

Dear Valued Partner,

As you know, we are experiencing a mental health crisis in America. We have seen significant increases in demand for our Member Assistance Program (MAP) services, which have not decreased as we enter the third year of the pandemic. We are fortunate that we have been building our provider network for 35 years. Our providers are amazing and are doing the best they can to meet demand during these times. As a valued partner, we want to share some insights and observations about our provider network. We invite you to use this information to help guide your communication with your members.

Due to increased utilization, clients may experience longer wait times to be seen by a provider.

However, our wait times as an MAP are significantly less than what a client would experience trying to access care directly or through insurance. For example, in *The New York Times* article [“Why 1,320 Therapists Are Worried About Mental Health in America,”](#) it states, “Overall, 75 percent of respondents reported an increase in wait times. Nearly one in three clinicians said that it could take at least three months to get an appointment or that they didn’t have room for new patients at all.”

To increase the probability of getting an appointment in a timely manner, we encourage clients to be flexible in the specificity of their requests. Clients who are open to different options, such as provider characteristics, appointment times, and session modality, have a better chance of shorter wait times. For example, a client who accepts a referral to a provider of any gender, does not require an evening appointment, and/or is willing to be seen virtually will most likely have an appointment sooner.

We are excited to announce a new text messaging functionality to improve connection and follow-up. When a client accesses services through the MAP, they are assigned a case manager who supplies the contact information for a provider in our network. The client is asked to contact the provider immediately and call the case manager back if they do not hear from the provider within a specified timeframe after leaving a message. The text messaging feature will improve this process and provide relevant follow-up information for the client.

We are grateful that you have chosen MYgroup as your experienced, robust EAP partner through this critical time. If you have any questions, please do not hesitate to ask your account manager or me. We value your partnership and are happy to provide you with any information you would find helpful to support your members and respond to their questions and concerns.

Sincerely,

Laura Bryan, PhD, LMFT, CEAP
EAP Director