



Morgan Stanley's Perspective: The ROI of Mental Health

Here are the key takeaways
from the conversation:

In February 2021, Lyra's **Sean McBride** spoke to **Dana Erdfarb**, executive director of benefits at Morgan Stanley, to get her perspective on evaluating the return on investment for mental health care and the impact Lyra has had on the firm.

1

Review and contextualize your claims data related to mental health care

Erdfarb described Morgan Stanley's claims data as "a little scary and very compelling." 50 percent of mental health visits by employees were out-of-network, translating to 72 percent of mental health spend. There was no governance of quality.

2

Drive team alignment on specific goals and metrics you'll use to hold your vendor accountable

"Our prior EAP never mentioned things like faster access and better outcomes," Erdfarb says. She and her team documented their expectations about clinical outcomes as part of their initial vendor evaluation.

3

Consider both hard and soft savings in your benefit analysis

Morgan Stanley bucketed projected savings into two categories: hard (cost replacement for their EAP, redirected out-of-network costs) and soft (improved productivity, retention, absenteeism, presenteeism). They projected \$400,000 in savings for replacing their EAP, \$5 million in savings redirected from their health plan, and \$6.4 million in savings related to employee retention.

4

Socialize benefit analysis to ease management approval

Erdfarb says, "In order to sell something for us internally, we need to spend time communicating the value and articulating how this new program will impact the bottom line. We have many stakeholders that we have to go through this process with all of whom focus on different things."

5

Normalize mental health care for your workforce.

Senior leaders underscored the importance of this benefit sharing personal stories and encouraging benefit usage. Lyra was rolled out to employees as an “enhanced mental health benefit” and “the best option you have to get the best care in the easiest way,” Erdfarb says.

6

Align your investment with results

“The majority of the costs [with Lyra] are variable and based on the amount of care our employees are getting. We’re not paying a high fixed cost for care that our members may not use,” Erdfarb shared.

Key results:

MORE USAGE

10.3%

Morgan Stanley's Lyra utilization rate

FASTER ACCESS

6 days

Average time to first appointment with Lyra

BETTER OUTCOMES

93%

Morgan Stanley's improve/recover rate on PHQ9/GAD7 with Lyra

3.1%

Morgan Stanley's previous EAP utilization

25 days

Average time to first appointment with traditional EAPs

18%

Improve with care from traditional EAPs

Want to learn more?

Watch the [full webinar](#) or take a look at an in-depth [case study](#).
Read the [2021 State of Mental Health Care Report](#).