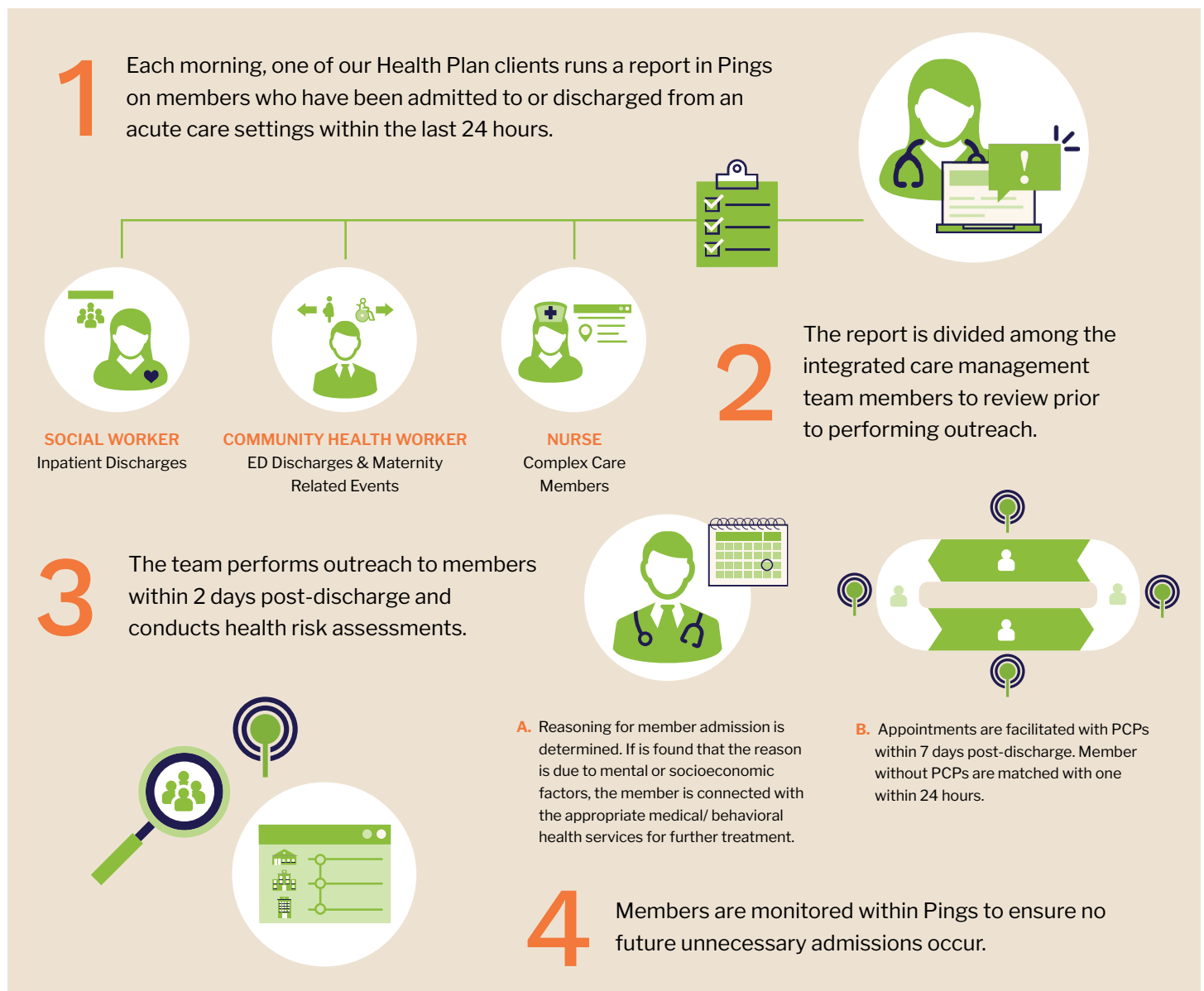


# Daily Pings Workflow for a Health Plan

Our health plan clients utilize our Pings solution's real-time care notifications to identify and engage members across the care continuum. Pings enables health plans to collaborate with providers in order to coordinate and impact member care, utilizations, and transitions through real-time admission, discharge, and transfer (ADT) data.

Here is a Pings daily workflow example from one of our clients, Harbor Health Plan, a managed care organization (MCO) headquartered in Michigan:



## Member Success Story

In late 2016, Harbor Health Plan received several Pings on a member who had presented to nearby EDs for severe singultus (hiccups). The team discovered that the member was being admitted for inpatient stays an average of one to two times per week, sometimes for multiple days at a time. After numerous unsuccessful attempts to contact the member directly, the integrated care management team drove to the ED to speak with the member in person. The member did not like to speak on the phone due to his excessive hiccups, which is why the team had not been able to reach him sooner. The condition had landed him back into the ED on several occasions, as the hiccups caused the member to vomit continuously, resulting in severe dehydration. The member was experiencing symptoms of depression, and had recently lost his job and housing. Ultimately, the team realized that the member had not been following up with his PCP, and that the hiccups were a result of psychological, anxiety, and depression disorders.

**The team worked with the member and his PCP to develop a care plan and provided the member with medical and behavioral health services, which greatly improved his condition. The member has not presented to the ED since November of 2016.**

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