



July 27, 2021

Michael J. Constantino, Ph.D.
Professor and Graduate Program Director
Department of Psychological and Brain Sciences

Dear Dr. Constantino:

I am writing to express enthusiastic support for your proposal, *Implementing Outcomes-Based Matching of Patients to Mental Health Care Therapists' Strengths*, to the Patient-Centered Outcomes Research Institute (PCORI). We have been piloting the system in one of our Pennsylvania Centers over the past year and are extremely impressed with the TOP tool and the results of the PCORI-funded clinical trial, an RCT which yielded a roughly doubling of results for those patients who were scientifically matched. We look forward to realizing the impressive results that have been published in *JAMA Psychiatry* and other top-tier journals.

Simply put, we believe TOP is the best outcome systems yet developed, and your scientific matching process delivers the type of results that the Refresh network can use to grow its national network by delivering better outcomes for consumers. Indeed, the timing is right. Refresh is the largest provider of out-patient behavioral health services in the country with more than 3,500 clinicians in virtually every part of the country and growing rapidly. And, with the explosion of telehealth services, Refresh, in conjunction with TOP, can connect the consumer with the most appropriate provider, leading to a doubling, if not tripling of treatment outcomes.

In Phase I, we will be committing resources to implement TOP and the Matching system into our Springfield offices that span three states and fourteen locations with approximately 180 clinicians. Assuming Phase I meets the objectives outlined in the grant and allows us to establish unique value-based contracting with insurance companies, we will then roll out the system to at least 50% of our remaining locations nationally. It is possible that it will far exceed this minimum commitment. We fully expect that we will be able to engage the support of local and national health plans that will provide important incentives and rewards for delivering the exceptional value that this scientific matching program can deliver.

We are excited to get started, and please do not hesitate to contact us if you have additional questions.

Sincerely, 

Kristen Scheel
COO
Refresh Mental Health