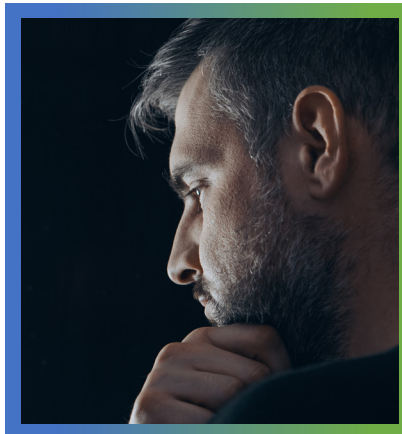


# The WithHealth® Patient Story - Mental Health

WithHealth is committed to focusing on all aspects of health - including Mental Health. Our mental health care is as accessible, affordable and proactive as our primary care services.

## Benjamin's mental health struggle

Benjamin wakes up to the first snow flurry of the year a few days before Thanksgiving. As the day goes on, he finds himself experiencing an overall sense of worry and anxiety as a result of the unrelenting grey skies. He's felt this before. Around this same time each year, he experiences decreased motivation and pleasure in doing things he typically enjoys during other seasons. He also has difficulty sleeping at night, leading him to retreat to his bedroom during most of the day. His wife has commented on how much he hates winter - almost like he's a different person or a muted version of his usual self in the winter months. This year his kids have finally started to notice and ask more questions about his mood and lack of engagement.



Benjamin has never really considered asking a professional about this gloominess. It seems silly, and he is sure it would be too much hassle to wait for weeks to get into a therapist's office, only to be met with someone who likely doesn't take his insurance - ending in increased costs for out of network care. Further, he's a little embarrassed by the idea. No one in his family has sought out therapy before, and he's not thrilled by the idea of being recognized by someone he knows in a therapist's parking lot or waiting room. This season, though, something is different that allows him to reconsider reaching out - he's now a member of WithHealth.

He logs onto The WithHealth Portal and visits his message center, to contact a Care Coordinator. Over chat, he explains the situation. The Care Coordinator works with him to determine next steps and arrange an appointment with a mental health professional.

When it is time for the meeting with the provider, he logs into Zoom for his consultation - feeling hopeful, comfortable and thankful that he can address his changes in mood, energy, motivation and ultimately return to the engaged husband and father he and his family know him to be. He can do all of this from the privacy and convenience of his own home. After a few meetings, the WithHealth provider determines that Benjamin likely has Major Depressive Disorder with Seasonal Pattern and that they can start a course of action to ensure his depression doesn't worsen as the winter months continue, as they have in the past.

Each appointment is marked as completed by the Care Coordinator and Benjamin's credit card of choice, which he has already registered on the portal, is automatically charged the price of the visit - a price he was fully aware of at the onset of the booking process. Benjamin can always see his invoices and receipts in the patient portal by visiting the billing section.

Following the appointment, Benjamin receives a message that links to the visit summary, where he can review recommendations and next steps.

**Benjamin can enjoy these snowy days knowing that he received expert care quickly, from someone with a full background on his health in general and this issue in particular, without hours of waiting, a trip to the doctor, or an unexpected co-pay or follow up invoice. More importantly, Benjamin is thrilled to have an understanding and actual diagnosis of his symptoms and sees new hope in the possibility of an action plan and treatment.**