



# Deliver Life-Improving Actions During Pivotal Care Moments

Physical & Behavioral Health Solutions for  
Every Healthcare Environment

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# Strengthening Care Coordination and Patient Engagement for Hospitals & Health Systems





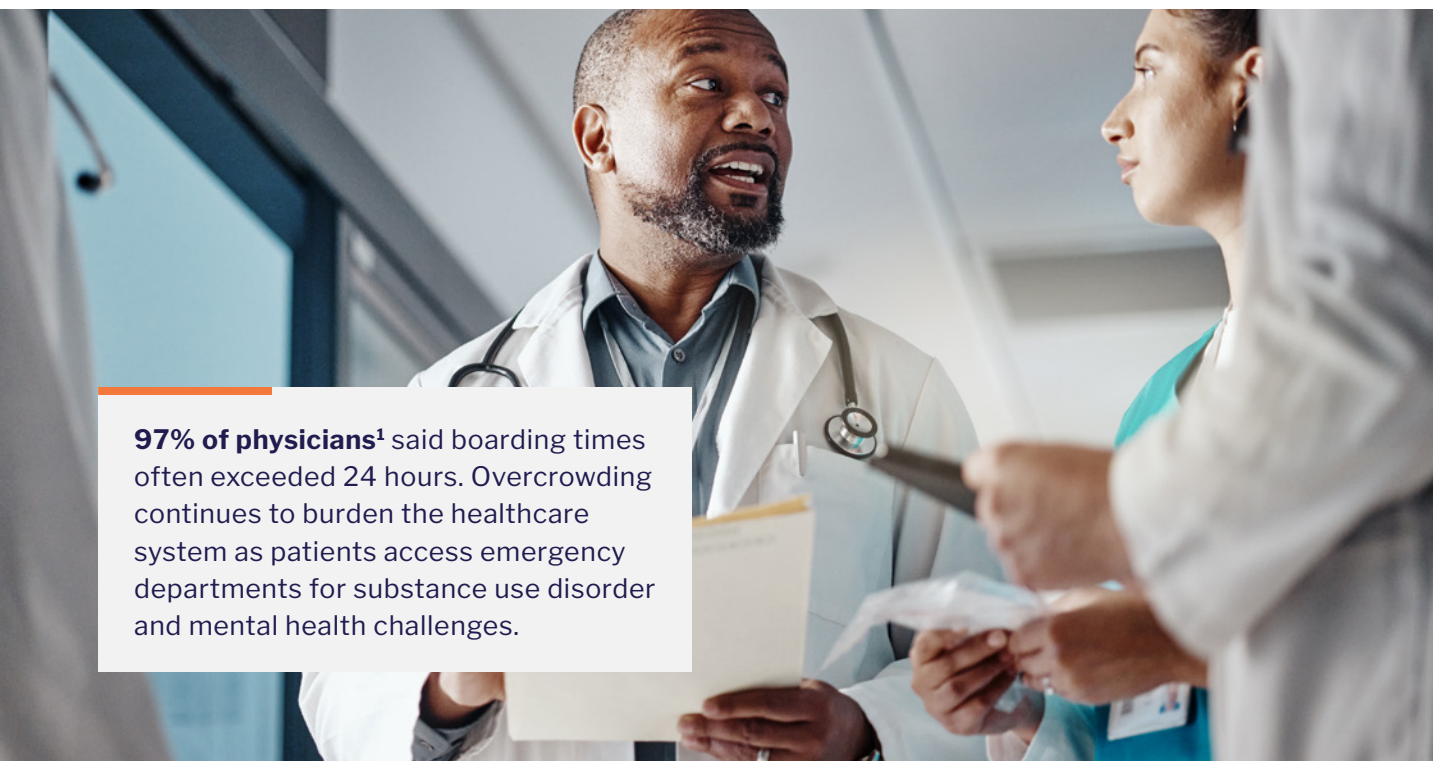
# Hospitals and Health Systems Juggle Physical and Behavioral Health Outcomes

Hospitals and health systems have no time to waste as they juggle growing physical and behavioral patient health challenges while ensuring compliance and patient safety. Add on mandates for patient notifications, data sharing and reporting and the need for robust tracking and documentation systems only grows.

Bamboo Health's solutions enhance patient outcomes by empowering providers with life-improving patient information. From care transition insights to controlled substance visibility, providers can quickly and easily connect patients to the care they need. Our Real-Time Care Intelligence™ empowers hospital care teams through the nation's most powerful care collaboration network.

## Unmatched Nationwide Connections:

By partnering with Bamboo Health, you gain access to the most powerful care collaboration network in the country and join leaders across 52 states and territories, 100% of the top 10 best hospitals and more than half of the country's largest health plans to improve more than 1 billion patient encounters annually.



**97% of physicians<sup>1</sup>** said boarding times often exceeded 24 hours. Overcrowding continues to burden the healthcare system as patients access emergency departments for substance use disorder and mental health challenges.

1 [www.acep.org/administration/ed-boarding-stories/cover-page](http://www.acep.org/administration/ed-boarding-stories/cover-page)

## Solutions: Connecting Providers with Real-Time Care Intelligence Across the Care Continuum

Create a better life for everyone experiencing behavioral and physical health disorders with Bamboo Health's care coordination solution suite, including **Pings™**, **Rising Risk**, **Spotlights™**, **Route**, **Stories™** and **Discharge Summaries**.

Additional prescription drug monitoring (PDMP) solutions can provide further patient insight into controlled substance history. These include key solutions like **PMP InterConnect®**, **PMP Gateway™** and **NarxCare®**, which help hospitals and health systems monitor controlled substances and promote safe medication practices.

### Pings™

**Pings uses Real-Time Care Intelligence™** to notify care teams in hospitals and health systems when their patients experience care events across the continuum. The solution provides an integrated, holistic view of patient-events and care coordination context.



#### Benefits:

- **Informs providers and care coordinators** with real-time notifications on admissions, discharges and transfers across 52 states and territories
- **Reduces healthcare costs** by preventing avoidable hospital re-admissions and unnecessary admissions. One health system client saved \$1.2M during a nine-month period
- **Shares relevant patient information** among primary care providers and other treating providers. Currently, Bamboo Health is connected to over 232,000 providers
- **Optimizes resources** through automated visibility into patient care transitions across the healthcare continuum
- **Facilitates seamless communication** between providers and health plans, ensuring patients receive appropriate follow-up care

**Define notification criteria for customizable rosters.** Pings offers static or dynamic, customizable rosters that let your organization define patient notification criteria. These rosters enable timely care coordination and real-time intervention, helping you succeed under CMS programs like BPCI Advanced, CJR, OCM, HRRP and other disease-state cohorts.

## Spotlights™

With real-time analytics and a user-friendly interface for tracking key performance indicators, **Spotlights** enables providers to gauge health on a macro level or drill down to the patient level using up-to-date data available in the Pings platform.



### Benefits:

- **Enables targeted interventions** in real-time to improve outcomes and operational efficiency without relying on claims-based data
- **Connects organizations** to a comprehensive, nationwide network with access to external facilities
- **Improves collaboration** with SNFs, accountable care organizations and other healthcare partners
- **Shares insight and reduces 30-day readmission rates** to help providers understand where high-utilizing patients are receiving care, such as skilled nursing facilities (SNFs)
- **Identifies opportunities** based on high-priority metrics for improving resource allocation and patient outcomes
- **Supports a reduction in potential readmission penalties** and costly overutilization



Our MIH and advanced illness case management teams are able to get real-time alerts when patients receive care, arrive in an emergency room or are admitted/discharged from a hospital or facility.”

- Kelly Lannutti, DO, Director of Clinical Transformation and co-Medical Director of Mobile Integrated Health (MIH) at South Shore Health

## Rising Risk

**Rising Risk** is a real-time risk stratification and patient engagement tool built on the Pings platform. The solution identifies patients at risk of becoming high utilizers of care across the healthcare system that may be overlooked by traditional models.



### Benefits:

- **Provides real-time patient information**, allowing providers to proactively identify opportunities for timely interventions instead of relying on delayed claims data
- **Offers robust predictive analytics** to equip care management teams with comprehensive and accurate patient identification. One client found that 24% of at-risk patients were actionable and able to be brought into follow-up care
- **Identifies opportunities to prevent over-utilization** of resources. One client identified that less than 1% (0.35%) of its patient population accounted for more than 18% of all patient utilization
- Incorporates social determinates of health data, such as access to care, alongside real-time ADT data to **capture patients as they become more frequent utilizers** of health resources
- **Increases revenue savings** by addressing high-risk patients early, reducing unnecessary hospitalizations and healthcare costs
- **Enables improved outreach** by pushing care coordinator contact information directly to patients, strengthening success of telephonic communication



“The availability of real-time data directly in our workflow helps eliminate a lot of extra work. It also allows us to catch patients while they’re currently in care, making it easier to build rapport to ensure follow-up and improved care quality.”

– Kate Sullivan, Project Manager, The University of Chicago Medicine (UChicago)

## Route

**Route** manages compliance needs, such as executing data sharing agreements, tracking patient-provider attribution and delivering e-notifications to requesting post-acute and primary care providers and entities. Trusted by the nation's leading hospital and health systems, the solution alleviates regulatory and data-sharing burdens through streamlined compliance.



### Benefits:

- **Ensures electronic patient event notifications are processed securely** and in full compliance, alleviating regulatory and data-sharing barriers
- **Eases administrative burdens** for providers related to e-notifications by enabling more efficient use of personnel resources
- **Achieves full compliance** with the e-notifications Conditions of Participation (CoPs) as mandated by CMS, including notifications to all required recipients such as post-acute and ACOs
- **Maximizes care coordination** with timely notifications that foster better communication among providers



“Choosing Route to ensure compliance with the CMS e-notifications CoP was an obvious choice for our team, as we’ve seen how critical these notifications are to improving care coordination, enhancing value-based care initiatives, and, most importantly, transforming patient outcomes. Route offers our clinical team increased IT operational efficiency to facilitate new levels of visibility and improved care.”

– *Chief Medical Information Officer, Cone Health*



## Stories™

**Stories** solves for the silos across the care continuum by instantly displaying critical patient context in the ED and inpatient settings. The solution facilitates optimal decision-making by flagging high-risk patients, prior and active post-acute utilization, in- and out-of-network activity and relationships with external care programs so care teams can drive effective discharge planning and optimal patient outcomes.



### Benefits:

- **Provides clear and timely data** that helps clinicians avoid medically unnecessary admissions and readmissions
- **Increases patient satisfaction** through improved discharge planning and enhanced collaboration with community partners
- **Simplifies care transitions** with insights on patient utilization and diagnosis history
- **Uncovers critical insights** by surfacing information not found in the native EHR to facilitate more effective discharge planning

## Discharge Summaries

An enhancement to the Pings platform, **Discharge Summaries** is designed to provide critical insights during patient transitions, empowering effective and punctual post-discharge care.



### Benefits:

- **Provides detailed patient discharge information**, ensuring seamless transitions and continuity of care
- **Delivers real-time discharge data**, enabling providers to quickly update care plans and respond to patients' needs
- **Facilitates better patient visibility** between hospitals and community health providers, reducing gaps in patient care
- **Identifies potential risk factors and follow-up actions**, aiming to prevent unnecessary hospital readmissions
- **Extrapolates key elements from the discharge summary**, such as medication reconciliation, follow-up appointments, hospital course and more, instead of having to comb through multi-page documents

## PMP Gateway®

**PMP Gateway** gives providers single-click access to data, analytics, tools and resources from PDMPs. The user-friendly solution integrates seamlessly with electronic health records and pharmacy management systems to provide the informative controlled substance insights medical professionals need to ensure effective prescribing and dispensing.



### Benefits:

- **Simplifies access to government-managed and regulated PDMP data** directly within existing clinical workflows, reducing the number of clicks required for providers
- **Streamlines adherence to state regulations** for monitoring controlled substance prescriptions
- **Delivers quick and efficient results** for querying patients' prescription histories, freeing up valuable time for healthcare providers



“Trying to find PDMP data on a patient in the tri-state area using the old system was extremely difficult. It caused a lot of dissatisfaction and physician burnout. PMP Gateway now makes it much faster and easier to access data, allowing physicians to spend more time focused on their patients.”

—Dr. Kristian Feterik, eRecord Medical Director, University of Pittsburgh Medical Center

## PMP InterConnect®

Operated by Bamboo Health, **PMP InterConnect** serves as the interstate data-sharing hub provided by the National Association of Boards of Pharmacy.



### Benefits:

- **Shares relevant PDMP data across state lines**, ensuring a holistic view of a patient's controlled substance history, compliance and enhanced patient safety
- Offers expansive coverage and **processes over 10 million transactions** a month
- **Provides essential data** for state PDMPs at no expense
- **Complies with all federal health IT security standards** with validation from multiple third-party audits

## NarxCare®

**NarxCare** is an application that equips clinicians with tools to analyze controlled substance data from PDMPs. The solution aids healthcare providers in making better-informed prescription and dispensation decisions.



### Benefits:

- **Supports clinicians' analysis** of controlled substance data from government managed and regulated PDMPs
- **Delivers insights and visualizations** of dispensation patterns based on the data to enable more informed prescribing and dispensing practices
- **Enhances decision-making** by providing timely insights, reducing time traditionally spent interpreting lengthy patient histories

## Success Stories: Captured 40% More Transitional Opportunities and Improved Quality Score to 90%



**University of Chicago Medicine (UChicago)** greatly improved identification of at-risk patients after adopting Bamboo Health's Rising Risk. The solution enabled care coordination professionals to intervene while patients were still in the hospital, saving clinicians an average of 5-10 minutes in reviewing patient charts. After implementing Rising Risk, the nonprofit academic health system also significantly increased recapture rates.



**University of Pittsburgh Medical Center** turned to Bamboo Health to integrate PDMP access into its Epic EHR using PMP Gateway. The integration allows providers to access PDMP data for patients in their workflows, reducing a process that takes a minute and a half to just a few seconds.



South Carolina-based health system **Prisma Health** enabled over 1,000 clinicians to access SCRIPTS through their EHR workflow using Bamboo Health's PMP Gateway.



“Bamboo Health has opened our eyes to the [post-acute care] world. We can now see the trends of where our patients are going and ensure process improvement, intervene on care events and receive more insights on our patients.”

- *Houston Methodist Coordinated Care, ACO*

### Bamboo Health is HITRUST Certified!

We are committed to ensuring the highest levels of information and data security, privacy and risk management.

**Learn more at [BambooHealth.com/HHS](https://bamboohealth.com/HHS)**



# Improve Behavioral and Physical Health Access and Outcomes for Governments



# Supporting Whole-Person Care Through Integrated, Government-Backed Solutions

As government health agencies seek to improve care journeys for individuals with physical and behavioral health challenges, organizations will need versatile, integrated tools that support healthcare interventions at the point of care.

Bamboo Health is the most powerful host of prescription drug monitoring programs (PDMPs), contracting with 52 states and territories to provide access to government managed and regulated controlled substance information and more than a dozen for behavioral health support. With this whole-person health context, Bamboo Health empowers life-improving actions during pivotal care moments for improved physical and behavioral outcomes.

## Unmatched Nationwide Connections:

By partnering with Bamboo Health, you connect to the most powerful care-collaboration network in the country and join leaders across 52 states and territories, over 45,000 pharmacies (including all major pharmacy retail chains), 100% of the top 10 best hospitals and more than half of the country's largest health plans to improve more than 1 billion patient encounters annually.



**More than 30% of adults reporting symptoms of anxiety and/or depression.<sup>1</sup>** In addition, 48.7 million or 17.3% of Americans aged 12 and older battled a substance use disorder (SUD).<sup>2</sup>

1 [www.kff.org/statedata/mental-health-and-substance-use-state-fact-sheets/#:~:text=Note%3A%20These%20state%20fact%20sheets,or%20depression%20in%20February%202023](http://www.kff.org/statedata/mental-health-and-substance-use-state-fact-sheets/#:~:text=Note%3A%20These%20state%20fact%20sheets,or%20depression%20in%20February%202023)

2 [www.samhsa.gov/data/sites/default/files/reports/rpt42731/2022-nsduh-main-highlights.pdf](http://www.samhsa.gov/data/sites/default/files/reports/rpt42731/2022-nsduh-main-highlights.pdf)

# Empowering Healthcare & PDMP Integration With an Engaged, Nationwide Network

Address mental health and substance use needs with solutions like **OpenBeds®**, **Crisis Management System**, **Bamboo Intelligence Hub™**, **Treatment Connection™**, **Justice Involved™**, **PMP AWARe®**, **PMP Gateway®**, **PMP InterConnect®** and **NarxCare®**. These tools optimize referrals, reduce wait times, enhance visibility into controlled substance use and ensure timely care while supporting policy development, funding allocation and provider efficiency.

## Treatment Connection

**Treatment Connection** is a public tool that helps individuals confidentially find behavioral health and substance use treatment. Providers share real-time availability and service directories in participating states.



### Benefits:

- **Helps individuals find state-approved treatment options** with a filterable list of services and providers by needs, ZIP code and distance
- **Provides real-time resources and an interactive assessment** to learn more about available and appropriate treatment options
- Allows individuals to express interest anonymously and contact treatment facilities **to ease next steps in accessing treatment**
- **Provides anonymous access** at no cost to individuals



“Treatment Connection provides another way to access accurate information about the services available in their community, as well as the ability to reach out to those service providers to begin potentially life-changing conversations.”

- Director, OhioMHAS

## OpenBeds®

Going beyond traditional bed boards and registries, OpenBeds offers a comprehensive behavioral health capacity management and referral solution. OpenBeds provides real-time information on available treatment resources in a closed-loop referral network that is available to clinicians, the public and providers seeking SUD and mental health treatment. The solution benefits state governments by streamlining and accelerating the process of behavioral health referrals related to mental health or SUD.



### Benefits:

- Allows healthcare providers and agencies to **quickly identify and coordinate available resources via bed boards** and services across various facilities
- **Offers a versatile, easily-integrated workflow platform** to power greater visibility into resource capacity with low-lift implementation
- **Forges a coordinated network between state governments and community providers**, maintaining visibility through transitions where individuals historically fall through the cracks
- Provides **easy-to-operationalize reporting** and insights to identify gaps in care
- **Reduces wait times** for individuals in need of behavioral health treatment and improves overall efficiency in state healthcare systems
- **Accelerates referral processes** and facilitates smooth transitions to effective care using a straightforward, easy-to-use format



“OpenBeds has made it more efficient to review and accept or deny referrals. The electronic communications have helped us save time in several instances from not having to call and wait on hold while also saving a lot on paper. It also helps that more than one person can enter the system and help with patient load and turnaround time.

- Kendra Wilson, Community Education Manager at Methodist Jennie Edmundson Hospital



## Bamboo Intelligence Hub™

State governments can proactively gain insight into actionable care moments with the Bamboo Intelligence Hub™. This solution suite combines many of Bamboo Health's care coordination, controlled substances and behavioral health solutions. With these combined focus areas, organizations gain comprehensive insight into behavioral health resources, crisis-line encounters, controlled substance prescription information, justice-involved events and admission, discharge and transfer (ADT) data from acute hospitals and post-acute facilities all in one unified package.



### Benefits:

- Provides timely access to critical healthcare data for **improved decision-making in a single user-friendly platform**
- **Facilitates seamless communication** among healthcare providers
- **Helps efficiently distribute healthcare resources** where needed most
- **Informs policy decisions** with comprehensive, actionable insights
- **Significantly reduces administrative burden** by reducing time to complete reports, expediting outreach and improving staff efficiency
- **Ensures data privacy** and adherence to regulatory standards
- **Creates a full picture** of individuals' care journeys for providers and care coordinators, leading to more informed decision-making



“Bamboo Health provides a powerful solution, giving our healthcare providers the tools and aggregated data they need to deliver integrated care for physical and behavioral health. It's a transformative step in addressing the health crisis our citizens face, and we're proud to take it.”

- Joanna Champney, Director, Division of Substance Abuse and Mental Health (DSAMH) of Delaware

## Crisis Management System

**Crisis Management System** improves state crisis response by streamlining mobile-team dispatch, responder coordination, resource allocation, and compliance. It supports the 988 Suicide and Crisis Lifeline for faster, effective emergency responses.



### Benefits:

- **Speeds access to care** by reducing mobile crisis dispatch time, including a **24% reduction in average dispatch time** for mobile crisis teams
- **Enhances coordination** among healthcare entities, emergency responders and law enforcement for effective crisis response
- Identifies population health trends from an **award-winning** crisis care solution provider
- Assists call center staff in **reducing administrative burden** by saving time for coordinating care, resulting in **more than 1,300 hours saved** for one state client
- **Ensures compliance** with state and federal crisis intervention and reporting regulations

## Justice Involved

Bamboo Health's **Justice Involved** provides real-time incarceration alerts to improve care coordination, reduce recidivism and prevent fatal overdoses.



### Benefits:

- **Enhances communication** between justice agencies and healthcare providers
- **Ensures continuity of care** during transitions and **reduces recidivism** rates through targeted interventions
- **Optimizes resources** and improves outcomes for justice-involved populations
- **Supports compliance** with healthcare and legal requirements
- Connects users to **2,800 incarceration facilities and over 160 million historical incarceration records** on the Justice Involved network
- **Catalyzes care coordination** for justice-involved individuals enrolled in or receiving Medicaid, improving health outcomes and reducing costs

## PMP AwarxE®

**PMP AwarxE®** is a secure platform utilized by PDMPs to provide a holistic picture of controlled substance use, helping medical professionals make more informed prescribing and dispensing decisions.



### Benefits:

- Provides superior technology designed to **enhance flexibility** in methods of collecting prescription data, ensuring the **highest quality and integrity of the data** collected
- **Enhances the end-user experience** by providing out-of-the-box capabilities to facilitate interstate data sharing and integrate PDMP data into clinical workflows
- **Improves public health** by providing controlled substance drug use information prior to prescribing or dispensing those drugs
- **Includes more accurate and complete data tracking** of opioids and other scheduled drug prescriptions
- Helps prescribers and pharmacists make **more informed prescribing and dispensing decisions**
- Improves the identification and education of **high-risk indicators** (e.g., overdose and substance use disorders)

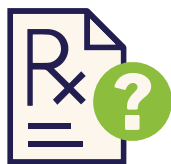
## PMP Gateway™

**PMP Gateway** gives providers single-click access to data, analytics, tools and resources from PDMPs in their existing clinical workflows. The user-friendly solution connects seamlessly with electronic health records.



### Benefits:

- **Streamlines adherence** to state regulations for provider access to controlled substance prescriptions
- Gives healthcare providers quick access to **real-time controlled substance information**, enhancing decision-making and patient safety
- **Simplifies access to PDMP data** directly within existing workflows, reducing the number of clicks required for providers
- Encourages healthcare providers to pursue **broader adoption and utilization** of the PDMP



## Did You Know?



**Bamboo Health**  
PMP AWARe®



**Bamboo Health**  
PMP Gateway®

You can also access additional features in **PMP AWARe** and directly in existing workflows with **PMP Gateway**®.

- **The Medication for Opioid Use Disorder (MOUD) Prompts:** The MOUD Prompt monitors prescription data for buprenorphine and other medications used to treat opioid use disorder to identify individuals who experience a lapse in treatment, providing enhanced clinical utility with the PDMP. The solution automatically generates alerts to the prescriber and the prescriber's delegates and will show as a notification on specified PMP prescription reports run for that individual.
- **OD Insights™:** The Overdose Detection Insights alert aids in overdose detection. These alerts allow for non-fatal overdose emergency department admissions to be more visible and provide information to the clinician about the individual's history of a previous drug overdose.



“We went live with Bamboo Health last week to support the state mandate to check the PDMP when we are prescribing controlled substances. We quantified the impact of that investment by reducing the number of provider ‘clicks’ from 50 to 1. It’s huge. No physician enjoys digging for information. Physician burnout is real. Time is valuable. Provider enjoyment is valuable. Bamboo Health was able to achieve that for us.”

- Shaun Miller MD, MBA, Chief Medical Information Officer at Cedars-Sinai Health System



## PMP InterConnect®

Operated by Bamboo Health, **PMP InterConnect** is an interstate data-sharing tool that is provided by the National Association of Boards of Pharmacy. The service is provided at no cost for state PDMPs.



### Benefits:

- **Shares relevant PDMP data** across state lines and creates a holistic view of controlled substance prescriptions patients receive
- **Facilitates seamless interstate data sharing**, integrating PDMP data across states to support compliance, ease of use and enhanced patient safety
- Processes over **10 million transactions** a month
- **Complies with all federal health IT security standards** and has been validated in multiple third-party audits

## NarxCare®

**NarxCare** is an application that provides tools to support clinicians' analysis of controlled substance data from PDMPs. The solution aids healthcare providers in making better-informed prescription and dispensation decisions.



### Benefits:

- **Supports clinicians' analysis** of controlled substance data from government managed and regulated PDMPs
- **Delivers insights** and visualizations of usage patterns based on the data to enable more informed prescribing and dispensing practices
- Informs decision-making and **reduces time** traditionally spent manually searching for critical patient history
- Enables improved care coordination with other team members through an **easy-to-use application** that integrates into clinicians' existing electronic health records
- Provides timely access to **high-quality, reliable data to support regulatory functions**

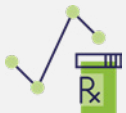
# Success Stories: Reduced Crisis Dispatch Time by 24% and Provided Real-Time Care Intelligence Across 44 States and Territories



Utilizing Bamboo's Crisis Management System, one state client reduced the average dispatch time for mobile crisis teams responding to 988 callers by 24%, saving 1,352 hours in coordination and dispatch. This system significantly enhances crisis management efficiency during critical health moments.



Supporting 80% of the nation's PDMP platforms, Bamboo Health enables authorized medical professionals to access real-time controlled substance information. This capability supports informed prescribing decisions and ensures compliance with regulatory standards.



52 out of 54 states and territories are connected to PMP InterConnect, Bamboo Health's interstate PDMP communication platform. This allows healthcare providers and pharmacists to view an individual's controlled substance records across multiple PDMPs.



For Marcrom's Pharmacy, the partnership with the Tennessee Department of Health significantly reduced time and frustration spent on administrative tasks. Marcrom's Pharmacy reduced pharmacists' time to access records to 15 seconds, whereas a recent study showed the average process time is 5.5 minutes.



One state's extensive provider participation with Bamboo Health's OpenBeds solution has contributed to a significant increase in treatment referrals and decreased wait times. Within its first year, the state accommodated 20,924 treatment referrals, including 75% that involved inpatient services, with 57% voluntary and 43% non-voluntary referrals. The state has seen a 2.8% compound monthly growth rate in referrals through the network.



Over a one-year period, controlled substance insights were delivered in more than 100 million patient encounters per month into electronic health records and pharmacy management systems through Bamboo Health solutions.

## Bamboo Health is HITRUST Certified!

We are committed to ensuring the highest levels of information and data security, privacy and risk management.

**Learn more at [BambooHealth.com/Govs](https://bamboohealth.com/Govs)**

# Improving Member Engagement and Quality Measures for Health Plans



# Empowering Health Plans With Seamless, Whole-Person Care

As health plans balance optimizing network efficiency and increasing member engagement, delivering cost-effective care management while upholding high-quality standards is ever more paramount. Achieving such goals, however, requires efficient tools that facilitate seamless, high-quality, cost-effective whole-person healthcare.

Through Real-Time Care Intelligence™, Bamboo Health's solutions allow health plans to proactively break down barriers and better collaborate with providers and care teams during pivotal moments, optimizing members' health. Health plans can leverage the tools and support they need to create a better life for everyone experiencing physical and behavioral health disorders.

## Unmatched Nationwide Connections:

By partnering with Bamboo Health, you connect to the most powerful care collaboration network in the country and join leaders across 52 states and territories, 100% of the top 10 best hospitals and more than half of the country's largest health plans to improve more than 1 billion patient encounters annually.



**Traditional claims data has a 60-90-day information lag**, leading to missed care opportunities, higher costs and poor patient outcomes. 62% of patients<sup>1</sup> said insurance-related treatment delays resulted in patients' condition worsening.

<sup>1</sup> [www.aha.org/infographics/2023-07-11-new-consumer-poll-finds-patients-are-concerned-about-commercial-insurer-barriers-care-infographic](http://www.aha.org/infographics/2023-07-11-new-consumer-poll-finds-patients-are-concerned-about-commercial-insurer-barriers-care-infographic)



# Solutions: Enhancing Care Coordination by Identifying Critical Needs for Health Plans

Cut costs, reduce high-utilization and ensure timely follow-up with Bamboo Health's care coordination solution suite. Bamboo Health is trusted by over half of the nation's leading health plans and organizations.

**Pings™**, **Spotlights™** and **Care Gaps** go beyond notifications by adding additional context to care transitions to improve readmission management, ensure best outcomes for patients and gain cost efficiencies.

## Pings™

**Pings uses Real-Time Care Intelligence™** to notify health plans whenever their members experience care events, such as hospital admissions, discharges or emergency department (ED) visits. The solution enables health plans to quickly respond and coordinate appropriate care, improving patient outcomes and reducing unnecessary readmissions and costs.



### Benefits:

- **Reduces 30-day readmissions by 47%** for one client through preventive measures.
- **Saves healthcare costs**, including \$1.2M saved by a client in nine months.
- **Delivers real-time notifications** on member healthcare events, improving resource visibility and care transitions.
- **Provides real-time notifications** about member healthcare events enabling greater visibility into utilization of emergency department and provider resources **across 52 states and territories**
- **Supports proactive management of patient care**, leading to better health outcomes and patient satisfaction tied to **quality measures**



"We are dedicated to delivering personalized, high-quality care experiences for our members. Partnering with Bamboo Health has enabled us to leverage cutting-edge technology to optimize care coordination and support our members' healthcare journeys. This recognition reaffirms our commitment to driving innovation and fostering collaborative partnerships that positively impact patient outcomes and advance the future of healthcare."

- John Cope, Director of Stars Technology at Humana

## Spotlights™

With real-time insights into utilization trends, **Spotlights** empowers health plans to track member outcomes from the large-scale macro level to the detailed patient-view level using existing data available in the Pings platform.

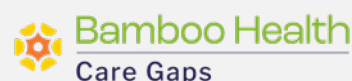


### Benefits:

- **Identifies targeted intervention opportunities** based on high-priority metrics for improving resource allocation and patient outcomes
- **Supports care coordination** and management, leading to better health outcomes and lower rates of admissions and readmissions
- Helps health plans **reduce costs associated with preventable hospitalizations** and complications by focusing on high-risk patients
- **Leverages data analytics** to provide actionable insights, empowering health plans to make informed decisions and optimize resource allocation
- **Fosters collaboration** among providers and health plans by enabling streamlined communication and care coordination efforts

## Care Gaps

**Care Gaps** helps health plans and providers improve care by identifying and closing gaps with real-time insights, best practices, and customized workflows for quick member follow-up.



### Benefits:

- Helps health plans and providers **more effectively collaborate** to meet or exceed CMS Star Ratings and HEDIS measures
- **Enables network providers to quickly and easily close transitions of care and follow-up on care gaps** by leveraging Bamboo Health's nationwide admission, discharge and transfer (ADT) network
- **Encourages greater adoption** and adherence to evidence-based guidelines
- **Assures quality-measure success** through real-time reporting and analytics that foster collaboration with network providers
- **Optimizes post-discharge transitions** and follow-ups, achieving an 8.2% improvement in care transitions for one client
- **Increases** revenue and labor efficiency

# Success Stories: Improved Follow-Up Care by Closing 84% of Alerts

Humana and Privia Medical Group—Georgia collaborated with Bamboo Health to enhance care visibility and improve patient outcomes over a 90-day period, resulting in:

**84%**

of Pings alerts closed by  
Privia Medical Group

**8.2%**

improvement in TRC (Transitions  
of Care) measures

**3.2%**

improvement in FMC  
(Follow-up Measures of Care)



“Privia Medical Group—Georgia is committed to value-based care, and a critical piece of that is closing care gaps. The balance is doing so without overburdening our providers and staff while serving our patients to the best of our ability. The real-time insights and workflow from Care Gaps should help us achieve this balance, in turn equipping our providers to deliver better, more timely care.”

- Ryan Graham, Vice President, Practice Operations & Value-Based Care for Privia Medical Group—Georgia

“We are dedicated to delivering personalized, high-quality care experiences for our members. Partnering with Bamboo Health has enabled us to leverage cutting-edge technology to optimize care coordination and support our members’ healthcare journeys. This recognition reaffirms our commitment to driving innovation and fostering collaborative partnerships that positively impact patient outcomes and advance the future of healthcare.”

- John Cope, Director of Stars Technology at Humana

“ACAP member plans perform at a high level because they don’t wait for their members to come [to] a doctor’s office to discern and address their health needs. That’s the essential value of care coordination at its best. We are delighted to partner with Bamboo Health.”

- Meg Murray, CEO, Association of Community Affiliated Health Plans (ACAP)

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# Keeping Patients in Network to Generate \$1B in Shared Savings for Accountable Care Organizations



# Accountable Care Organizations (ACOs) Face Unique Challenges in the Pursuit of Value-Based Care

From improving patient identification and monitoring across skilled nursing facilities to preventing readmissions across community health centers, ACOs have no time to waste.

Fortunately, ACOs can leverage Bamboo Health's optimized workflows paired with real-time and insightful data analytics to help identify gaps in care to address such challenges. With Real-Time Care Intelligence™ and Bamboo's extensive care collaboration network connecting pivotal patient events nationwide, ACOs can easily coordinate care through accessible and streamlined solutions. ACO programs like the Medicare Shared Savings Program (MSSP) and ACO Realizing Equity, Access and Community Health (ACO REACH) Model see an increase in shared savings and improved quality when leveraging Bamboo's intelligence and insights.

Bamboo Health's solutions empower ACOs to eliminate fragmentation by providing patient insights, which facilitate collaboration among ACOs' network of providers — enabling informed decision-making during pivotal care moments.

## Medicare Overhaul to Benefit 13M+ Individuals:

By 2030, the Centers for Medicare & Medicaid Services (CMS) announced that innovative accountable care initiatives will provide higher quality care to more than 13.2 million Medicare beneficiaries. Over 700,000 organizations will participate in at least one of the three initiatives – the Medicare Shared Savings Program and two CMS Innovation Center accountable care model tests.



Bamboo Health ACO clients **gain over \$1B in shared savings annually** and have an average quality score of 90%.



# Solutions: Delivering Life-Improving Patient Event Alerts for ACOs

ACOs can reduce readmissions and length of stay by leveraging Bamboo Health's customizable tools that monitor patients to identify pivotal care moments.

With solutions such as **Pings™**, **Discharge Summaries**, **Spotlights™** and **Rising Risk**, ACOs can leverage real-time notifications about a patient's care journey, identify patients who may become high-utilizers of care and provide metrics that flag trends related to readmission rates, overutilization and patient outcomes.

## Pings

**Pings uses Real-Time Care Intelligence™** to provide a comprehensive platform for patient-event visibility and value-based care program management. The solution is built on one of the most powerful care coordination networks that supports providers, health plans, pharmacies and state governments with real-time admission, discharge and transfer (ADT) data.



### Benefits:

- **Provides real-time notifications** about a patient's care journey
- **Helps identify and close gaps** in patient care
- Offers an **easy-to-use view** on patient and population health
- **Facilitates care coordination** by creating **workflows for specific end-users**
- **Reduces ED utilization**, prevents readmissions and optimizes post-acute care lengths of stay



"Pings was and is an invaluable tool helping us to seamlessly deliver coordinated care at the right place and at the right time for our patients."

- *Dr. Adrienne Seiler, Medical Director, Pioneer Valley Accountable Care*

## Discharge Summaries

**Discharge Summaries**, available on the Pings platform, flags when clinical documentation is available for appropriate follow-up care. With this critical care flag, ACOs can streamline data-sharing across providers and state lines.



### Benefits:

- Empowers providers to prioritize patients with urgent care needs — **improving quality and reducing costs** while enhancing revenue opportunities
- **Reduces treatment gaps** and duplication of services
- Enhances transitional care management (TCM) billing opportunities with a **comprehensive clinical context**
- Delivers **real-time summaries with essential patient data** (i.e. medication lists and follow-up appointments) that could be hard to obtain with proprietary electronic health record (EHR) systems
- Ensures effective and **punctual post-discharge** care across providers
- **Prevents care delays**, treatment errors, unnecessary procedures and possible readmissions



“With [Bamboo Health’s solutions], patients don’t have to go to the emergency department repeatedly or have an escalation in care. When a patient is still on the inpatient side, it’s great to get those proactive alerts so that we can call the hospital, talk to the care team and coordinate care in a much more streamlined manner. When the patient is discharged from the hospital, we can make sure that the discharge planner is aligned with what we really need from our patients as they leave that hospital. It helps us know where our patients are and meet them where they are in their care journey.”

*- Chicago-based ACO with more than 170 centers across 21 states*

## Spotlights™

With real-time insights into utilization trends, **Spotlights** allows providers to track health on a macro level or drill down to the patient level using existing data available in the Pings platform.



### Benefits:

- **Streamlines regular performance reviews** with ACOs and value-based care referral partners by using shared data and reports, including hospital readmission rates, average length of stay and patient referral volume
- **Reduces potential penalties** and costly overutilization
- Shares insight and **reduces 30-day readmission rates** to help providers understand where high-utilizing patients are going
- Positions ACOs for **better overall performance** in value-based programs

## Rising Risk

**Rising Risk** is a real-time risk stratification and patient engagement tool built on the Pings platform. The solution identifies patients at risk of becoming high-utilizers of care across the healthcare system that may be overlooked by traditional models.



### Benefits:

- Equips care management teams with **comprehensive and accurate patient identification** through robust predictive analytics
- Leverages Bamboo Health's nationwide, **real-time ADT network** for utilization awareness in addition to data that illuminates social determinants of health
- **Sets up reminders** to uphold time frames in value-based care contracts
- Improves patient outcomes for rising-risk cohorts while **achieving significant cost savings**
- Accelerates **speed and accuracy** of patient identification with risk- scoring model adjustments from user input over time
- **Adds context notes** in patient profiles for other care team members

# Success Stories: Captured 40% More Transitional Opportunities and Improved Quality Score to 90%



Pioneer Valley Accountable Care (PVAC), an ACO in western Massachusetts, partnered with Bamboo Health to implement Pings. The ACO — which previously struggled with patient identification and communication with skilled-nursing facilities — can now **identify patient events in real time**. This has led to improved care coordination, engagement of post-acute partners, reduced costs and enhanced patient outcomes.



Aledade, a physician-led ACO based in Bethesda, MD, reported that 40% of discharges resulted in a transitional care management (TCM) opportunity. **For every one of seven TCMs, Aledade successfully prevented a readmission** with Bamboo solutions. Aledade's ACO network includes over 1,500 practices and community health centers and serves 2.27 million patients.



Greensboro, N.C.-based Eagle Physicians, the largest affiliated provider organization of the Triad Healthcare Network ACO, **contacted 67% more patients** for SNF transition-of-care follow-ups and saw an increase in the number of SNF visits after implementing Bamboo solutions.



Our ACO clients using Pings in the 2021 Medicare Shared Savings Program (MSSP) generated over **\$1 billion in savings**, and their average **quality score was 90%**.



An ACO client in Texas **reduced 30-day hospital readmission rates** for its preferred post-acute network **by 24.7%** and average length of stay (LOS) by 27.5%.



An ACO client reduced the LOS for its managed patients from 25 days to 21 days, resulting in **\$680,000 saved** in their first year of using Pings.

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# Enhancing Transitional Post-Acute Care With Bamboo Health's Interoperable Network





## Optimizing Post-Acute Care With Bamboo Health's Real-Time Patient Insights

Ensuring proper follow-up care while adapting to new care delivery models can be a challenge for post-acute providers without access to timely patient insights. Caretakers can take proactive steps to improve patient outcomes with an integrated approach. By providing visibility into a patient's care journey across healthcare organizations, providers can save costs and optimize resources. For post-acute care facilities, this leads to more informed decision-making, better care and stronger referral networks.

Leading post-acute providers optimize results and coordination through Bamboo Health's Real-Time Care Intelligence™, enabling quick responses to patients' needs.

### Unmatched Nationwide Connections:

By partnering with Bamboo Health, you connect to the most powerful care collaboration network in the country and join leaders across 52 states and territories, 100% of the top 10 best hospitals and more than half of the country's largest health plans to improve more than 1 billion patient encounters annually.

**Implementing real-time care coordination and patient tracking** in post-acute care settings led to a 15% reduction in hospital readmissions and a 10% increase in overall patient satisfaction.<sup>1</sup>



<sup>1</sup> [jamanetwork.com/journals/jamanetworkopen/fullarticle/2812390](https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2812390)

## Solutions: Improving Post-Acute Care Transitions and Outcomes

Coordinate smooth transitions between care settings by leveraging solutions from Bamboo Health for efficient patient journey facilitation. Enable proactive interventions to prevent disruptions and support adherence to quality measures and performance requirements.

Enable timely interventions with Bamboo Health's **Pings™**, **Spotlights™** and **Discharge Summaries** solutions that support post-acute care facilities in delivering appropriate follow-up care.

### Pings™

**Pings uses Real-Time Care Intelligence™** to provide notifications of hospital admissions and discharges. The solution enables post-acute facilities to quickly respond and coordinate appropriate care, improving patient outcomes and reducing unnecessary hospital readmissions and costs.



#### Benefits:

- **Provides real-time notifications** for care coordinators as patients transition through the care continuum until they start or resume home care services, with information available coast-to-coast
- **Facilitates seamless communication** between providers across the continuum of care, ensuring patients receive appropriate and timely life-saving actions. Currently, **more than 8,000 post-acute facilities** partner with Bamboo Health for streamlined collaboration
- Helps home care consultants **determine when to transition** patients home
- **Increase awareness of patients presenting to the ED** and encourage care in the home when clinically appropriate
- **Supports proactive management** of patient care, leading to better health outcomes and patient satisfaction
- Empowers marketing and business development teams to **advocate for better referral relationships** in the community
- **Increases visibility of patients** that migrate to other caregivers in the ecosystem

## Spotlights™

**Spotlights** empowers post-acute care facilities with patient insights from the macro-level to the detailed patient-view level using existing data available in the Pings platform.



### Benefits:

- **Identifies opportunities based on high-priority metrics** for improving resource allocation and patient outcomes
- Conducts root-cause analysis with **patient-level drill-downs** to develop process improvement initiatives for highest impact patients and care locations
- **Identifies missed care opportunities** when patients receive additional care at other healthcare entities, including skilled nursing facilities
- **Simplifies performance reviews** with ACO and VBC partners using shared data on readmissions, length of stay, and referrals

## Discharge Summaries

An enhancement to the Pings platform, **Discharge Summaries** is designed to provide critical insights during patient transitions, empowering effective and punctual post-discharge care.



### Benefits:

- Helps care coordinators **easily access discharge information**, removing the need for manual tracking and calls
- **Facilitates early capture of essential details** and minimizes avoidable emergency department visits and hospital readmissions
- **Identifies potential risk factors and follow-up actions**, aiming to prevent unnecessary and costly hospital readmissions

# Success Stories: Reduced Readmission Rates by 25% and Increased Revenue by \$400,000+



Prior to implementing Bamboo Health solutions, one Pennsylvania home health agency did not know about patients' care events until 8-10 days after they occurred. With Bamboo's real-time insights, the organization successfully connected with difficult-to-reach and previously non-engaged members. This prevented unnecessary hospital admissions and readmissions while supporting value-based care and quality initiatives.



Troy, Michigan-based Residential Healthcare Group saw results within five months of actively following patients post-discharge using Pings. During that period, Residential had 190 patient referrals and more than 120 home-health admissions. This increased revenue by more than \$400,000.



“Discharge Summaries has been a game-changer for our network, especially for the coordination in the continuum. We have post-acute provider partners using this product to seamlessly transition patients,”

- Program Manager at Cone Health/Triad HealthCare Network

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# Saving Time and Maintaining Compliance for **Pharmacies**





# Delivering Seamless Compliance and High-Quality Care for Pharmacies

To ensure compliance, integration, data privacy and reporting, pharmacies need seamless insights during pivotal moments.

Bamboo Health uses Real-Time Care Intelligence™ to help pharmacies adhere to regulatory requirements and deliver seamless, high-quality, cost-effective care integrated with existing systems. This approach enhances operational efficiency while building trust among stakeholders by demonstrating reliable compliance and effective management of sensitive healthcare data.

## Unmatched Nationwide Connections:

By partnering with Bamboo Health, you connect to the most powerful care-collaboration network in the country and join leaders across 52 states and territories, over 45,000 pharmacies (including all major retail pharmacy chains and over 500 electronic health record systems to improve more than 1 billion patient encounters annually.



**Over the last year, 50 prescription drug monitoring programs (PDMPs) directly interacted with at least one type of integration<sup>1</sup>,** increasing the seamless sharing of information by about 143%. This trend represents a shift toward greater interoperability for improved prescription monitoring and enhanced patient safety.

<sup>1</sup> [www.pdmpassist.org/Content/Documents/pdf/resources/PDMP%20Policies%20and%20Capabilities%202023%20Assessment%20Results\\_final\\_20240108.pdf](http://www.pdmpassist.org/Content/Documents/pdf/resources/PDMP%20Policies%20and%20Capabilities%202023%20Assessment%20Results_final_20240108.pdf)

# Solutions: Enhancing Pharmacy Compliance and Efficiency with Seamless PDMP Integration

Maintain compliance with state regulations and HIPAA by leveraging tools that facilitate adherence to government requirements with Bamboo Health's controlled substance solution suite. With visibility into key metrics, pharmacies can better understand their usage and compliance progress while enhancing clinical decision-making with access to a patient's controlled substance history.

Bamboo Health solutions like **PMP Gateway®**, **PMP InterConnect®** and **NarxCare®** help pharmacies streamline access to prescription data, ensure compliance with state regulations, improve operational efficiency, enhance patient safety and maintain robust data privacy and security standards.

## PMP Gateway®

**PMP Gateway** gives providers single-click access to data, analytics, tools and resources from PDMPs. The user-friendly solution interoperates seamlessly with electronic health records and pharmacy management systems to enhance clinical decision-making, patient engagement and care coordination.



### Benefits:

- **Streamlines adherence to state regulations** for monitoring controlled substance prescriptions
- **Simplifies access to PDMP data** directly within existing workflows, reducing the number of clicks required for providers
- **Delivers quick and efficient results** for querying patient prescription histories — freeing up valuable time for healthcare providers
- **Identifies potential instances of substance use disorder**, promoting safer prescribing practices

## PMP InterConnect®

Operated by Bamboo Health, **PMP InterConnect** is the interstate data-sharing hub that the National Association of Boards of Pharmacy.



### Benefits:

- **Provides PDMP data across state lines** and creates a holistic view of controlled substance prescriptions patients receive
- **Facilitates seamless interstate data sharing**, integrating PDMP data across states to support compliance, ease of use and enhanced patient safety
- Processes over **10 million transactions** a month
- **Complies with all federal health IT security standards** and validated in multiple third-party audits

## NarxCare®

**NarxCare** is an application that provides tools to support prescribers' and dispensers' analysis of controlled substance data from PDMPs. The solution aids healthcare providers in making better-informed prescription and dispensation decisions.



### Benefits:

- **Supports prescribers' and dispensers' analysis** of controlled substance data from government managed and regulated PDMPs
- **Delivers insights and visualizations** of dispensation patterns based on the data to enable more informed prescribing and dispensing practices
- Supports informed decision-making and **reduces time traditionally spent manually searching** for critical patient history
- **Enables improved care coordination** with other care team members through an easy-to-use application that integrates into clinicians' pharmacy management systems

# Success Stories: Streamlined Access to Records to 15 Seconds and Supported Over 7 Billion Annual PDMP Transactions



52 out of 54 states and territories are connected to PMP InterConnect, Bamboo Health's interstate PDMP communication platform. This allows healthcare providers and pharmacists to view a patient's controlled substance records across multiple PDMPs. Additionally, Bamboo Health manages 44 of these state PDMPs, furthering the opportunities to connect across Bamboo's network.



For Marcrom's Pharmacy, the partnership with the Tennessee Department of Health significantly reduced the time and frustration spent on administrative tasks. Marcrom's Pharmacy reduced pharmacists' time to access records to 15 seconds, whereas a recent study showed the average process time is 5.5 minutes.



Bamboo Health connects over 45,000 pharmacies — including all major retail pharmacy chains — to insights from over 1 billion patient encounters at the point of prescription.



“[Bamboo Health] has done a great job! In a moment's notice we can see everything we need— even interstate data. It populates everything so I can find patients much easier. I only have to push three buttons and I'm there! The integration was so seamless and easy for us, and the learning curve has been very, very simple.”

- Richard Randolph, Pharm.D., Clinical Services Director, Marcrom's Pharmacy & Wellness Center

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# Streamlining Care for Community and Behavioral Health Providers



# Closing the Gaps in Behavioral Health Care Coordination

Community and behavioral health providers need clear visibility into pivotal care moments along individuals' complex care journeys. Unfortunately, this critical health data is often siloed and fragmented across different systems — complicating care coordination and behavioral health management.

Bamboo Health bridges these gaps with Real-Time Care Intelligence™, empowering clients to deliver life-improving actions for everyone experiencing physical and behavioral health disorders. With real-time, interconnected patient data directly in workflow, Bamboo Health facilitates seamless communication and timely follow-up, preventing unnecessary and costly readmissions.

This streamlined approach ensures that relevant patient information is shared in real-time with community and behavioral health

providers and behavioral health administrative service organizations, improving the quality and efficiency of care delivery.

## Unmatched Nationwide Connections:

By partnering with Bamboo Health, you connect to the most powerful care collaboration network in the country and join leaders across 52 states and territories, 100% of the top 10 best hospitals and more than half of the country's largest health plans to improve more than 1 billion patient encounters annually.

**21% of adults currently experience mental illness, and 55% of those adults did not receive treatment.**

Concurrently, 15% of adults had a substance use disorder in the past year, and 93.5% of those adults did not receive treatment.<sup>1</sup>

<sup>1</sup> [mhanational.org/sites/default/files/2023-State-of-Mental-Health-in-America-Report.pdf](https://mhanational.org/sites/default/files/2023-State-of-Mental-Health-in-America-Report.pdf)

# Solutions: Enhancing Delivery and Patient Engagement With Integrated, Whole-Person Care

Improve patient engagement and outcomes with Bamboo Health's care coordination solution suite. Community and behavioral health providers, including behavioral health administrative service organizations (BH-ASOs), can better help clients navigate through mental health or substance use disorder (SUD) treatment services.

Care coordination and behavioral health solutions like **Pings™**, **Spotlights™**, **Rising Risk**, **Discharge Summaries**, **OpenBeds®**, **Treatment Connection™**, **Crisis Management System**, **Bamboo Intelligence Hub™** and **Justice Involved™** enable timely interventions and appropriate follow-up care for improved patient outcomes.

## Pings™

**Pings uses Real-Time Care Intelligence™** to notify care teams when their patients experience care events across the continuum. This comprehensive approach enables streamlined patient-event visibility and value-based care program management.



### Benefits:

- **Alerts providers and care coordinators** with real-time notifications on admissions, discharges and transfers as patients move through their care journey – providing access **across 52 states and territories**
- **Shares relevant patient information** among primary care providers and other treating providers
- **Helps optimize resource utilization** through better care transitions
- **Facilitates seamless communication** between acute and community providers and health plans, ensuring patients receive appropriate follow-up care
- **Reduces healthcare costs** by preventing avoidable hospital re-admissions, including a **47% reduction in 30-day readmissions** for one community health client
- **Improves transition of care**, including an 8.2% improvement in transition measures by one client





“With **Pings**, care managers can track patients’ journeys across the continuum far better than ever before. This saves the health centers time and reduces costly care gaps while improving the quality of care the patient receives.”

- Susan Adams, PMP, Vice President, Health Informatics, Massachusetts League of Community Health Centers



“One person ended up in the emergency department and was not able to engage with us, but when [**Pings**] alerted and we reached out, she was very, very grateful and began receiving services almost immediately. It really reinforces that connection and it helps build our rapport.”

- Debbie Miller, RN, Nurse Care Manager at Monarch, a Certified Community Behavioral Clinic in North Carolina



“Historically, obtaining discharge notices quickly enough for timely follow up with patients has been challenging. But now, with **Pings** and our newfound level of interoperability, the process is far more efficient and immediate... Even though we might have 1,200 emergency discharges per week, we’re aware of them in real time and can coordinate care afterwards more effectively.”

- Marjanna Barber-Dubois, Quality Manager, Manet Community Health Center



## Spotlights™

**Spotlights** empowers community and behavioral health providers with critical information to track health on a macro level or drill down to the patient level using existing data available in the Pings platform.



### Benefits:

- **Identifies targeted intervention opportunities** based on high-priority metrics for improving resource allocation and patient outcomes
- **Improves communication and performance** with real-time metrics that identify performance trends at a high level or conduct root-cause analysis at the patient level
- **Streamlines regular performance reviews** with accountable care organizations and value-based care referral partners by using shared data and reports, including hospital readmission rates, average length of stay and patient referral volume

## Rising Risk

**Rising Risk**, built on the Pings platform, is a real-time risk stratification tool that helps identify patients at risk of becoming high utilizers. By targeting the top 5% driving 50% of healthcare costs<sup>2</sup>, it enables providers to improve outcomes and reduce expenses.



### Benefits:

- **Provides real-time patient information**, allowing providers to **proactively identify opportunities for timely interventions** instead of relying on delayed claims data
- **Reduces overall healthcare costs** through preventive and targeted care strategies. One client saved thousands of dollars by proactively enrolling a small segment of its patients in a care program
- **Identifies opportunities to prevent high utilization of resources.** One client identified that less than 1% (0.35%) of its patient population accounted for more than 18% of all patient utilization
- **Promotes early patient engagement** by involving individuals in their own care plans, leading to improved outcomes and better health management
- **Provides valuable data insights** that allow providers to make informed decisions, optimize resources and tailor interventions effectively

<sup>2</sup> [www.ncbi.nlm.nih.gov/pmc/articles/PMC10397786/](http://www.ncbi.nlm.nih.gov/pmc/articles/PMC10397786/)

## Discharge Summaries

An enhancement to the Pings platform, Discharge Summaries is designed to resolve communication issues encountered when a patient leaves a hospital, ensuring effective and punctual post-discharge care.



### Benefits:

- **Provides detailed patient discharge information**, ensuring seamless transitions and continuity of care
- **Delivers real-time discharge data**, enabling providers to quickly update care plans and respond to patient needs
- **Facilitates better communication** between hospitals and community health providers, reducing gaps in patient care
- **Identifies potential risk factors and follow-up actions**, aiming to prevent unnecessary hospital readmissions

## Crisis Management System

**Crisis Management System** connects call center professionals, mobile response teams and treatment providers to expedite access to quality care for individuals experiencing behavioral health crises. The solution provides treatment availability, referral and communication tools, clinical decision support and valuable analytics.



### Benefits:

- **Connects individuals in crisis** with the most appropriate behavioral health resources
- **Speeds access to care** by reducing dispatch time, including a 24% reduction in average dispatch time for mobile crisis teams
- Assists call center staff in **reducing administrative burden** by saving time for coordinating care, resulting in more than 1,300 hours saved for one state client
- **Reduces wait times** for appropriate behavioral health treatment and prevents individuals in crisis situations from progressing to more acute states and increased risk scenarios
- Enables **optimal care coordination between all stakeholders**, including departments of behavioral health, law enforcement, hospitals, community organizations, faith-based organizations and more

## OpenBeds®

A comprehensive behavioral health capacity management and referral solution, OpenBeds provides real-time information on available treatment resources in a closed-loop referral network. The solution helps providers and BH-ASOs in real-time to identify, unify and track all behavioral health treatment and support resources, and allows providers to make referrals directly in the platform with a streamlined view.



### Benefits:

- Helps providers **quickly find the most appropriate treatment options** and care facilities for individuals in need of care
- **Allows real-time access to available resources** that reduce wait times for behavioral health treatment
- **Speeds access to care while encouraging better collaboration** to improve outcomes
- **Fosters integrated healthcare collaboration** among physical health, mental health, community health, substance use and medical providers
- Streamlines access to care using a **straightforward, easy-to-use format**
- **Improves clinical outcomes** and promotes streamlined care journeys



“This year has been the most productive and responsive the providers have been in OpenBeds over the past few years. Also, awhile back, we provided a list of rural and southern Nevada providers to Bamboo Health and we now see the majority of these providers in OpenBeds which has been very successful for Crisis Support Services of Nevada as we can now send referrals to these providers in the system.”

- Mele Eteuati, Case Manager Coordinator, Crisis Support Services of Nevada

## Treatment Connection™

A public-facing tool designed to connect individuals seeking life-saving behavioral health and substance use treatment, Treatment Connection lets providers share real-time availability and a directory of services. This tool enables the public to seek treatment for themselves or their loved ones confidentially in participating states.



### Benefits:

- Helps individuals **search state-approved treatment options** with an accessible, filterable list of trusted treatment services and providers by specific needs, ZIP code and distance
- **Provides real-time resources and an interactive assessment** to learn more about available and appropriate treatment options
- **Allows individuals to express interest anonymously and contact treatment facilities** to ease next steps in accessing treatment
- **Provides anonymous access** at no cost to individuals



“Treatment Connection provides another way to access accurate information about the services available in their community, as well as the ability to reach out to those service providers to begin potentially life-changing conversations.”

- Director, OhioMHAS



## Bamboo Intelligence Hub™

Community and behavioral health providers and BH-ASOs can access a holistic solution suite that integrates physical and behavioral health insights. Bamboo Health's hub combines care coordination, controlled substance monitoring, behavioral health resources, crisis line data, justice-involved events, and ADT data into one unified package, streamlining care coordination with whole-person health insights.



### Benefits:

- Gives providers and BH-ASOs **critical information** to coordinate care in a single user-friendly platform that supports **existing workflows**
- Significantly **reduces administrative burden**
- **Offers key metrics to reduce time** to complete reports, expedite outreach and improve staff efficiency
- **Creates a full picture** of individuals' care journeys for providers and care coordinators, leading to more informed decision-making

## Justice Involved

Built on Bamboo's OpenBeds platform, Justice Involved connects incarcerated or recently released individuals to behavioral health and substance use treatment, helping reduce recidivism and prevent fatal overdoses.



### Benefits:

- **Enhances communication** between justice agencies and healthcare providers for diversion efforts
- **Alerts MCOs, Medicaid and care providers** to support justice-involved individuals in real time
- **Flags individuals for treatment**, reducing recidivism and ensuring timely, continuous care
- Connects to **2,800 facilities and 160M incarceration records** via the Justice Involved network
- **Supports empathetic care** by highlighting justice system complexities and re-traumatization risks
- **Improves health outcomes** and lowers costs through Medicaid care coordination

# Success Stories: Reducing Inpatient Episodes by 20% and Generating Thousands of Referrals to Community Providers



A case study with the Massachusetts League of Community Health Centers (The Mass League) revealed encouraging results after 13 of the Mass League's community health centers adopted Pings. In just a few months, the health centers received 72,000 real-time Pings alerts from 28 states regarding their patients' care events, realizing a 47% reduction in 30-day readmissions among ED patients, a 20% reduction in 30-day readmission among hospitalized patients and a 33% increase in follow-ups within 30 days of discharge.



In a one-year time frame, Crisis Support Services of Nevada (CSSNV) was responsible for 68% of the over 3,200 referrals from Bamboo Health's OpenBeds solution directed to community behavioral health providers in the state. Ultimately, OpenBeds marked a shift in CSSNV's referral process, which increased the probability of successfully linking individuals in crisis to critical support services like crisis stabilization, peer support, group homes, recovery support and withdrawal management.



Manet Community Health Center revamped its workflows and tracked its patients more precisely using Pings. Their use of the solution's high-risk and high-utilizer filters and intelligent flags gives Manet the ability to see when patients have left the ED or hospital, particularly those who left against medical advice, and highlights those who Manet should reach out to and assess right away.

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