

Navigate & Connect

Connecting over 90% of members to mental & behavioral health services in less than 2 weeks— significantly outpacing the industry standard

With Lucet's *Navigate & Connect*, an advanced technology platform supported by integrated behavioral health services, GuideWell improved access and speed to quality care.

GuideWell's health insurance subsidiary is the leading health insurer in Florida, with more than 5 million members, and has been providing health solutions to residents of Florida for nearly 80 years.

The Challenge

Like many health plans in the U.S., GuideWell was faced with a growing demand for behavioral health services due to increasing rates of behavioral health conditions. Research shows patients with a behavioral health issue, together with an accompanying physical condition, drive nearly 57% of all health care spending.¹

Without a more efficient way to connect members to high-quality providers and subsequently get them into care quickly, GuideWell knew that access and outcomes could suffer. The health plan needed a new solution to increase capacity, match patients to clinically appropriate care, facilitate direct scheduling and enable provider utilization of measurement-based care.

The Solution

Lucet developed a strategy that included Navigate & Connect, the only end-to-end solution delivering real-time optimization across the entire behavioral health ecosystem. Initially deployed in support of the fully insured commercial population, the solution combines a cross-disciplinary team of experts, including compassionate care navigators

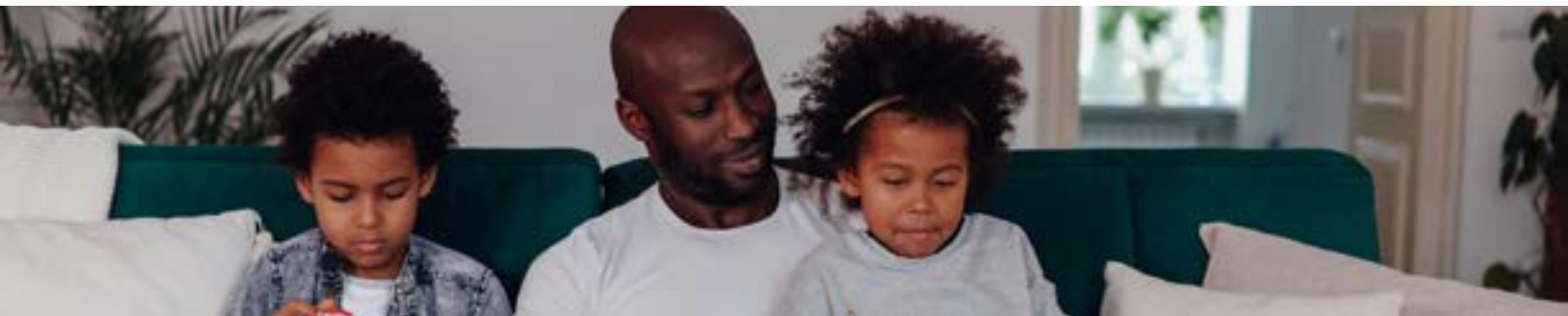
Customer

- ◆ 5M members
Including 3M members managed by Lucet

Solution Navigate & Connect

Results

- ◆ 1,000+ providers added to the platform
- ◆ 72% of directly scheduled members kept appointments
- ◆ 93% of members seen within two weeks – 83% within 7 days
- ◆ 5.6 days average time between booking and care



and clinical case managers with an advanced technology platform and analytics as well as Lucet's proprietary Behavioral Health Index (BHI®). A clinically validated scale

“When I was diagnosed with depression, I couldn't find a single provider who had availability. Lucet's care navigator tirelessly searched for the right provider for my needs and continued to reach out to find out how I was doing even after I was in care. Lucet puts members first and I couldn't be more grateful for their support.”

registered with the Joint Commission, the BHI offers a holistic view of a member's overall level of mental health distress. The scale allows members to be quickly and accurately triaged, navigated to the right care at the right time, and enables a treatment approach grounded in measurement-based care. With a full suite of tools and real-time

insights across supply and demand, Navigate & Connect facilitates patient-provider matching, supports direct scheduling and significantly improves speed to care.

Expansion of Supplemental Network Capacity

Through its partnerships with group, community, virtual and specialty behavioral health providers, Lucet focused its efforts on identifying, vetting and onboarding high-quality providers to the Navigate & Connect platform. Providers received gated referrals, which reduced their administrative burden. Their schedules were then integrated into the platform, allowing for unparalleled transparency that previously was not available. Plus, with insights about provider specialties, members could now be matched according to individual needs and treatment approaches.

Multichannel Member Engagement

The member engagement center, comprised of care navigators and clinical case managers, facilitated a seamless member experience for those who made contact via the 'front door.' Through its proprietary claims-based analytics, Lucet also identified cohorts of the population who were most likely to benefit from connection to care and conducted targeted outreach to drive engagement.

Members were provided with benefits information, screened for risk and matched to the most appropriate clinical resources all in one call. They were provided with information about their treatment options and resources for social determinants of health (SDoH) and were connected and engaged in behavioral health care services.

For members who were identified as at-risk, or complex, clinicians on the team provided crisis intervention services. Additionally, email campaigns and referral pathways were implemented, allowing providers a quick and easy way to connect their patients to the right behavioral health resource.

Real-time Direct Scheduling

Using insights from the BHI, Lucet triaged and matched members with providers who were available to deliver the most appropriate care. Additional criteria such as preferred language, treatment type, distance and virtual or in-person care were also considered when scheduling members. Appointments were booked in real-time, and in some cases, visits were conducted within one day.



The Results

Through Navigate & Connect, GuideWell achieved:



1,000+ providers
added to the platform



5.6 days average time
between booking and care



72% of directly-
scheduled members
kept appointments



93% of members seen
within 2 weeks – 83%
within 7 days

“Lucet’s ability to expand the network, engage with members, and match them with the right provider quickly is unmatched in the marketplace. Their partnership has been critical to improving access and outcomes.”

— Naakesh (Nick) Dewan, MD, CPE, DLFAPA, FASAM, Vice President of Behavioral Health at GuideWell

Conclusion

With a holistic solution, GuideWell’s health insurance provider aligned member demand and provider supply based on quality, access, and outcomes, increased its capacity, and supported its efforts to continue optimizing the behavioral health programs and services it provides to members. With a multi-channel member engagement approach and real-time member scheduling, the health plan improved access and speed to quality care, matched members with appropriate care in a timely manner and improved health outcomes. ♦

About Lucet

Lucet’s unique combination of people and technology is proven to optimize access to behavioral health care providers and increase a health plan’s ability to connect members to quality care. With a team of care navigators and technology powered by more than 10 million assessments and more than 20 years of data, and the proprietary Behavioral Health Index (BHI®), Lucet is proven to successfully identify and connect people across the entire acuity spectrum with the right care in less than five days on average, and often as little as one day.

To learn more, visit [LucetHealth.com](https://lucethealth.com).

About GuideWell

GuideWell comprises Florida’s Blue Cross Blue Shield plan, Florida Blue, which is the leading health insurer in Florida; Triple-S Management, Puerto Rico’s Blue Cross Blue Shield plan and a leading health care services company on the island; GuideWell Health, a portfolio of clinical delivery organizations; PopHealthCare and its value-based national medical group Emcare Health; GuideWell Source, which provides administrative services to federal health care programs; and WebTPA, a market leading administrator of self-funded employer health plans. The company holds majority or significant interests in a range of health solutions companies including Lucet, a behavioral health care company that provides technology-enabled support to payers, providers, and health plan members. Through a joint venture with Keralty, a multinational health business group with more than 40 years of global experience, GuideWell is expanding care delivery across Florida through more than 40 Sanitas direct care delivery locations.

GuideWell serves 38.5 million people across 50 states, Puerto Rico and the U.S. Virgin Islands, including more than 6 million individuals in Florida.

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