



June 30, 2025

To Whom it May Concern,

On behalf of Gateway Business Health Coalition, I am writing to express our strong support for the proposed convening initiative focused on exploring the issues and opportunities associated with the broad adoption of **TOP Match**, a PCORI-validated behavioral health referral system, and its integration into **Express Access**, the NIH-funded marketplace platform.

Behavioral health access and quality remain pressing challenges for employers and the broader healthcare system. Long wait times, provider mismatches, and a lack of infrastructure to support evidence-based referral systems continue to hinder patient outcomes and increase organizational costs. Studies have shown that such delays and mismatches reduce the impact of behavioral health interventions and contribute to stigma, absenteeism, and workforce disengagement ([NIH Study](#); [PCORI Study](#)).

I understand that TOP Match has the potential to address these challenges head-on by ensuring patients are matched with providers who have a proven track record of treating similar conditions, TOP Match has demonstrated a fivefold increase in patients returning to full health and its integration into Express Access offers a scalable, cost-effective, and patient-centered way to improve care delivery and support workforce well-being.

This convening represents a timely and much-needed opportunity to engage a diverse group of stakeholders including HR leaders, benefits managers, health plans, EAP providers, and patient advocates to discuss the issues and opportunities of this solution. We are particularly interested in contributing to discussions on how to align this solution with employer benefit and provider strategies, understand implementation challenges, and identify actionable paths forward.

Gateway Business Health Coalition enthusiastically supports this effort and looks forward to sharing our perspectives, learning from peers, and helping shape the path to broader adoption of evidence-based behavioral health solutions.

Sincerely,

A handwritten signature in black ink that reads "Laurel Pickering". The signature is fluid and cursive, with the first name "Laurel" being more prominent than the last name "Pickering".

Laurel Pickering
President & CEO
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