



NavConnect™ improves outcomes with *optimized member and provider matching*

NavConnect combines a cross-disciplinary team of compassionate care navigators and clinical case managers with an advanced technology platform. Built upon 25+ years of clinical research, analytics and a proprietary Behavioral Health Index (BHI®), it delivers an end-to-end solution that **connects members to high-quality behavioral health care across the entire acuity spectrum.**

How it works

Identify

Our clinically trained team delivers personalized concierge support throughout the member care journey.

Navigate

After assessing member risk across acuity, our technology surfaces outpatient providers or escalates for immediate intervention.

Connect

Members are matched to care in as little as one day based on their preferences, modality and real-time availability.

Measure

Built on measurement-informed care, our technology platform delivers insights into member demand, network supply, performance and clinical outcomes that inform real-time, data-driven decisions.

Our Results

Immediate impact on access



2:1 provider capacity



85% connected
within **7 days**



5 days on average
between booking and care



81% who completed initial
visit completed a second visit



20M+ covered
lives in all 50 states



\$227 cost savings for
behavioral health connections
to care with NavConnect™

Align and amplify your behavioral health ecosystem

NavConnect™ is the only end-to-end solution enabling member connection to care across the acuity spectrum and supporting patient-provider matching — improving access through quality, speed and outcomes.

Improved Access

Consolidate all in-network providers to match member needs to provider availability in real time.

Faster Care

Connect all members to clinically appropriate treatment based on acuity and preferences in as little as one day.

Better Outcomes

Leverage our proprietary Behavioral Health Index (BHI®), an acuity index registered with the Joint Commission, to access holistic insights into your member population.

Key Features



Front Door

Every behavioral health access point



Behavioral Health Index (BHI®)

Scientific measure gauging severity



Network

Member choice met with varied providers



Scheduling

Member matching and direct scheduling



Analytics

Data-driven models enhance capabilities



Measurement-Informed Care

Population outcomes

Your path to well-being.

Lucet is transforming health care by combining advanced technology with compassionate, whole health care. We deliver integrated behavioral health and medical services making care more connected, accessible and personalized than ever before. From in-home visits to behavioral health care navigation, we tailor every experience to meet every individual's unique health journey.

To learn more, visit LucetHealth.com