

# Driving impactful support for a healthier, more resilient workforce

By 2022, the COVID-19 pandemic was easing after years of strain on the U.S. healthcare system, but its impact on mental health persisted. Healthcare consumers and workers alike continued to experience heightened stress, burnout, and unmet behavioral health needs.

Sustained increases in demand for behavioral health services made clear the need for a scalable, evidence-based approach that could expand access to care while supporting the well-being of a diverse and distributed workforce.

## Evidence-based mental health support

Those trends led Mass General Brigham Health Plan to recognize the need for a more robust behavioral health solution to better support a diverse workforce. The organization evaluated, selected, and implemented a virtual-first behavioral health solution, *Lyra*, designed to improve access to care and outcomes. It chose this innovative partnership based on a rigorous, evidence-based review process informed by Mass General Brigham’s clinical mental health expertise and guided by listening to the needs of members and employers.

The platform was introduced through a phased rollout and was fully available to our commercial members by January 2023.

Established in 2015, the program partners with employers and health plans to offer comprehensive mental and behavioral health services. It provides clinical needs for mental health support including:

-  Preventive tools
-  Therapy
-  Specialized support
-  Coaching
-  Medication management

Nationwide, employees faced growing challenges, including higher rates of depression, anxiety, and burnout as depicted by MindShare in their *2021 Mental Health at Work Report*.

Mental health challenges are near-universal.

**76%** reported experiencing at least one symptom of a mental health condition in the past year.

Burnout <b>56%</b>	Depression <b>46%</b>	Anxiety <b>40%</b>
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Employees are leaving their jobs for their mental health.

**50%** of full-time U.S. workers have left a previous role due, at least in part, to mental health reasons.

[Source](#)

" Within our own population, what was identified was increasing rates of depression, anxiety, and stress-related disorders needing additional support."

**David Macadam**  
Behavioral Health Program Manager, Mass General Brigham Health Plan

## Personalized support

The program supports more than 20 million people globally and over 10,000 registered Mass General Brigham Health Plan members. The program uses AI driven matching to pair members with providers and aims for a wait time of within three days or less. As a result, Mass General Brigham Health Plan is able to offer personalized support in four categories:

- » **Family care:** Care is available for members of the family aged two and older. Members can find specialists who work with adults, couples, families, and more.
- » **Preventive care:** Members can search for research-based self-care resources that range from meditation and skill-building videos to activities to support ongoing mental wellness.
- » **Clinical needs:** Members can connect with therapists and mental health providers who can prescribe medication to help them manage their mental health.
- » **Specialized care:** The program's specialized care includes a substance use recovery program and Dialectical Behavior Therapy (DBT), a type of talk therapy that offers one-on-one support and 24/7 on-call aid for individuals who experience intense emotions.

“You made it easy to find a provider who felt right for me, and she is excellent. I appreciate the additional supports available on the app.”

Mass General Brigham Health Plan member testimonial

## Improving mental health outcomes

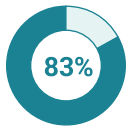
Thanks to the program's ongoing, peer-reviewed clinical research, they're able to successfully measure real-world impact. Here are some of their findings:



87% of members who participated experienced measurable clinical improvement.



81%+ of members who participated in therapy experienced measurable clinical improvements, and those benefits were maintained for up to a year—even without continuing treatment.



83% of members with post-traumatic stress disorder (PTSD) showed clinical improvement as a result of the program.

The program delivers personalized, collaborative therapy, aligning members and providers on shared goals and tasks, to foster stronger relationships and lasting outcomes.



Average member rating experience with the program\*

According to health platform data, members saw similar clinical improvement when using the program. In fact:

**81%** of those engaged with were considered improved or recovered at graduation from treatment.\*

Main drivers for care included: anxiety (88%), work-related stress (67%), feelings of being overwhelmed (65%), depression and/or sadness (58%), and relationships and family (58%). Baseline severity was mostly mild (45%) and moderate (42%), followed by a small percentage of severe cases (13%).

Mass General Brigham Health Plan delivers personalized, evidence-based care that supports lasting mental health outcomes.

**3.1** hours gained/week in lost productivity per client attributable to reduced absenteeism, improved presenteeism, and productive time gained.

\* Health platform data as of 10/25. Individual results may vary. "Mass General Brigham Health Plan" includes Mass General Brigham Health Plan, Inc. and Mass General Brigham Health Plan Insurance Company.

Benefits may vary by group size and plan type. Consult your Schedule of Benefits for specific coverage details.

Lyra Health, Inc. is an independent company and a business associate of Mass General Brigham Health Plan. Clinical services and member data are managed in accordance with the Health Insurance Portability and Accountability Act (HIPAA) and 42 CFR Part 2 (Confidentiality of Substance Use Disorder Patient Records). In compliance with the Massachusetts PATCH Act (M.G.L. c. 176O, § 27), Mass General Brigham Health Plan applies enhanced confidentiality safeguards to sensitive health information, including behavioral health and substance use disorder services. Personal health information (PHI) is not used or shared for marketing purposes without explicit authorization. For a full description of your privacy rights and our data practices, please review our Notice of Privacy Practices. Members may request that communications related to sensitive services be sent directly to them (rather than the primary policyholder) to support private access to care.



Learn more about our mental health resources. Scan the QR code or visit [our website](#).