

# Solving the Behavioral Health Crisis With Real-Time Care Navigation

A Smarter Approach for Health Plans to Reduce Costs, Improve Quality and Navigate Members to Behavioral Healthcare

## A Growing Challenge for Health Plans

Behavioral health is driving disproportionate costs, poor quality scores and member churn — yet most plans lack a coordinated set of tools to respond in real time.

**25%**

Of the population has a behavioral health condition<sup>1</sup>

**2.8 – 6.2x**

Higher total cost of care for behavioral health members vs those without<sup>2</sup>

**57%**

Of individuals seeking behavioral health care face barriers to access<sup>3</sup>

## Introducing Bamboo Bridge<sup>®</sup>

**Real-Time Care Navigation That Delivers Behavioral Health Outcomes**

Bamboo Bridge<sup>®</sup> delivers real-time behavioral healthcare navigation — identifying members at pivotal moments and routing them to high-quality care through curated provider networks. Powered by Real-Time Care Intelligence™ and expert human navigators, Bamboo Bridge helps health plans improve outcomes, reduce costs and close the loop between physical and behavioral health.

## Use Cases

**Bamboo Bridge is tailored to your existing workflows, so you can leverage every pivotal moment.**

- 1. “Bamboo Easy Button” Referral from primary care provider (PCP) or care management team**
- 2. Activated by ADT notifications for members with behavioral health needs**
- 3. Pre-discharge activation from inpatient psychiatric facilities for follow-up after hospitalization for mental illness or substance use disorder**
- 4. Roster-based identification of high- or rising-risk behavioral health members**
- 5. Identify and surface gaps in coding using care navigation intake assessments, proprietary data and analytics**

### PCP “Bamboo Easy Button” for Commercial, MA and MSSP Members Performance

- 64%** of referrals are assessed
- 56%** of referrals have scheduled appointments
- 45%** of referrals attend their behavioral health appointment

### Inpatient Psychiatric Discharges for Medicaid Members Performance

- 57%** of referrals have scheduled appointments
- 46%** of referrals attend their behavioral health appointment

**Bamboo Bridge is a turnkey solution for health plans to reduce high-cost utilization and drive real behavioral health outcomes at scale.**

## How It Works

Bamboo Bridge operationalizes care navigation through a repeatable, scalable model.

- **Identifies members** using real-time signals (ADTs, PDMP, referrals, etc.)
- **Engages individuals** at pivotal moments via phone, text and email using best practices in motivational coaching
- **Assesses needs and level of care** using validated tools, including PHQ-9 and GAD-7
- **Navigates to care** by matching members to behavioral health providers in our curated provider network
- **Facilitating referral and scheduling** behavioral healthcare
- **Provides post-appointment support** and continuity follow-up
- **Closes the loop** with plan care managers and primary care teams

## Why Behavioral Health Care Navigation Matters for Plans

**Lower Cost. Higher Quality. Smarter Navigation.**

Bamboo Bridge delivers measurable value across clinical, financial and operational dimensions:

### Cost Containment

Reduce avoidable ED and inpatient utilization by navigating members to appropriate behavioral health care in real time

**20% decrease** in average number of ED and inpatient utilization for commercial, MA and MSSP members

**42% lower readmissions** for Medicaid members discharged from inpatient psychiatric facilities

### Improved Quality

Boost HEDIS and STAR ratings and improve patient access and outcomes.

**58.02% (90th percentile)** – 7-day FUH for Medicaid members in Indiana

**77.8% (90th percentile)** – 30-day FUH for Medicaid members in Indiana

### Speed & Scale

Activate outreach within 24–48 hours of pivotal moments using ADT feeds, without adding FTEs

**8x faster** time to care for patients of providers in VBC arrangements, with 61% of appointments scheduled within 2 weeks

### Accurate Risk Adjustment

Surface timely HCC coding opportunities for accurate risk adjustment

**43%** increase in suspected codes surfaced by Bamboo Bridge, over and above those from claims and other vendors

### Seamless Care Coordination

Close the loop between PCPs and behavioral health providers with same-day outreach, validated screening tools (PHQ-9, GAD-7) and full-circle follow-up

**32%** of Medicaid members were connected to MCO care management after inpatient psychiatric hospitalization

### Network Optimization

Bamboo Health builds, augments and maintains dynamic, high-quality behavioral health provider networks to supporting timely access

**77%** of referrals were kept “in-house” for provider enabler in Georgia, increasing overall behavioral health network retention by 2.8x

**To optimize your behavioral healthcare navigation, visit [bamboohealth.com/bamboo-bridge](https://bamboohealth.com/bamboo-bridge) today.**

<sup>1</sup>NIMH | <sup>2</sup>Milliman | <sup>3</sup>KFF

[bamboohealth.com](https://bamboohealth.com)

© 2025 Bamboo Health. All Rights Reserved.