

# Helping a Member Overcome Stigma and Fear to Get Care for Anxiety and Depression

## 1 Right Member



- Member has struggled with depression and anxiety since age 12.
- Member routinely experiences episodes of crying, hopelessness, and irregular sleep patterns.
- Member's relationships and daily activities are negatively impacted by her symptoms.
- Fear and cultural stigma has prevented her from getting care.

## 2 Right Decision



- The Accolade health assistant provided the member with talk therapy benefits, educated her on the EAP counseling program, and connected her with an Accolade behavioral health (BH) nurse.
- The Accolade BH nurse completed an assessment and provided in-network talk therapist and PCP options.
- The BH nurse explained the value of talk therapy and helped the member overcome her fear of asking for help.

## 3 Right Path



- The member received educational information on anxiety, depression, and psychotherapy.
- The member understood how to identify worsening symptoms, when to seek care and how to contact the national suicide prevention hotline.
- The member was prepared for her first talk therapy visit and knew what to expect.

## IMPACT

Accolade removed barriers that were preventing the member from seeking the care she needed.

The member is now seeing a therapist for her anxiety and depression, and reports that it is going well and she will continue her treatment.

The member is established with a PCP for routine and non-routine care as needed instead of inappropriately using an ER to manage her healthcare. She had her first wellness visit in 3 years.

