

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.¹ In addition, 48.7 million or 17.3% of Americans aged 12 and older battled a substance use disorder (SUD).²

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

2 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)

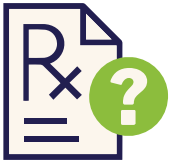
PMP Gateway™

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**

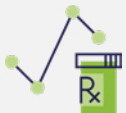
Success Stories: Reduced Crisis Dispatch Time by 24% and Provided Real-Time Care Intelligence Across 44 States and Territories



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)