

Solving the Behavioral Health Crisis With Real-Time Care Navigation

Augmenting Health Plans' Behavioral Health Capabilities to Reduce Costs, Improve Quality and Navigate Members to the Right Care at Scale

A Growing Challenge for Health Plans

Health plans are increasingly bearing the weight of the behavioral health crisis — absorbing disproportionate costs, strained quality scores and member churn — often without the coordinated, real-time tools needed to get ahead of it.

25%

Of the population has a behavioral health condition¹

2.8 – 6.2x

Higher total cost of care for behavioral health members vs those without²

57%

Of individuals seeking behavioral health care face barriers to access³

Introducing Bamboo Bridge[®]

Real-Time Care Navigation Solution That Delivers Market-leading Behavioral Health Outcomes

Bamboo Bridge[®] combines proprietary Real-Time Care Intelligence™ and expert human navigators to identify members at critical inflection points — before unmet behavioral health needs become costly crises — and connect them to the right care at the right moment. Designed to complement, not replace, existing programs, Bamboo Health seamlessly layers on top of health plan networks and behavioral health programs to extend reach and amplify impact. The result: improved quality scores, lower costs and more efficient care.

Use Cases

Bamboo Bridge supports and extends the impact of your behavioral health and care management teams at 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

Based on Clients' Experience With Bamboo Health

Bamboo Bridge pairs proprietary data assets with tech-enabled care navigation to engage behavioral health members at pivotal moments—reducing high-cost utilization, activating the right care at the right time and delivering measurable outcomes at scale.

How It Works

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

- **Identifies members** using real-time, multi-source 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 high-quality behavioral health providers in the 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: **All outcomes below are real-world insights from aggregate groupings of Bamboo Health's supported health plans and value-based provider groups.**

Cost Containment

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

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

26% decrease in readmissions for Medicaid members discharged from inpatient psychiatric facilities

Improved Quality

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

58.0% (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

Augments dynamic, high-quality behavioral health provider networks to support timely access and high-quality outcomes

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 today.