



Finding the Perfect Match

Better tools for a better therapeutic connection

When seeking mental health care, your employees may encounter a variety of barriers to finding the right provider. But the quest to find care doesn't end with scheduling a first appointment. Not only do employees need to find a provider who can meet their clinical needs, but they may also need to find one who shares an identity or lived experience—including race, cultural background, or sexual orientation—so they feel safe to share.

Establishing a relationship based on understanding, safety, and comfort is called therapeutic alliance, and it's a crucial aspect of treatment. A large part of therapeutic alliance comes from finding a provider who understands the person's identity and experiences so they can focus on their recovery rather than explaining themselves and their background. Research has shown that, when people are of the same race or ethnicity as their provider, they are more likely to stay engaged in treatment.

When people don't feel that their provider fully grasps their needs or perspectives, they may initiate care and then drop out. Some may search for a new provider they believe will better understand them and offer more effective help, while others lose hope and discontinue therapy. This process not only extends the time needed for recovery but also increases costs for employers.



95%

of Lyra benefit users stay with their first-matched provider

(Source: [Lyra Health](#))



We thought it was really important that an employee had the power of choice—that they could pick a provider from a strong network that would truly connect with them or with their families.

— Cindy Kirtley,
VP of Benefits, JE Dunn

A targeted provider search

Lyra takes the guesswork out of finding the right provider. When members begin their search, our artificial intelligence (AI) matching technology immediately matches them with providers who specialize in their clinical needs.

In addition, members can add preferences about their provider's:

- Identity (gender, race/ethnicity, LGBTQIA+)
- Languages spoken
- Experience working with veterans
- Experience working with faith-based backgrounds
- Availability to meet virtually or in person

Our AI matching technology also considers each provider's past success in helping members with similar needs and will only recommend top providers who have delivered care in the most timely, cost-effective way. And our advanced provider preferences help members find high-quality, proven providers with the same identity, if desired, to help members improve faster. Therefore, more members are healthy and organizations spend less money.

Matched to high-quality, reliable providers, always

- Lyra's AI uses data from each member's clinical assessments to understand their needs, identities, and lived experiences to match them with a provider who will get them better the fastest.
- Each match uses Lyra Care Value Score, considering each provider's historical performance in cost, duration, and clinical recovery to ensure members recover in the most timely and cost-effective way.
- All Lyra providers practice culturally responsive, evidence-based care, valuing every aspect of members' identities and backgrounds, resulting in a high (93%) satisfaction rate in their relationships with Lyra providers.
- Members get better 2x faster than with traditional care.



of Lyra members are highly satisfied or satisfied with their relationship (emotional bond) with their provider

(Source: Lyra provider alliance survey)



Request a free consultation and see how Lyra can support the well-being of your employees and their families.

About Lyra Health

Lyra Health helps leading companies improve access to effective, high-quality mental health care for their employees and their families. With Lyra's innovative digital care platform and global provider network, members receive the best care and get better faster.

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