of a dedicated provider

**Over 4.4 million users**

25K+ new users a month

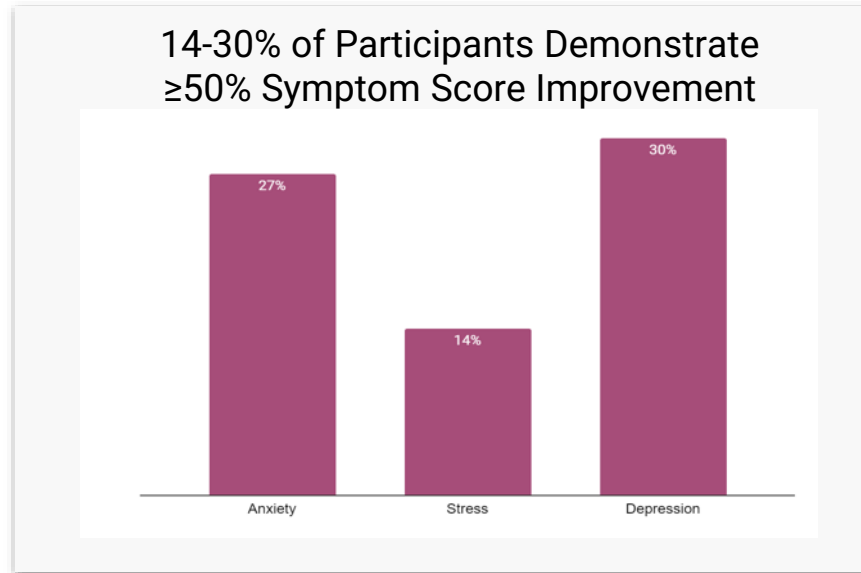
**4.8/5 stars**

30K+ app store reviews

**NPS 75**

**14-30%  $\geq$ 50% improvement**

Shown within 60 days



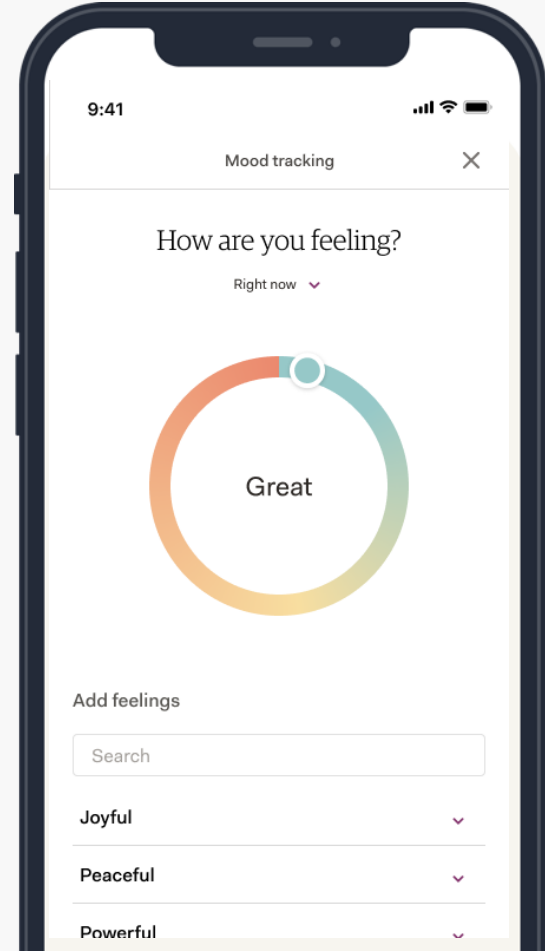
# Assessment & Tracking

## What is it?

- Daily mood notifications and tracking for individuals
- Weekly assessments to track progress and support recommendations for higher intensity programs as needed
- Visualizations of mood and wellbeing over time

## What is its purpose?

- Provide users with insights into their psychological wellbeing
- Promote awareness of emotional state in the moment and over time
- Power recommendations for focused content and tools that best support an individual's wellbeing
- Identify members who would benefit from a clinical program and guide individuals into that support
- Enable population-level insights for health plans / employers on the wellbeing of their members / employees



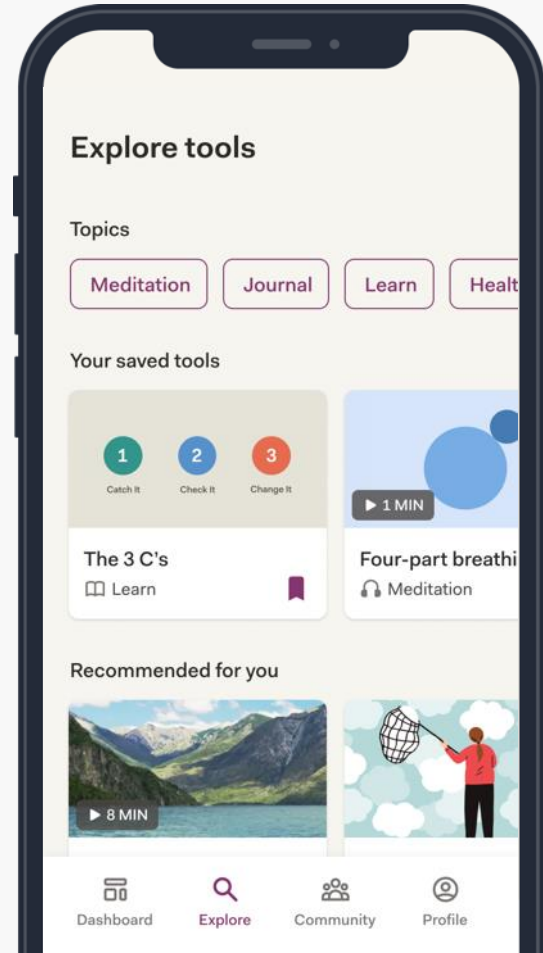
# Mental Health Skills & Tools

## What is it?

- Standalone, evidence-based mental health tools that individuals can access and practice at any time
- Sample skills and tools include: identifying thinking errors and challenging thoughts, breathing and mindfulness activities, sleep tracking, and journaling
- These tools are available on-demand to participants with brief explanations of how they are best used
- Tools are recommended based on needs, individual goals, and ongoing assessment and engagement patterns

## What is its purpose?

- Teach and enable practice of evidence-based skills
- Help individuals discover and encourage practice of tools
- For participants in structured AbleTo programs, reinforce lessons and skills between sessions
- Create sense of progress and stored value through ability to see past activities



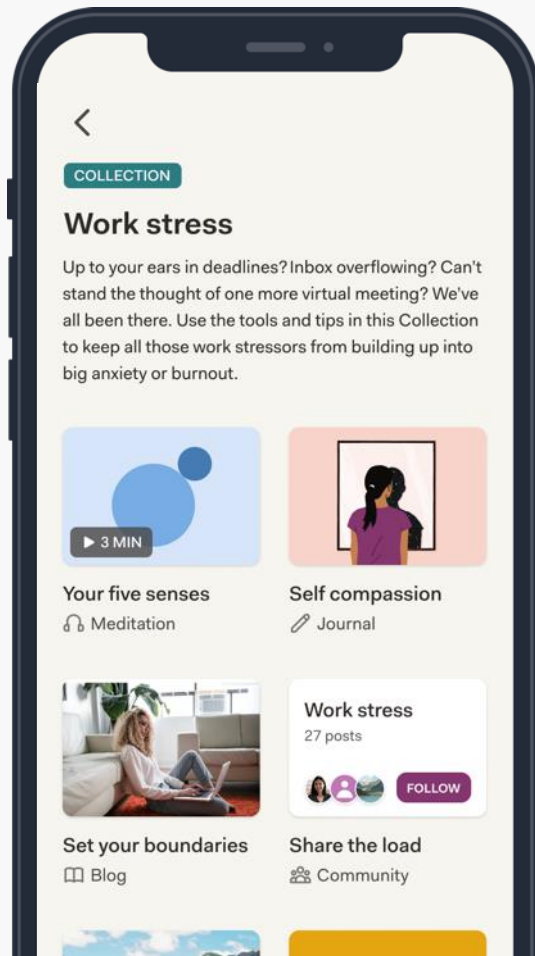
# Collections

## What is it?

- Topical content that enables members to learn and apply skills relevant to specific needs or situations
- These are targeted at life situations, seasonal needs or current events. Examples include work stress, parenting, and social injustice

## What is its Purpose?

- Help individuals feel seen and heard with content that is relevant to their lives
- Drive ongoing engagement and practice of specific mental health tools
- Enable topical promotional efforts to drive ongoing engagement, both through health plans and for members using the platform



# Community

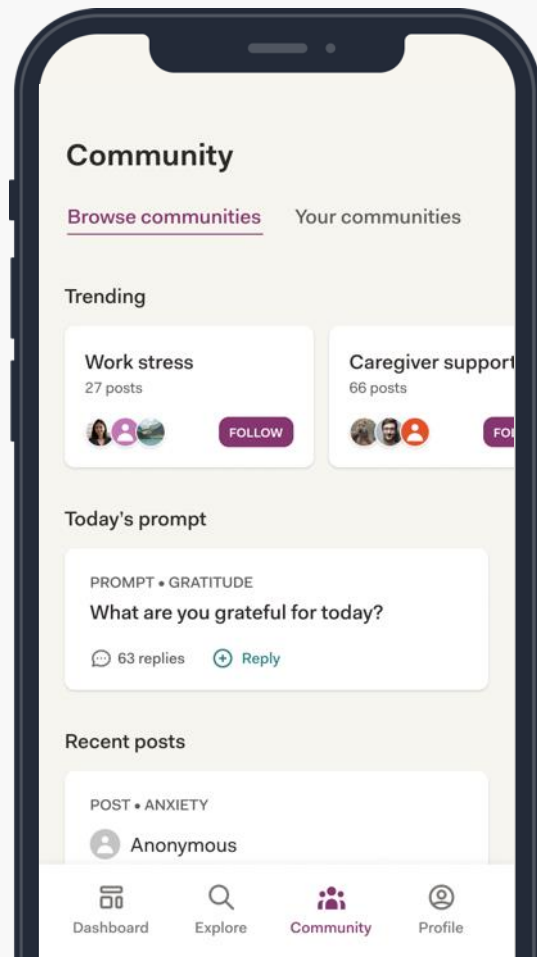
## Coming later in 2023

### What is it?

- Structured prompts, chat, and discussion boards that enable individuals to see others' experiences and share their own
- Communities are structured around specific, guided topics, such as Gratitude, Work Stress, and Parenting
- Individuals can post, view others' posts, and support others by writing positive and supportive messages (e.g. loving/supporting posts)

### What is its Purpose?

- Help individuals feel validated and less alone
- Promote engagement around topics of interest to drive retention and adherence
- Provide insights on areas of greatest interest and need for members, supporting future content development





# Summary

## Evidence Based

Programs designed and measured based on the best clinical evidence

## Digitally Enabled

Clinical protocols and patient experience digitized to maximize engagement and outcome

## Data Driven

Program design, experience and quality all driven by measurement and continuous improvement

**Thank You**

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