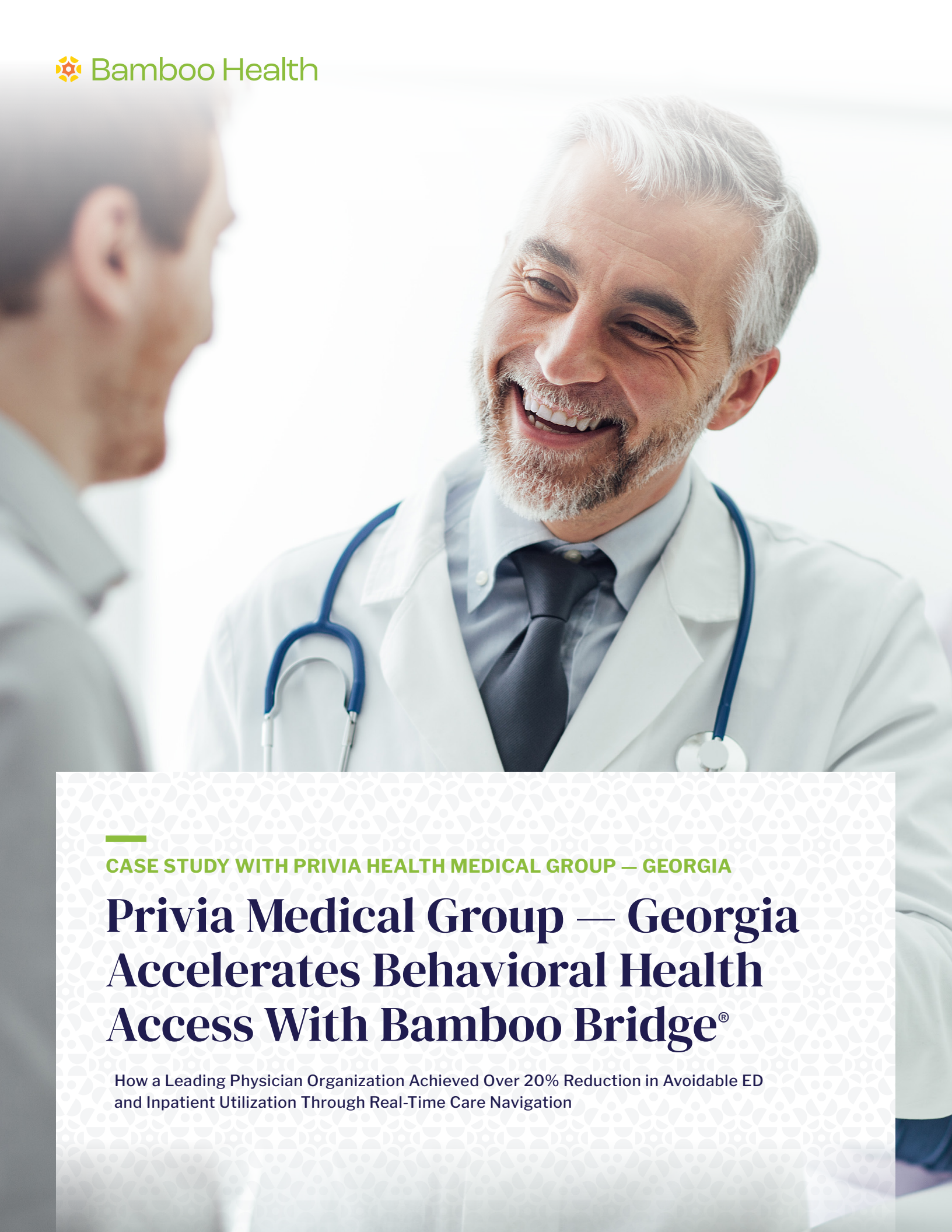




CASE STUDY WITH PRIVIA HEALTH MEDICAL GROUP — GEORGIA

Privia Medical Group — Georgia Accelerates Behavioral Health Access With Bamboo Bridge®

How a Leading Physician Organization Achieved Over 20% Reduction in Avoidable ED
and Inpatient Utilization Through Real-Time Care Navigation

Introduction

Accessing timely and appropriate behavioral healthcare has long been a persistent challenge, particularly in Georgia, where patients face long wait times, complex care needs and fragmented systems of care.

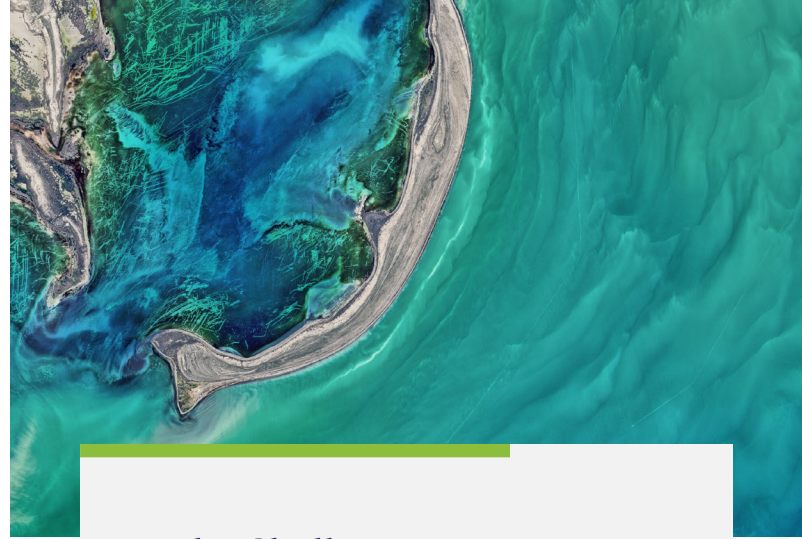
- **28.3%** of adults in Georgia report unmet mental health needs¹
- **275 days** is the average wait time for a forensic bed²
- **2.6x higher costs** are incurred by Medicare patients with behavioral health conditions (excluding SMI)³

As a result, patients experienced worsened behavioral health outcomes, increased avoidable emergency department utilization, disrupted continuity of care and strained patient-provider relationships. Simply referring patients out was no longer sustainable. In 2024, Privia Medical Group — Georgia (PMG Georgia) partnered with Bamboo Health and deployed **Bamboo Bridge®**, a **tech-enabled care navigation suite**, integrating real-time care navigation into clinical workflows to close gaps, improve outcomes and retain care within their network.

¹ Kasier Family Foundation

² Georgia Department of Behavioral Health & Developmental Disabilities

³ McKinsey & Company



The Challenge

PMG Georgia's patients faced care fragmentation as providers lacked the tools to identify, refer and coordinate behavioral healthcare in a timely manner, especially for more complex patient cases.

The Solution

Bamboo Bridge, a tech-enabled care navigation suite, streamlined access and reduced fragmentation through real-time assessments, targeted matching and integrated follow-up.

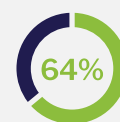
The Results



reduction in avoidable inpatient and ED encounters that led to over \$500k in savings



increase in in-network retention



of people with validated screening assessments completed

For more results, see page 5.

The Solution



Bamboo Bridge offers scalable care navigation that strengthens clinical teams without increasing staff or disrupting workflows. coupled with curated, high-quality behavioral health provider networks, organizations are empowered to improve actual patient placement and care completion, beyond just workflow optimization. Our dedicated care navigators directly engage patients and connect them to appropriate care, helping healthcare organizations improve outcomes while maximizing existing resources.

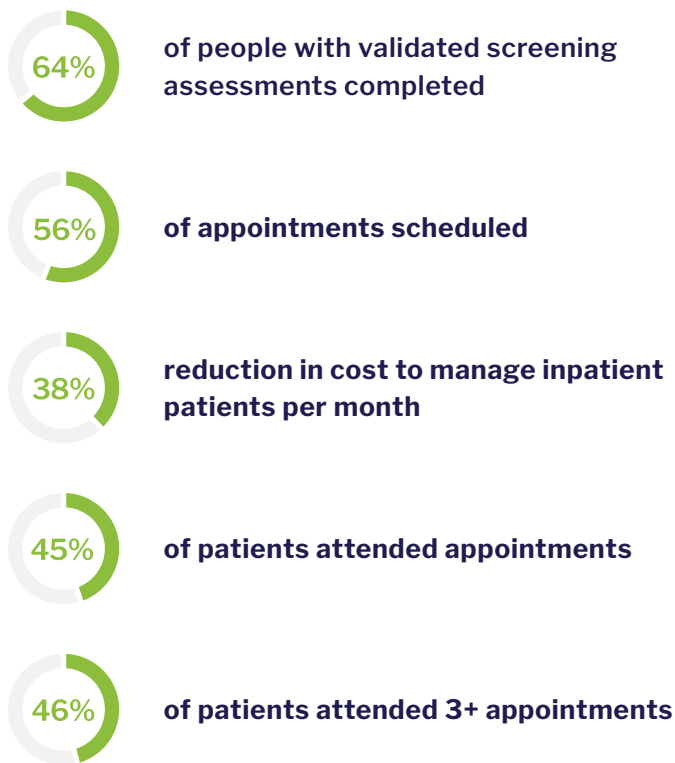
How it works:

- **Referral Initiation:** Providers use the Bamboo Easy Button EHR order set or ADT alerts to initiate referrals.
- **Rapid Engagement:** Patients are contacted via phone or text within 48 hours (often the same day).
- **Intake and Validated Assessments:** Navigators use PHQ-9, GAD-7 and other screenings to assess patient needs.
- **Smart Scheduling:** Patients are matched to an in-network PMG Georgia behavioral health provider first. If needed, Bamboo's statewide network is used.
- **Appointment Support:** Navigators send reminders, address barriers to care and confirm attendance.
- **Loop Closure:** Updates and care notes flow back to PCPs, closing the feedback loop and building trust.

The Results



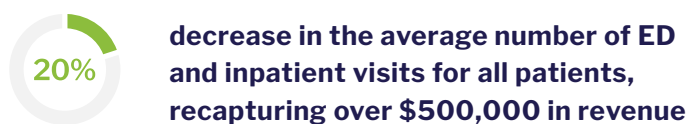
High Engagement



“Without addressing mental health, we couldn’t manage chronic conditions effectively. That’s why our strategy had to evolve. With Bamboo Bridge®, we reduced 80-day referral delays to just weeks—and saw a 5x increase in patients keeping their first appointment.”

*- Ryan Graham,
Privia Medical Group — Georgia*

Decreased Utilization & Cost



Improved Network Retention



This translates to faster care access, reduced avoidable utilization and more value within Privia’s network.

Why Bamboo?

Bamboo Health has deep experience, proven infrastructure and the most powerful care collaboration network to power scalable behavioral health access.

- **Turnkey Implementation for Immediate Time to Value:** Bamboo Bridge is a scalable, cost-effective solution that can be rapidly deployed with minimal operational lift. Designed to drive measurable results from day one, the model is tied to outcomes, accelerating ROI while minimizing execution risk.
- **Nationwide Reach:** The country's most powerful Real-Time Care Intelligence™ network supports over one billion patient encounters annually across 52 states and territories, top hospitals and leading health plans.
- **Curated Networks by State:** A proprietary approach to developing high-quality behavioral health networks results in better patient access and outcomes. In Georgia, over 35 types of behavioral health services are available across more than 250 physical locations, including national partners like LifeStance and Acadia.
- **Tech-Enabled, Human-First Navigation:** Dedicated navigators augment internal teams without adding staff.
- **Proven Playbook:** 10+ years of experience building and managing networks across geographies, payment types and populations.



Breaking the Status Quo:

Traditional referral approaches create a devastating cycle: without visibility, accountability, or placement capability, referrals lead nowhere. Patients worsen, trust fractures and costs soar. Bamboo Bridge redefines this approach by rethinking care navigation as integrated, measurable and genuinely human. The outcome is streamlined workflows and actual care delivery that fosters measurable value-based care performance.

The Bottom Line

In an environment where behavioral health patients represent both the highest risk and the most significant opportunity for value-based care success, the ability to achieve actual patient placement through real-time intervention is essential for improving clinical and financial outcomes.

Bamboo Bridge doesn't just enable coordinated care; it closes the care loop by ensuring patients receive the right care at the right time through the right providers, creating sustainable financial performance in value-based arrangements.

Ready to Transform Your Behavioral Health Strategy?

Visit [BambooHealth.com/Solutions/Bamboo-Bridge](https://bamboohealth.com/Solutions/Bamboo-Bridge) to learn how Bamboo Bridge can optimize your value-based care performance.

About Privia Medical Group — Georgia

Privia Medical Group — Georgia manages dozens of location across the state of Georgia and is part of Privia Health™. Privia Health is one of the largest physician enablement companies in the United States with a presence in 15 states and the District of Columbia. Privia builds scaled provider networks with primary-care centric medical groups, risk-bearing entities, a physician-led governance structure, and the Privia Platform comprising an extensive suite of technology and service solutions. Privia collaborates with medical groups, health plans and health systems to optimize 1,300+ physician practices, improve the patient experience for 5.3+ million patients, and reward 5,100+ physicians and advanced practitioners for delivering high-value care.



About Bamboo Health

Bamboo Health empowers healthcare organizations to improve behavioral and physical health outcomes through the most powerful care collaboration network with Real-Time Care Intelligence™. By providing real-time insights during pivotal care moments, clients are enabled to perform life-improving actions and deliver seamless, high-quality and cost-effective whole-person healthcare. From coast to coast, Bamboo Health partners with all major retail pharmacy chains, 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.



Let's Connect

Visit us at bamboohealth.com/contact/
or scan the QR code below

