



## Case study

# Delivering mental health support, quickly and with compassion

### Situation

A member, struggling with a mental health crisis, felt alone, helpless and vulnerable, leading to a sense of isolation. Due to a childhood trauma she developed many coping mechanisms, as well as insecurities that affected her job performance and relationships.

When the member began suffering from panic attacks she recognized that this mental health challenge was beyond what she could handle alone. Her physician suggested mental health support via a specific provider but, in the midst of a crisis, she was overwhelmed and unable to take the necessary next steps.

Unsure what to do, the member turned to an Employee Assistance Program (EAP), which was provided through her employer as a benefit.

### Outcome



The member contacted EAP, and was connected to a counselor, who immediately put her at ease



The EAP counselor provided confirmation that a recommended therapist was in-network, and that in-person sessions were available at no cost



Working with her therapist, the member received a diagnosis of anxiety, depression and PTSD (Post-traumatic Stress Disorder), and together they began a treatment plan



As treatment progressed, the member was able to reduce the amount of time off that she needed to manage her panic attacks

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