



Lucet

Behavioral health optimization company providing a tech-enabled platform and care navigators to help health plan members and employees quickly access mental health and addiction care.

<https://lucethealth.com>

Overview

Lucet is a behavioral health optimization company that provides tech-enabled services and solutions to support health plans, employers, and members. The company was formed in 2023 from the merger of New Directions Behavioral Health (founded 1995) and Tridium, combining decades of clinical research and technology expertise with member-centric care.

Lucet's core offering is the **Navigate & Connect** solution, a turn-key platform designed for payers to optimize behavioral health care and access for their members. The solution integrates an advanced technology platform with a team of clinically-informed care navigators and licensed clinicians.

Key Features and Capabilities:

Tech-enabled Care Navigation: Combines proprietary technology with human expertise to guide members to the right care.

Real-Time Appointment Scheduling: Consolidates network providers and point solutions on a single platform to enable real-time scheduling at the first member interaction, aiming for connection to care in less than five days on average.

Dynamic Provider Network Management: Uses proprietary analytics to align member demand with provider capacity, ensuring quality and timely access.

Clinically Validated Screening: Utilizes a clinically informed screener and configurable platform to assess member needs, acuity, preferences, and social determinants of health barriers.

Comprehensive Insights: Provides a mission control dashboard with granular insights into member demand, network supply, performance, and clinical outcomes for data-driven decision-making.

24/7 Crisis Support: Offers a 24-hour crisis support line for immediate intervention.

Core Services: Includes Utilization Management, Care Management, Substance Use Management, Autism Services, Network Management, and a Claims Integrity Program.

Target Users and Use Cases:

Lucet primarily serves **Health Plans** and **Employers** seeking to improve the quality, access, and value of their behavioral health offerings. Use cases include optimizing member access to in-network care, reducing total medical spending on behavioral health, and providing comprehensive Employee Assistance Programs (EAPs).

Key Features

- Tech-enabled Care Navigation (Navigate & Connect)
- Real-Time Appointment Scheduling
- Dynamic Provider Network Management
- Clinically Validated Member Screening/Assessment
- Comprehensive Behavioral Health Insights Dashboard
- 24/7 Crisis Support Line
- Utilization and Care Management Services

Pricing

Model: enterprise

Pricing is not publicly disclosed and is custom-quoted based on the specific needs and scale of the health plan or employer partner.

Target Company Size: medium, enterprise

Integrations

athenahealth, EHRs, Practice Management Systems

Compliance & Certifications

HIPAA

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