

July 1, 2025

Dear Kimberlee Trudeau,

On behalf of the Primary Care Collaborative (PCC), 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, patients, payers and others in our healthcare system. Long wait times, a mismatch in patient need and clinician attributes, and a lack of infrastructure to support evidence-based referral systems 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).

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

This proposed convening represents a timely opportunity to engage a diverse group of stakeholders -- including HR leaders, benefits managers, health plans, EAP providers and patient advocates -- to discuss this evidence-based 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.

PCC 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,



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