Bend.
## Don't break.

Comprehensive mental health care for the unique needs of kids, teens and families

bend

What is Bend Health?

NATIONALLY AVAILABLE COACHING, THERAPY & PSYCHIATRY FOR KIDS & TEENS AND THEIR FAMILIES

APPOINTMENTS AVAILABLE

In Days

(vs. 6–12 months nationally)

AGES 1-5
Parent/Caregiver-focused Care
Caregivers & Little Ones

AGES 6-12
Family-focused Care
Kids & Family

AGES 13-17
Teen-focused Care
Teens (Parents/Caregivers, Siblings involved)

AGES 18-25
Adult-focused Care
Young Adults

Why Bend?

Timely Access: In-take appointments in days, follow-ups scheduled within 30 days.

Affordable, High-Quality Care: Targeted, affordable continuum of outpatient care designed to address total cost of care.

Acuity-aligned Care: Breadth of services enables matching of member need with appropriate provider type.

Measurement-informed Care: Consistent, embedded quality measures, peer-reviewed studies to inform treatment.

bend

Bend has structured care programs tailored to specific needs

MEETING THE NEEDS OF KIDS AND FAMILIES WITH HIGH-QUALITY CARE ACROSS ACUITY

- **Rapid access to support teams** for crisis response, safety planning and ER diversion.

- **Acute stabilization program** supporting ER post-discharge, inpatient step-down care and HEDIS (FUH) measures.

- **Neuropsychological evaluations** ensuring access to affordable, high-quality testing for autism spectrum disorder, brain injury, learning disorders, and more.

- **Integrated collaborative care** supporting pediatric primary care delivery and better engagement with 80% still engaged in care at 6 months.

- **Shared registry** for collaborative care, patient care updates, and billing.

Rapid access to therapy & psychiatry

- **Rapid access to therapy** for crisis stabilization suicidal ideation, self-harm, aggression, severe panic attacks, etc.) Same-day access for calls before 4pm local.

- **Rapid access to psychiatry** for anyone needing a one-time visit within 7 days (new medications, medication adjustments, post-hospital and post-ER visits).

- **Post visit, same-day triage** to the most appropriate care option: Intensive care, Collaborative care, Neuropsychological Eval or others as needed

Support for ER post-discharge, residential step-down care, and pediatric primary care

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ACUTE STABILIZATION PROGRAM

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PEDIATRIC & YOUNG ADULT COLLABORATIVE CARE

Intensive outpatient support to meet ER post-discharge requirements

Intensive outpatient support for integrated step-down care.*

Integrated medical / behavioral care with pediatric & family medicine primary care
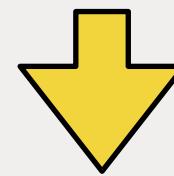
ER post-discharge follow=up
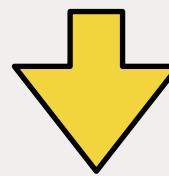
Post-hospitalization, post-residential step-down care
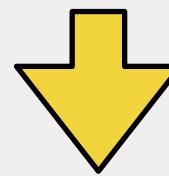
Timely access to mental health care, PCP as medical home

*Escalations / step-ups go back to system

Acute Stabilization Program
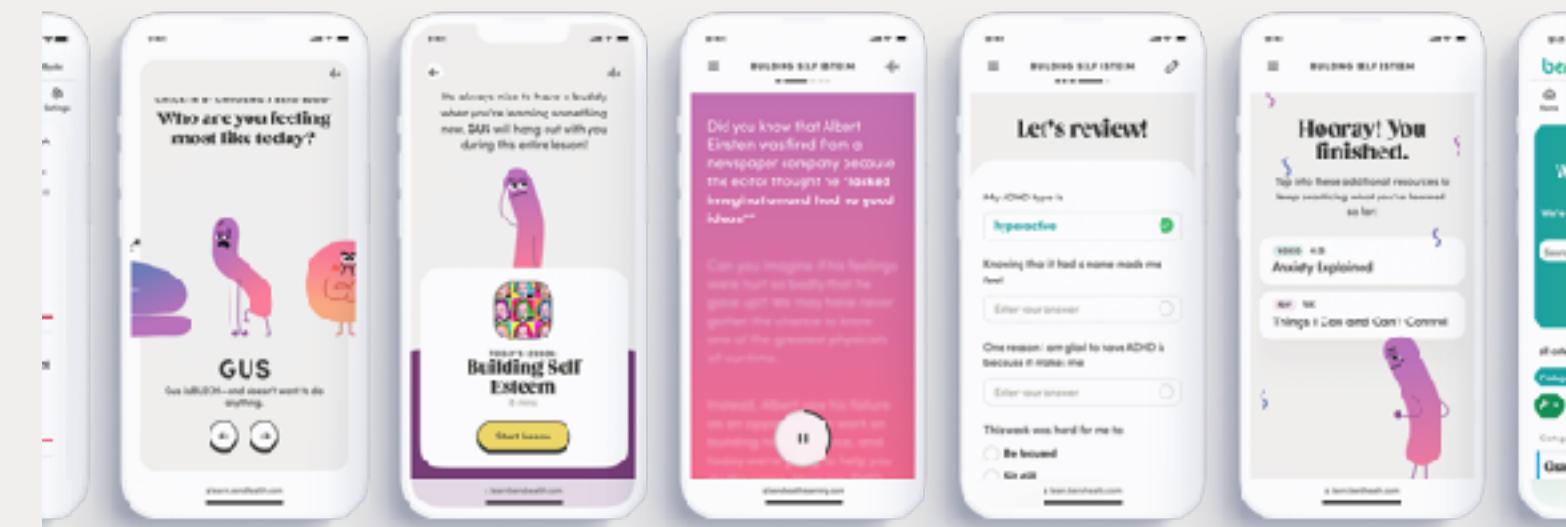
**SUPPORTING ER POST-DISCHARGE AND INPATIENT STEP-DOWN CARE:**

A set of **12-week,** specialized programs targeting children and adolescents **ages 8–25** who require more frequent behavioral health treatment than traditional outpatient care but do not need 24-hour hospitalization.

LICENSED PRACTITIONERS PROVIDE:

- Group therapy
- Individual therapy
- Family therapy
- Psychiatry

FOCUS AREAS:

- Anxiety and Depression
- ADHD and Behavioral Concerns
- Body Image Issues
- Impulse Control
- Aggression
- Suicidal Ideations and Self-Harm

Neuropsychological Evaluations

**GET A CLEARER PICTURE OF WHO A CHILD IS ON THE INSIDE, AND WHY**

For kids and teens ages 2 to 25

OUR NEUROPSYCHOLOGICAL EVALUATIONS MEASURE:

- Attention/Concentration
- Executive Function
- General Intelect
- Language Usage
- Learning and Memory
- Mood and Personality
- Depression
- Motor Speed and Dexterity
- Processing Speed
- Reading/Reading Comprehension
- Reasoning
- Visuospatial Skills

LEARN MORE:

BendHealth.com/testing
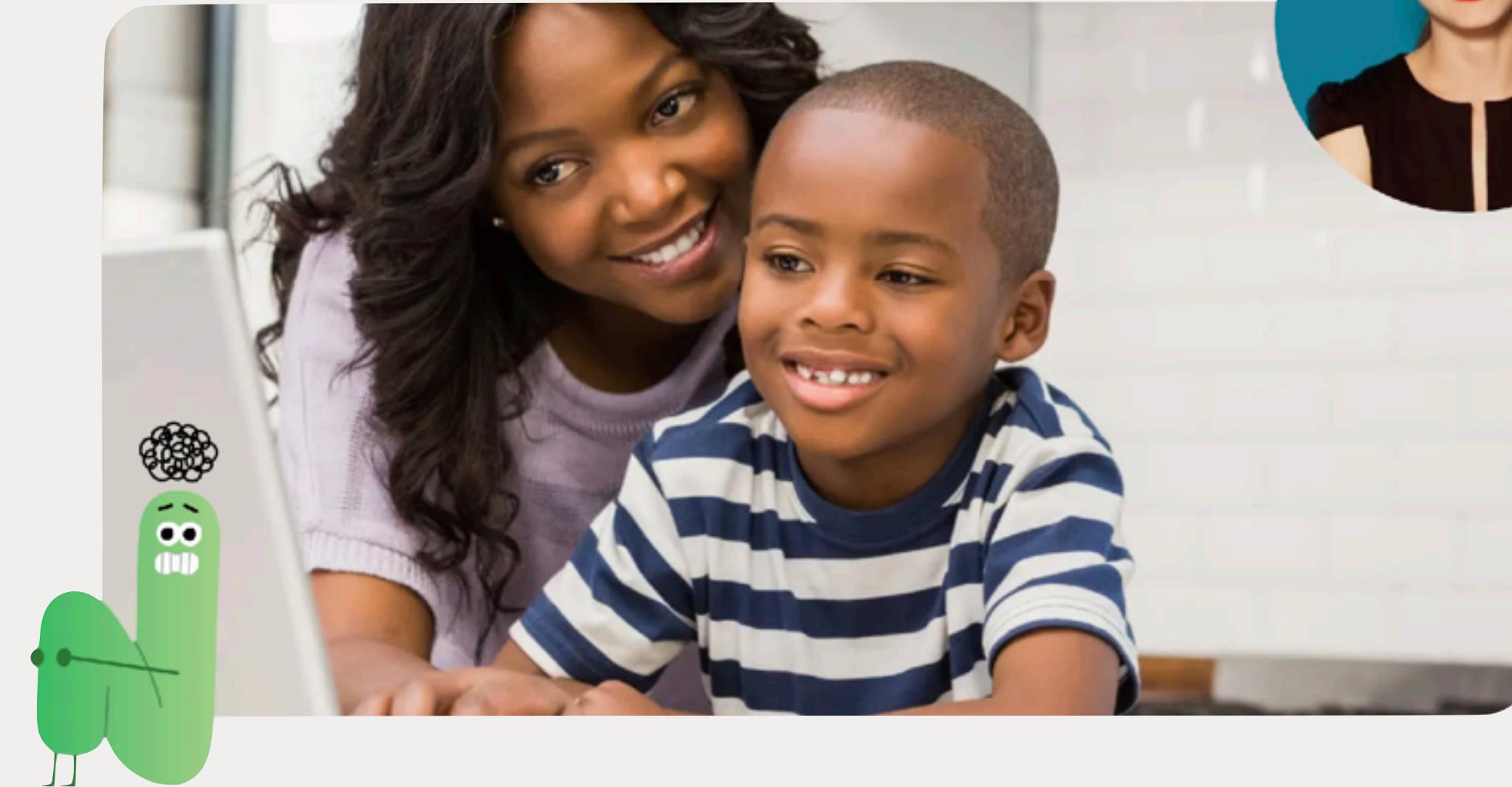
OUR EVALUATIONS CAN HELP UNCOVER:

- Autism Spectrum Disorder
- Learning disorders
- Neurodiversity
- ADHD
- Brain injury
- Academic difficulties

  ... and more!

Supporting Pediatric Primary Care

INTEGRATED MEDICAL/BEHAVIORAL CARE ACCESSIBLE IN THE PEDIATRIC PRIMARY CARE SETTING MAINTAINING THE MEDICAL HOME AND ALLEVIATING PCP BURN-OUT

80%
of members continue beyond 6 months

ABOUT BEND COCM:

- Based on traditional CoCM[1], enhanced with additional interventions.

- Primary care clinics refer directly to Bend via portal or EHR

- Bend delivers coaching, therapy, care management, and meds consultation

- PCP's receive monthly patient snapshot of care plan and progress

- Health system / clinic bills the payer for minutes of behavioral care provided by Bend

- Over 70% of referrals enroll in Bend compared to 20%–30% for community-based referrals

1. Designing, Implementing and Sustaining Physical Health-Behavioral Health Integration The Comprehensive Healthcare Integration Framework

Collaborative Care workflow summary

OVER 70% OF REFERRALS ENROLL IN BEND COMPARED TO 20%-30% FOR COMMUNITY-BASED REFERRALS

HOW IT WORKS

1

PCP REFERS*

Kids & Teens: 1-25

SUB-ACUTE – SEVERE, SUBSTANCE USE

2

WE TREAT

Virtual Visits

COACHING, THERAPY, CARE MANAGEMENT, MEDS CONSULT

3

PCP RECEIVES NOTES

Monthly Summary

SNAPSHOT OF PATIENT CARE PLAN & PROGRESS

4

PCP BILLS PAYER*

Billing Summary

TOTAL NUMBER COCM MINUTES PER PATIENT

*Exclusion Criteria Provided

*Fee Split: 85%-90% to Bend

Review of symptoms, medical history, and other risk factors result in highly personalized care plans triaged to appropriate care solution

CLINICAL TEAMS REVIEW AND TRIAGE

Behavioral Care Manager + Initial Psychiatric Consult

FAMILIES RECEIVE MOST APPROPRIATE CARE

Safety concerns → **Rapid Access**

Severe with high acuity

Residential step-down → **Acute Stabilization Program**

Integrated, continuous care → **CoCM** **Coaching + Psychiatry**

Developmental concerns → **Neuropsychological Evaluations**
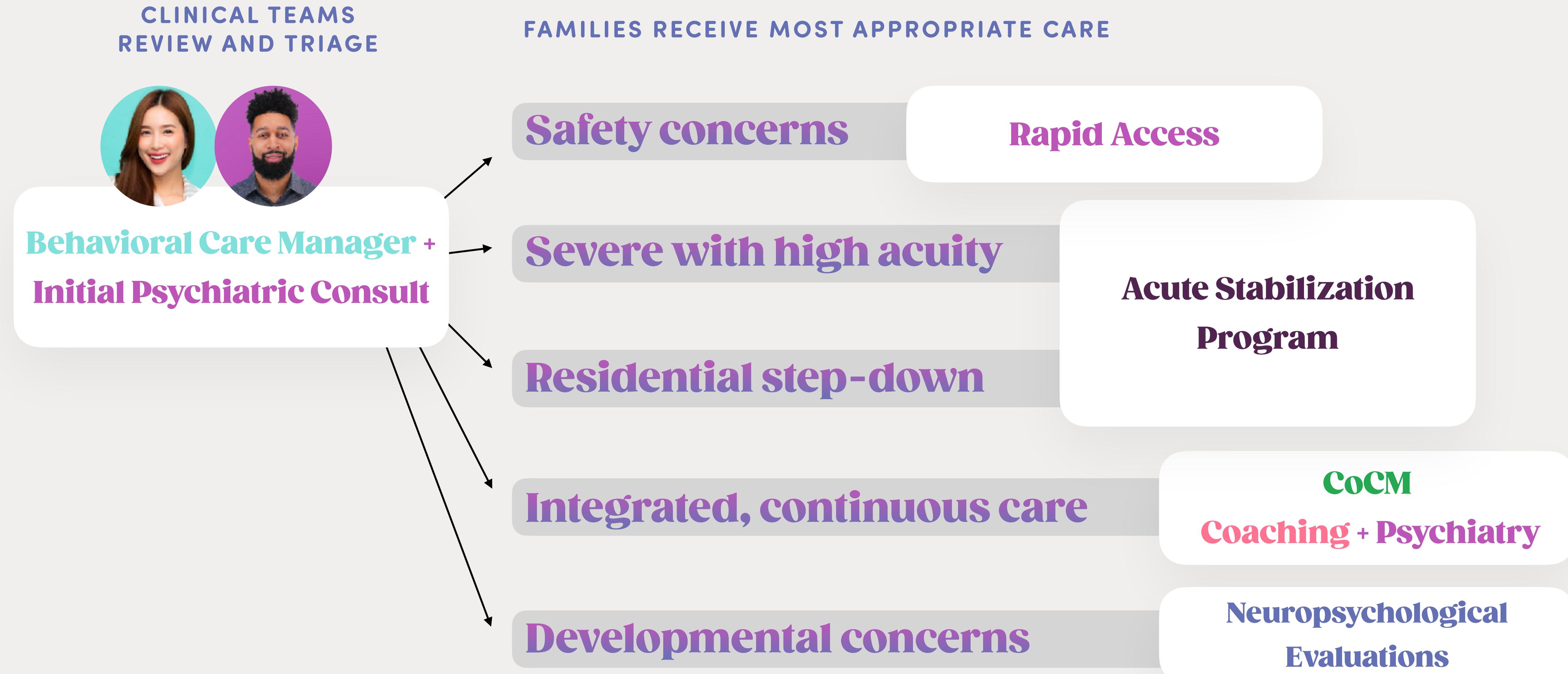
Rapid Support Team & ER Diversions

RST RESPONSE AVERAGE PER QUARTER

ER DIVERSIONS

Bend RST responds to
identified risk

87%
of escalations remain
safe at home

0%
of members result
in call to EMS
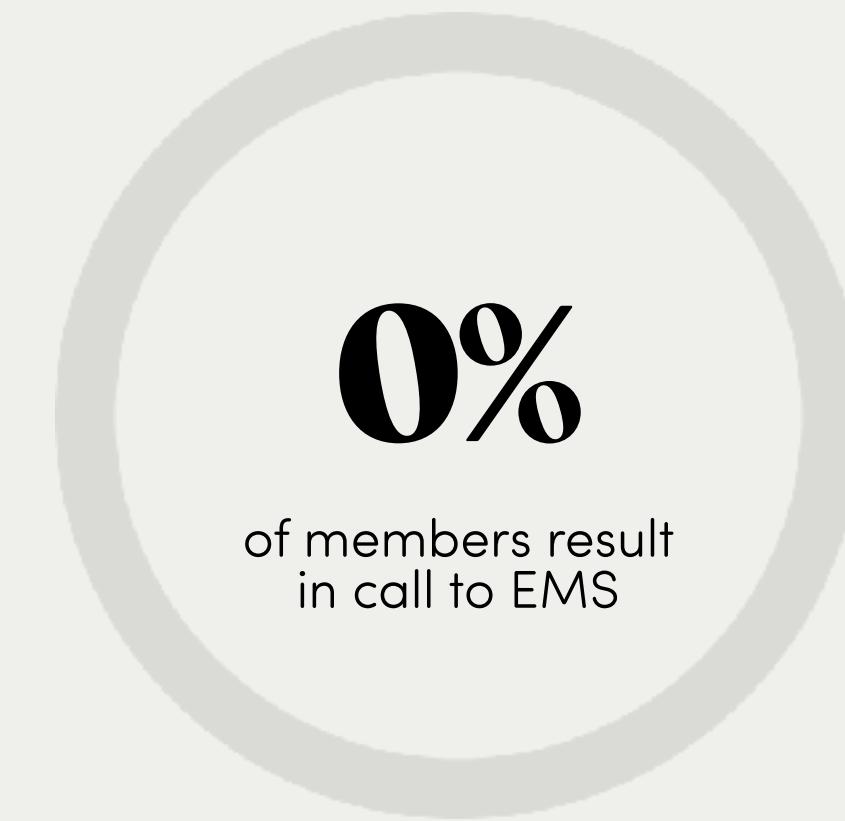
Impact & Outcomes

CLINICAL OUTCOMES

95% of members improve over baseline
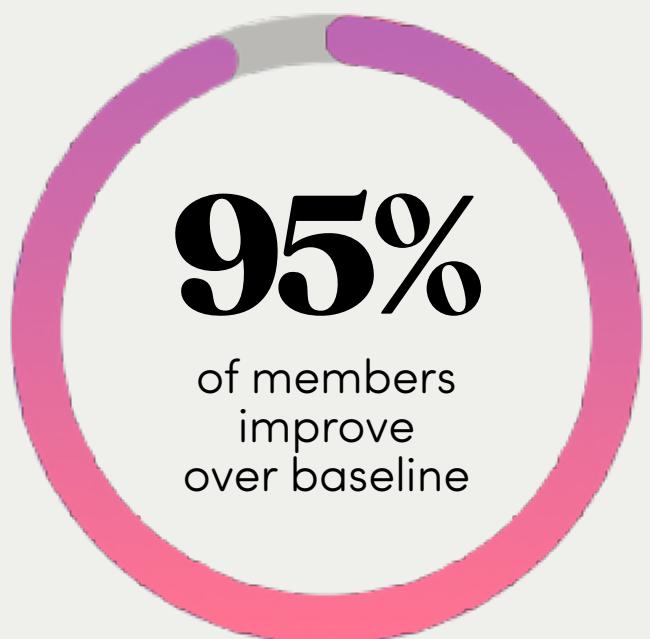
8 peer-reviewed studies published in 2023

50% average decrease in severity score
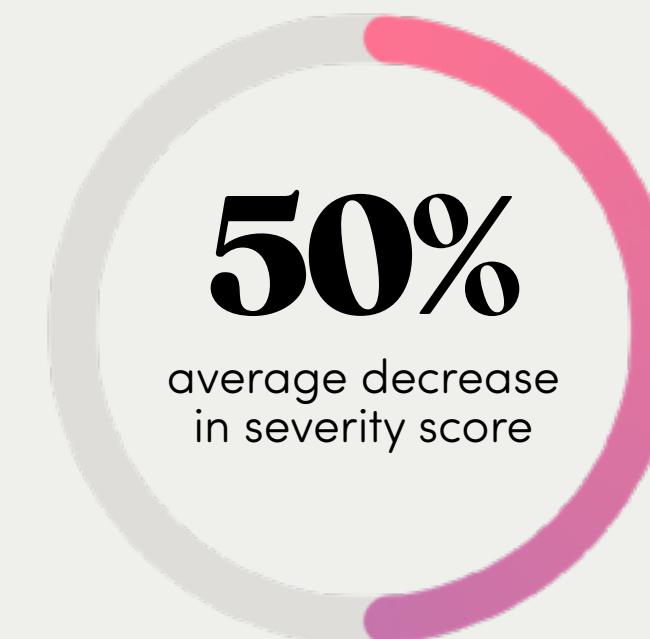
"Wonderful support during a difficult time"

QUALITY MEASURES

Appointments available in days

80% of members continue beyond 6 months

87% of members diverted from ER when risk identified

"This is the best experience I've ever had when it comes to working towards supporting my daughter."

MEMBER SATISFACTION

4.6 /5 stars
Overall Satisfaction Rating

68
Net Promoter Score

"We are so happy with how attentive Bend has been in including us and helping us navigate through this difficult time."

Measurement-informed Care

Bend Health, Inc. Confidential

Internal & external reporting

- Retention
- Discharge reasons
- Safety metrics
- Current wait times
- HEDIS metrics

- Child, teen, young adult symptoms (e.g. PHQ-9)
- Caregiver symptoms (e.g. sleep, burnout)
- Mental health disorder diagnosis
- Time to clinically significant change in symptoms

8 Peer-reviewed studies demonstrating efficacy

Continually informing care processes

Up-to-date evidence

High-quality, accessible, pediatric and young adult outpatient mental health care

14

Thank you!

Monika Roots, MD, FAPA

PRESIDENT, CO-FOUNDER

MONIKA@BENDHEALTH.COM

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Rapid Access workflow summary

1. Need Identified

Clinic verifies as eligible member

2. Clinic Calls Bend

Clinic staff calls Bend Rapid Response Team and provides:

- Release of Information
- Member insurance details
- Patient information to schedule
- Scheduled appointment details back to parent, caregiver and/or patient.

3. Patient Scheduled

For either therapy or psychiatry virtual visit:

- One therapy appointment (same day for calls before 4pm CT)
- One-time psychiatry visit within 7 days (goal is same or next day)

4. Bend Appointment

Virtual visit occurs with therapist or psychiatrist:

- Patient stabilized
- Patient triaged to appropriate LOC

5. Episode Complete

Bend faxes patient summary back to clinic

Legend:
- Clinic
- Bend

Implementation process

Training
Provided by Bend

Communications
Provided by Bend

Launch Pilot

Insurance eligibility

Clinical criteria - Urgent/emergent needs including but not limited to:
- Suicidal ideation (therapy)
- Self-harm (therapy)
- Aggression (therapy)
- Severe panic attacks (therapy)

- New medications (psychiatry)
- Medication adjustments (psychiatry)
- Post-hospitalization (psychiatry)
- Post-ER visits (psychiatry)

How to call and schedule

How sharing of patient information works

Summary Sheet for Providers
- How the program & billing works
- What to expect for follow-up
- Frequently ask questions

Provider Scripting
- How to describe the service to parents, caregivers and patients

Patient-facing materials
- Rapid access program benefits
- What to expect post Bend appointment
- Frequently ask questions

Research Snapshot: Member profile

	All members active in 2023 % (n = 2212)
Age (M ± SD)	10.8 ± 3.7 years
Sex at birth Male Female	48% (n = 1060) 51% (n = 1137)
Gender non-conforming	6% (n = 135)
Race/Ethnicity White Other/Multi-racial	47% (n = 1037) 53% (n = 1175)
Mental health diagnosis Anxiety Depression ADHD	29% (n = 637) 5% (n = 110) 16% (n = 346)

Research Snapshot: Symptom Severity at Baseline

Highest severity (member symptoms)	Members % (N = 2144)
Screened-out Low Mild Moderate* Severe	3.3% (n = 70) 6.2% (n = 132) 12.7% (n = 272) 34.0% (n = 729) 43.9% (n = 941)

*Includes moderately severe

Research Snapshot: Symptom Severity at Baseline

Symptom	Members with elevated* symptoms % (n)
Child/Teen	
Anxiety	39% (n = 867)
Depressive	30% (n = 663)
Inattention	29% (n = 354)
Hyperactivity	17% (n = 354)
Oppositional	22% (n = 382)
Caregiver	
Burnout	13% (n = 266)
Sleep problems	11% (n = 231)
Parental stress	16% (n = 340)
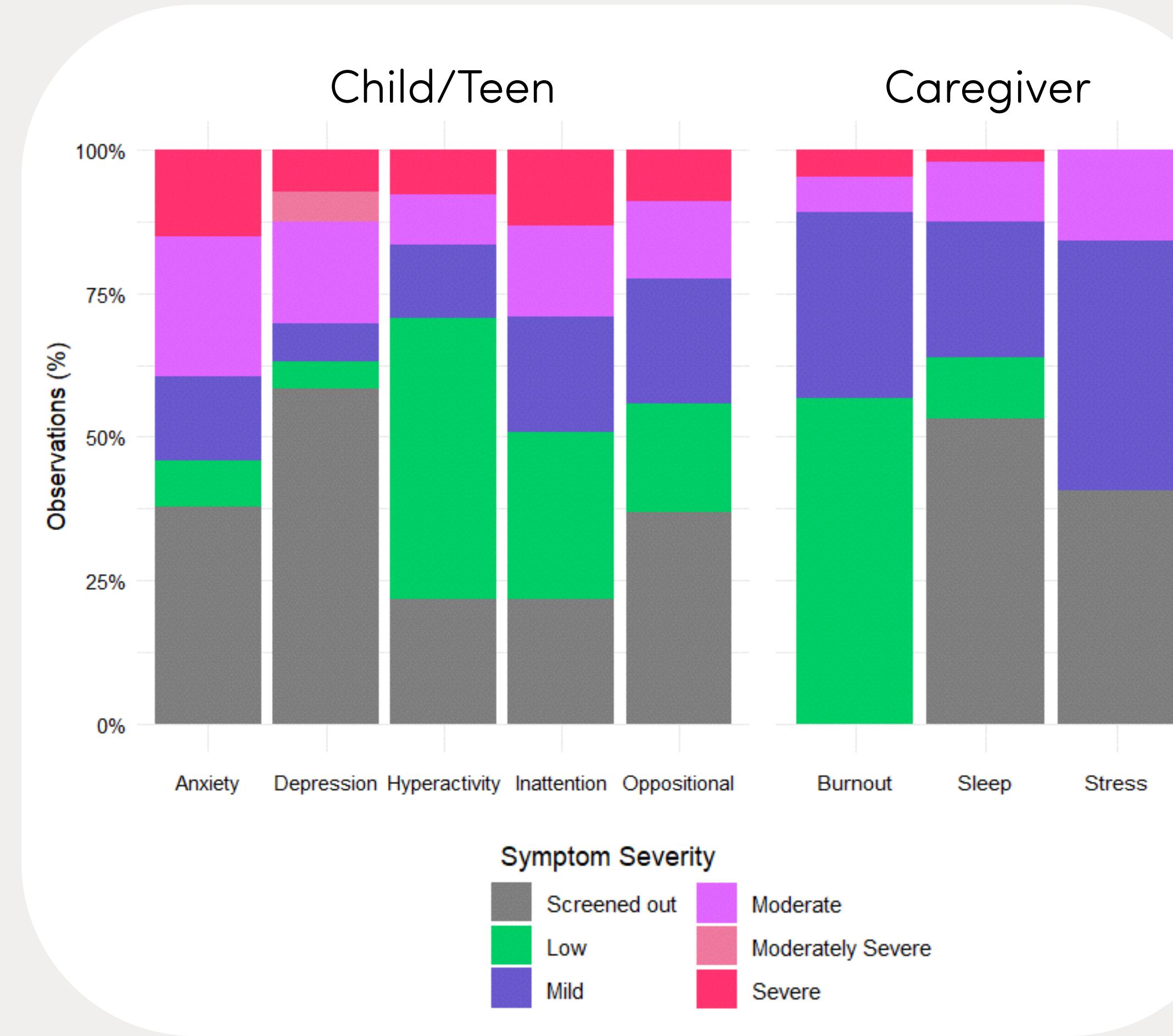
Elevated: moderate or greater symptom severity

Research Snapshot: Symptom Improvement

Most members reach **reliable** and **stable** improvement* within 6 coaching sessions.

Symptom	Rates of symptom **improvement***, % (n)
Child/Teen	
Anxiety	81% (n = 487)
Depressive	81% (n = 362)
Inattention	80% (n = 361)
Hyperactivity	83% (n = 217)
Oppositional	81% (n = 279)
Caregiver	
Burnout	74% (n = 120)
Sleep problems	85% (n = 150)
Parental stress	72% (n = 177)
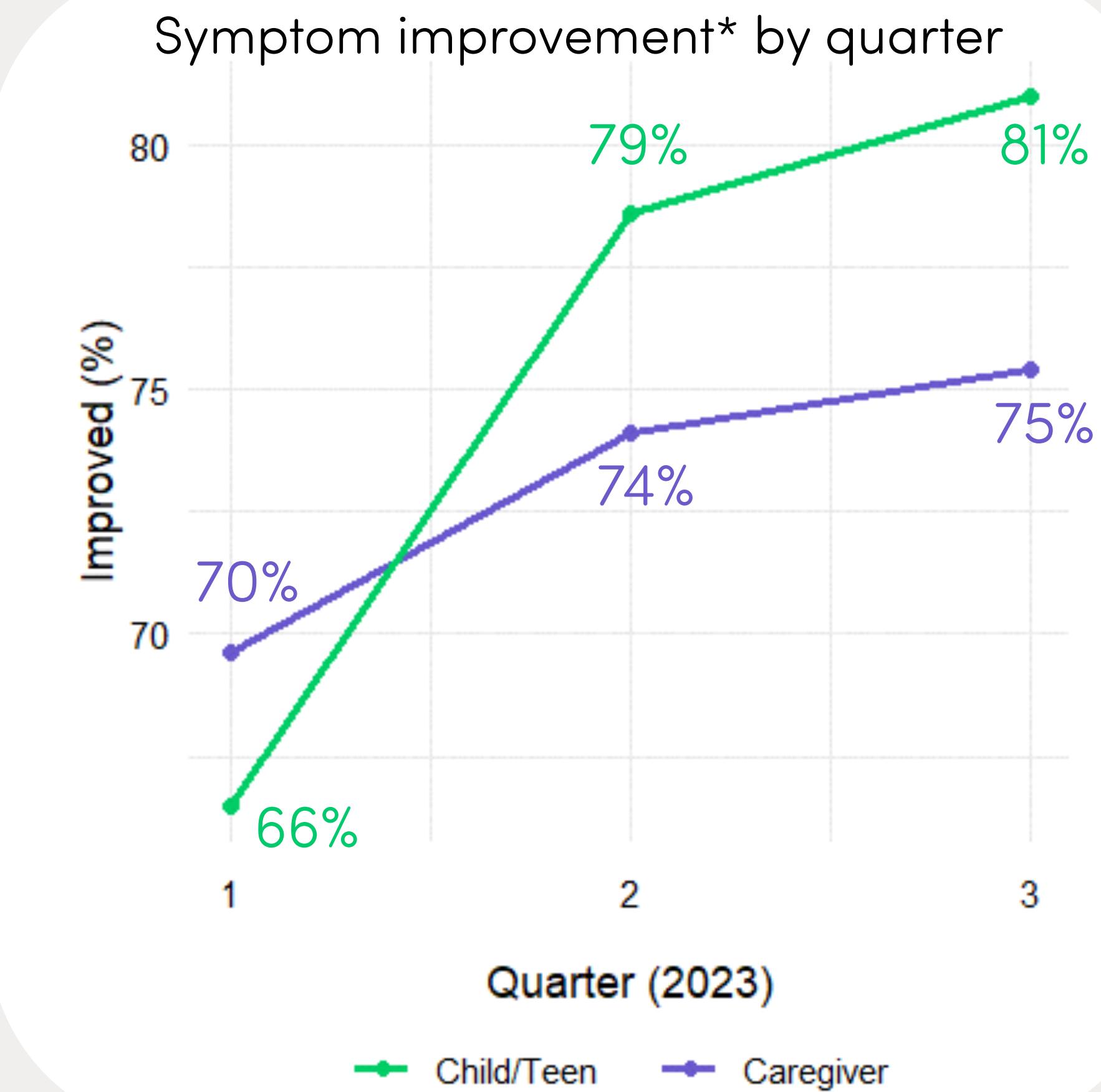
***Improvement:** reduction in symptom severity from baseline

Symptom improvement* by quarter

Child/Teen: 66%, 79%, 81%
Caregiver: 70%, 74%, 75%

Improved (%)
Quarter (2023)

Child/Teen   Caregiver

Research Highlights: 7 peer reviewed studies, 3 additional pending
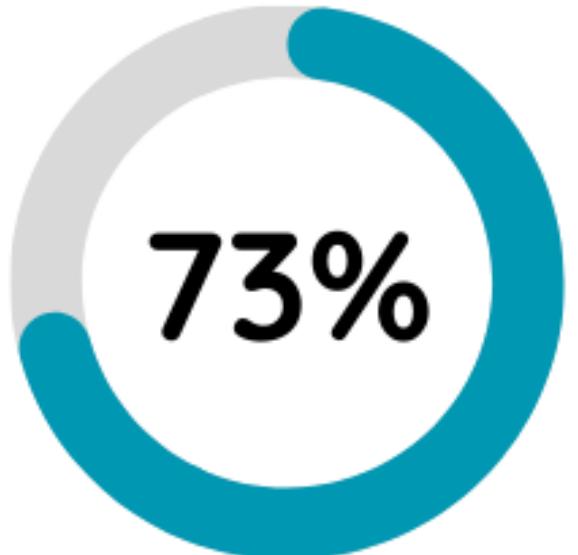
73% Children and teens who show decreases in anxiety symptoms
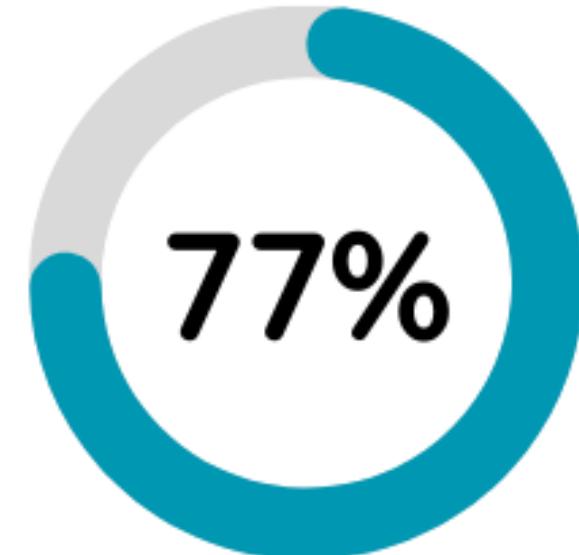
77% Children and teens who show decreases in sleep problems
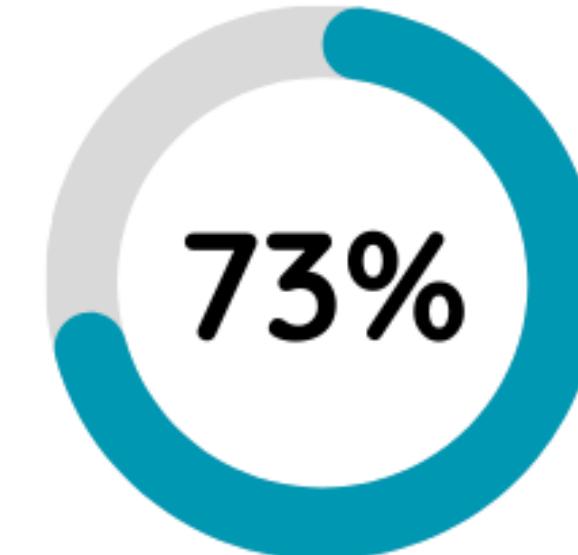
73% Caregivers who show decreases in parental stress
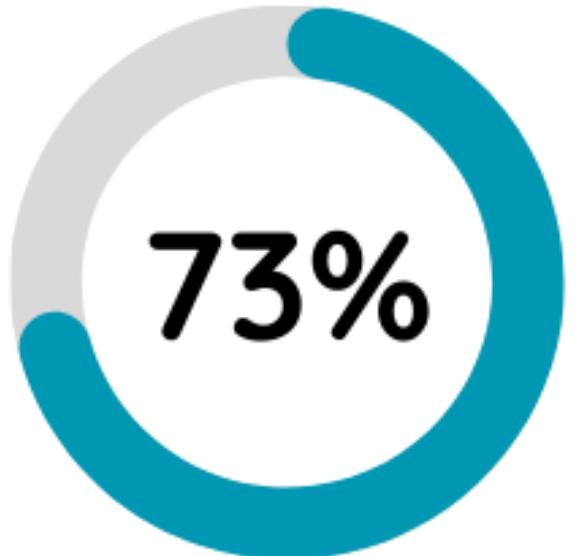
73% Children and teens who show decreases in depressive symptoms
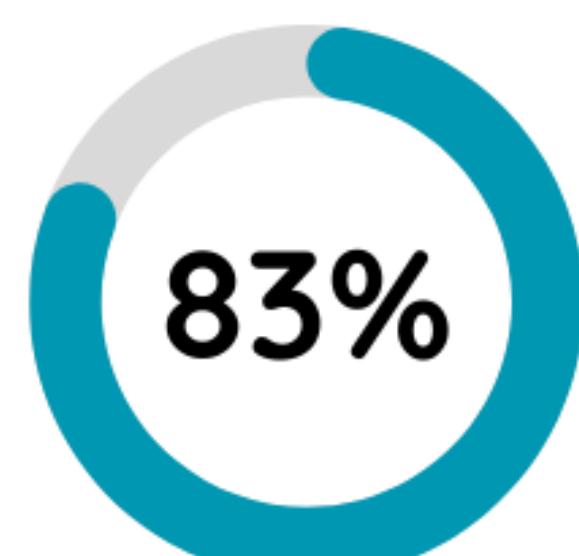
83% Children and teens who show decreases in at least one ADHD symptom
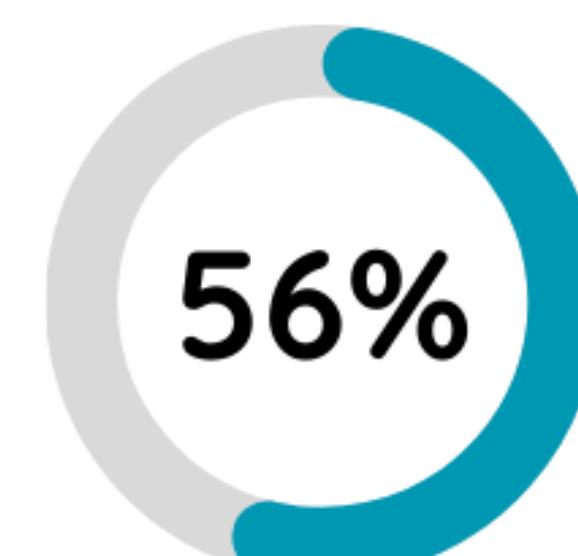
56% Caregivers who show decreases in job burnout
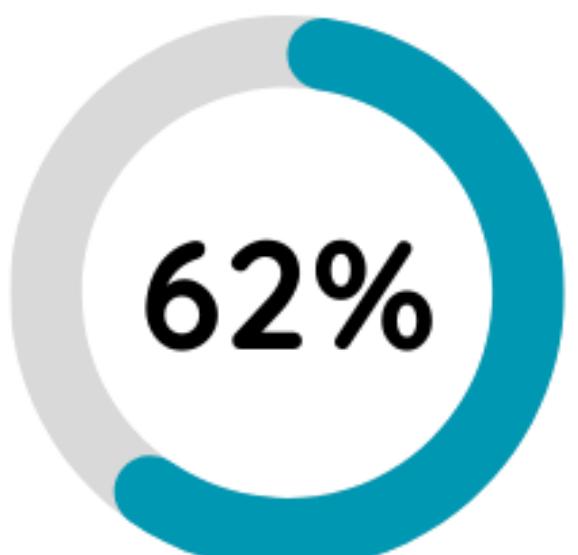
62% Children and teens who show decreases in disordered eating behaviors
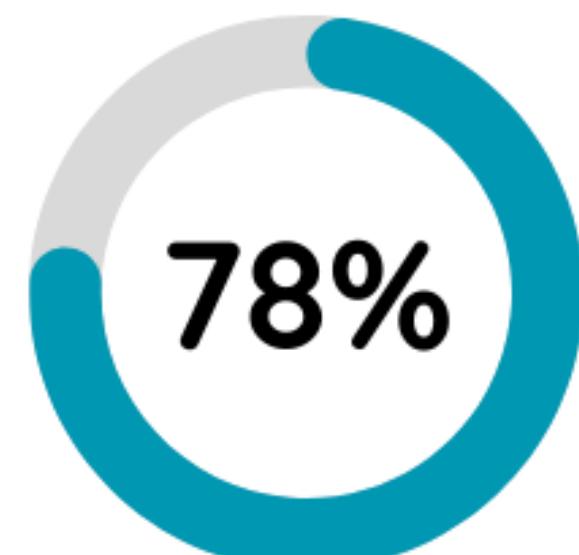
78% Caregivers who show decreases in sleep problems
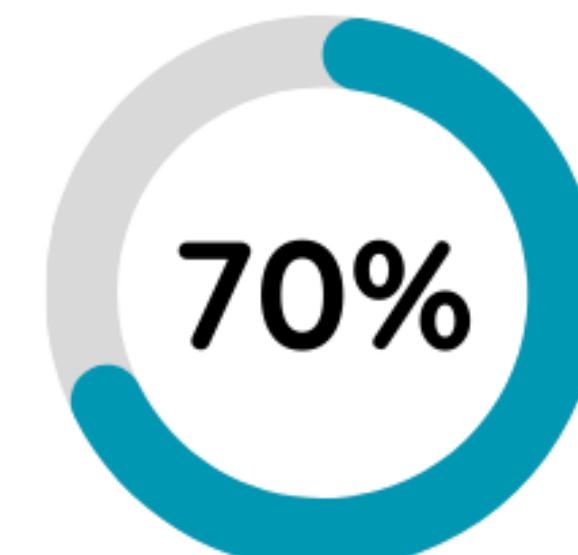
70% Caregivers who show decreases in job absenteeism

**6** Number of coaching sessions associated with stable and reliable symptom improvement

2 out of 3 Members who say they have improved relationships with their family

Rapid Support Team: Q3 Usage

8%
Members impacted

87%
De-escalated

12 Average age
Youngest: 4

0 EMS activations
13% ER Recommendation

74%
Seen for suicidal ideation

41%
Seen for self-harm

12%
Seen for homicidal ideation

5%
Seen for abuse or violence
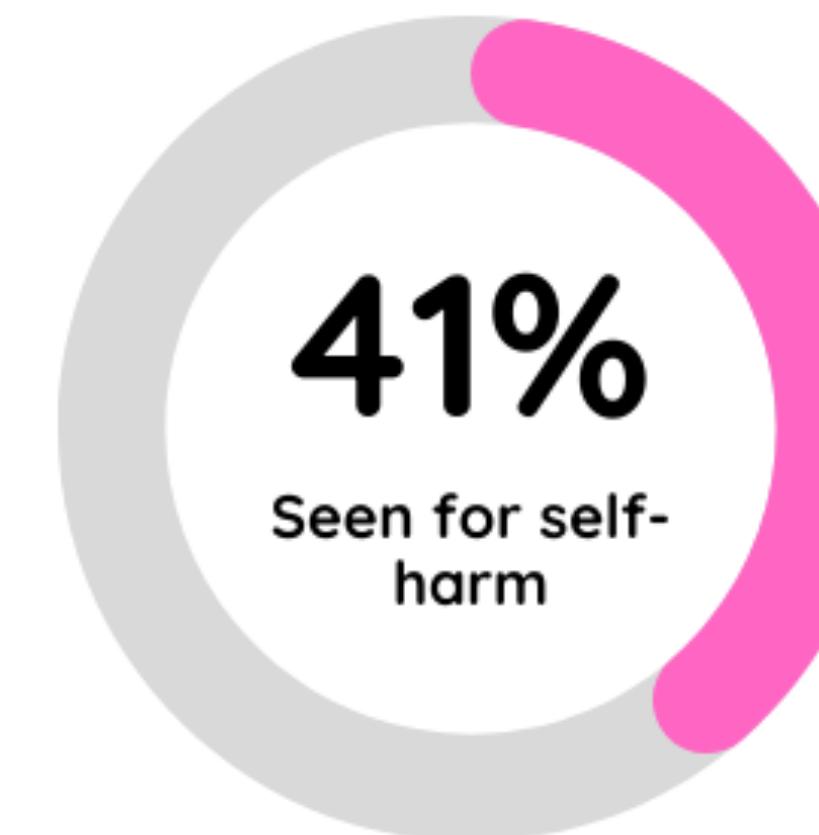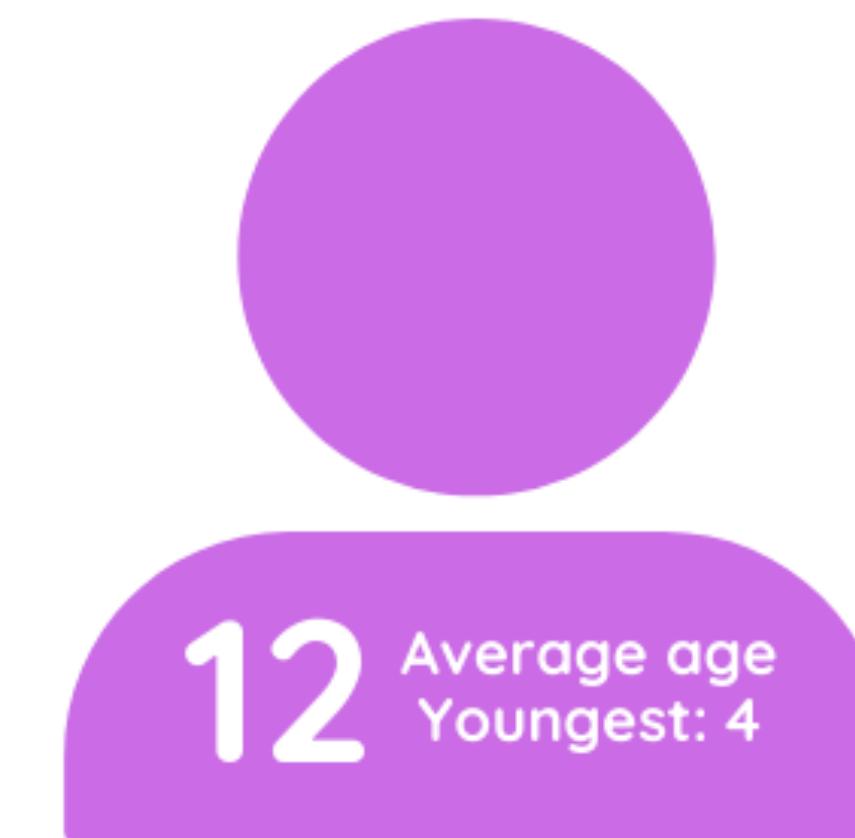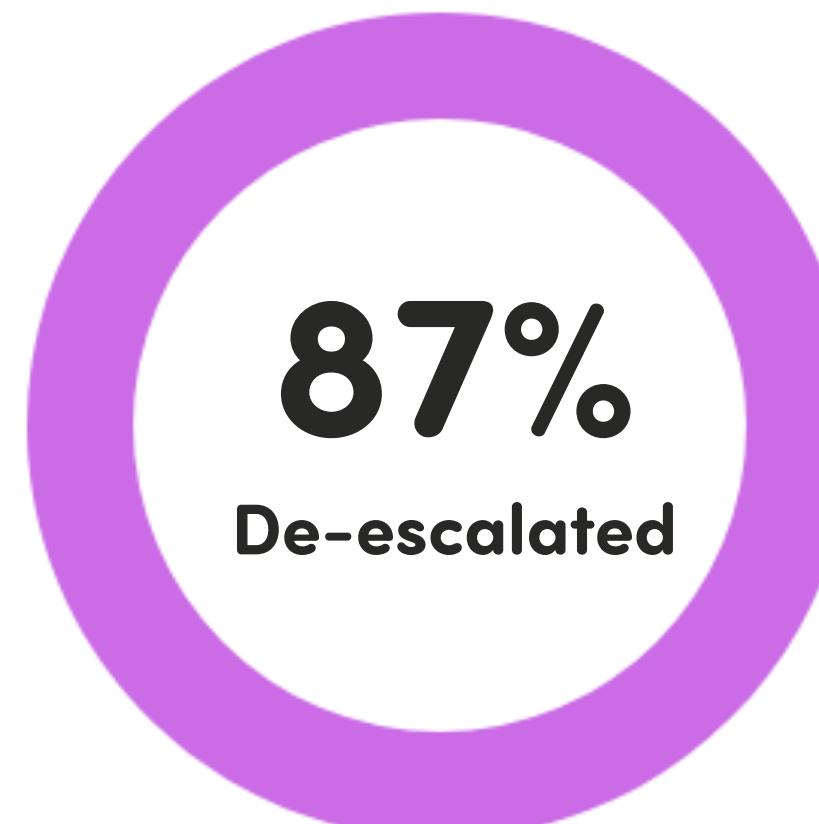
Bend makes referrals easy...

WE PROVIDE ALL PATIENT-FACING COMMUNICATIONS AND EXPLAINER VIDEOS TO YOUR STAFF
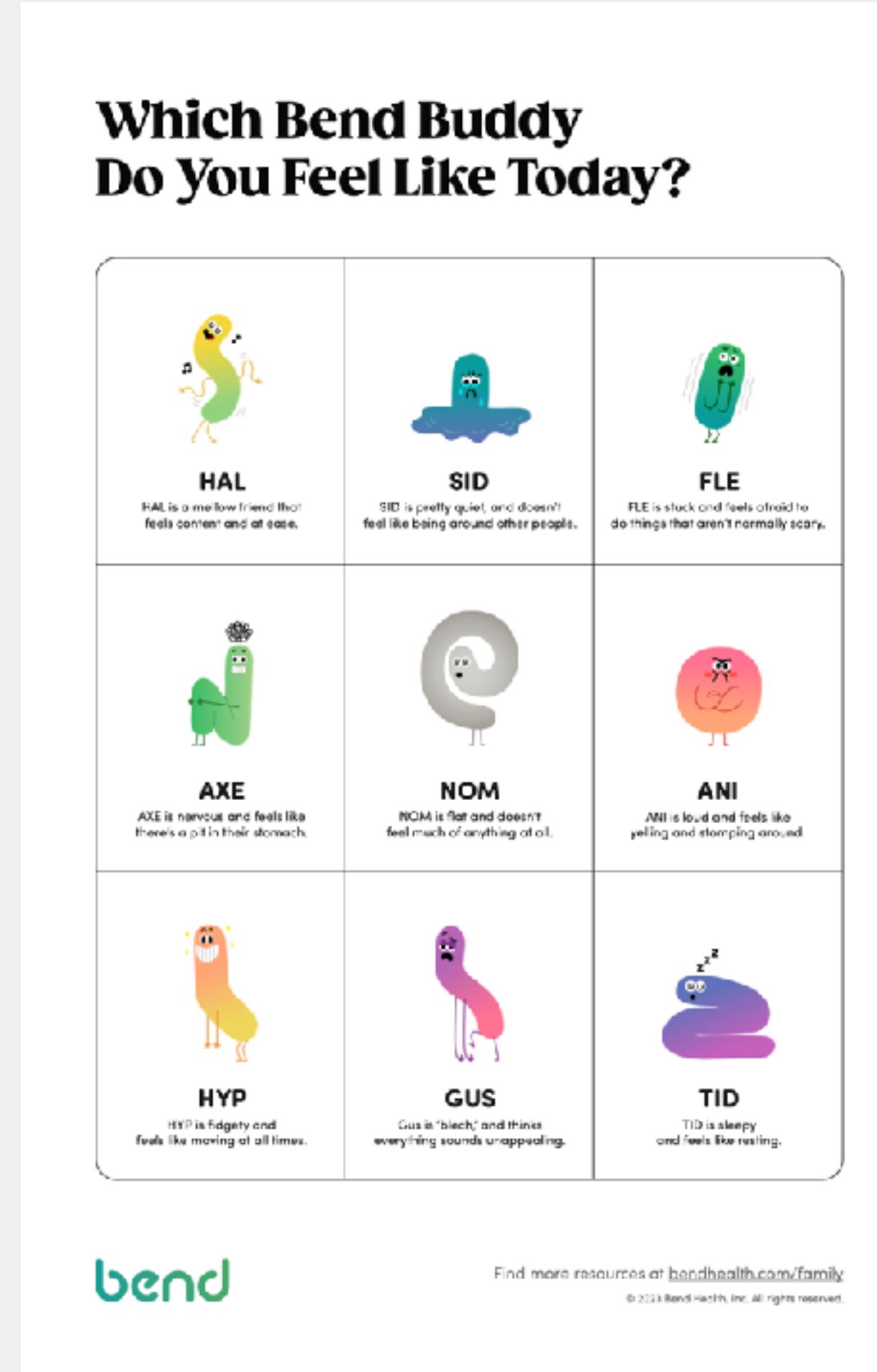
Exam room poster
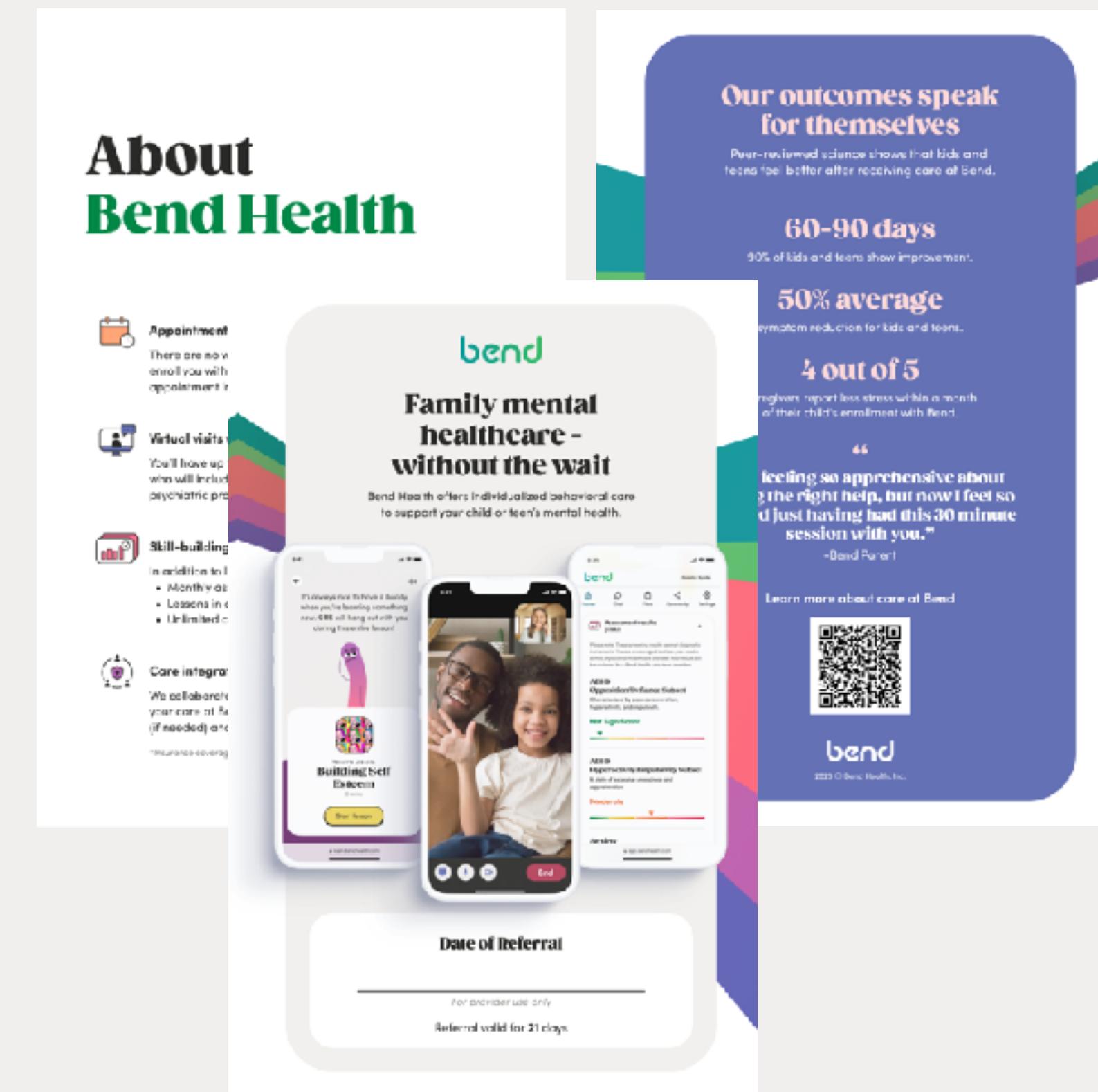
Patient handout
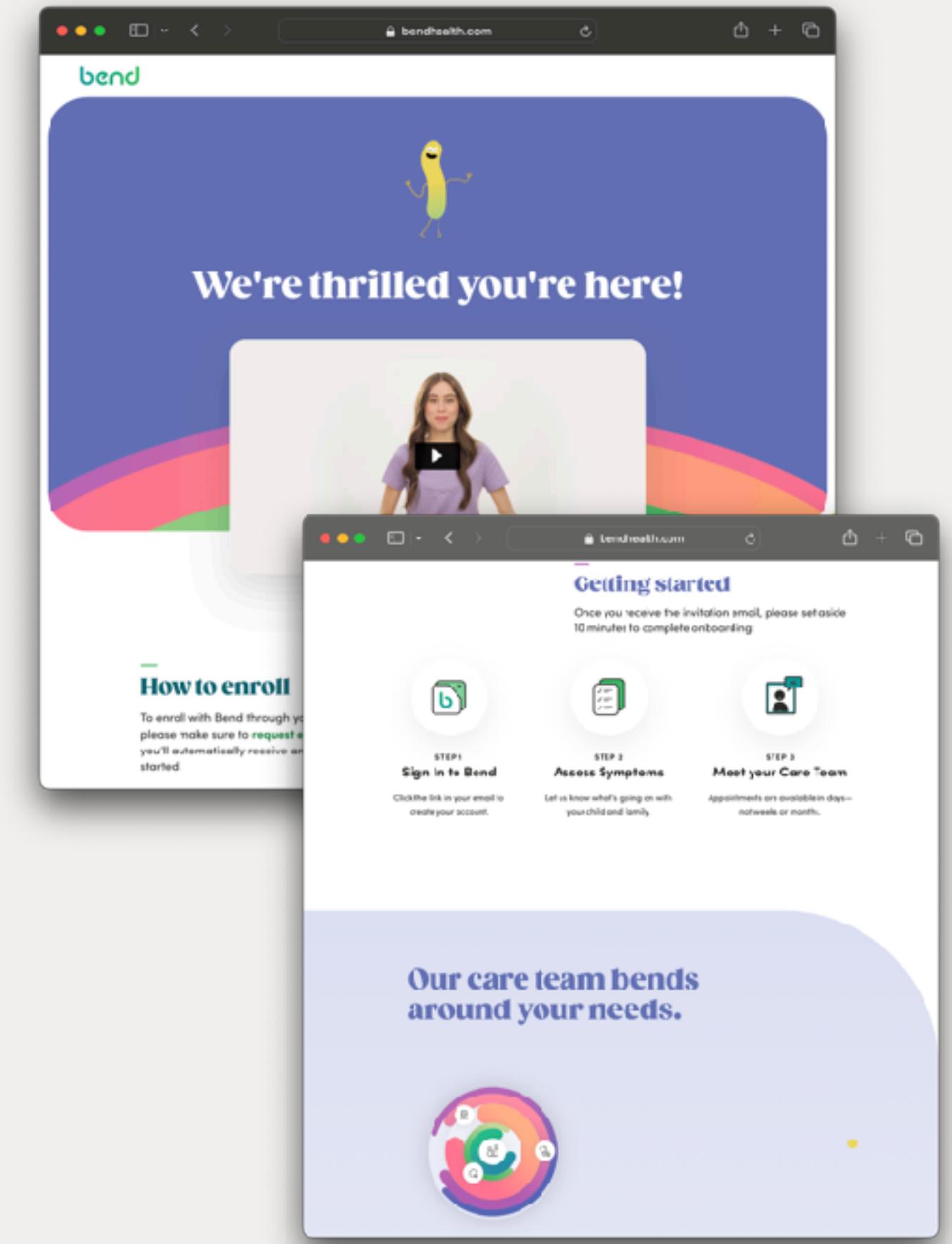
Landing page with video & FAQ

About Bend Health

Appointments available in days
There are no wait lists. Your primary care provider (PCP) can enroll you with Bend today and you'll be able to have your first appointment in days.

Virtual visits with behavioral health practitioners
You'll have up to 3 live video visits with your team, which will include a behavioral care manager, coach, and psychiatric provider.

Skill-building and family-first approach
In addition to live sessions, our evidence-based care includes:
- Monthly assessment of symptoms
- Learning in our immersive learning center
- Unlimited chat with your care team

Care integrated with your PCP
We collaborate with your pediatric provider throughout your care at Bend. In fact, they will prescribe any medications (if needed) and their Practice will bill your insurance.

Becoming a Bend Member!

HOW TO ENROLL
Your pediatrician or primary care provider will enroll your family directly in Bend Health.

This enrollment gives you exclusive access to collaborative care, so wait to receive an email or phone call from Bend to get started!

Get started in 3 easy steps.
Signing up only takes 10 minutes!

STEP 1
Check your Email
Click the link in your email to create your account.

STEP 2
Assess Symptoms
Let us know what's going on with your child and family.

STEP 3
Meet your Care Team
Appointments are available in days—not weeks or months.

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bend

Family mental healthcare – without the wait
Bend Health offers individualized behavioral care to support your child or teen's mental health.

Our outcomes speak for themselves
Peer-reviewed science shows that kids and teens feel better after receiving care at Bend.

60-90 days
80% of kids and teens show improvement.

50% average
symptom reduction for kids and teens.

4 out of 5
caregivers report less stress within a month of their child's enrollment with Bend.

"I was feeling so apprehensive about getting the right help, but now I feel so relieved just having had this 30 minute session with you."
–Bend Parent

Learn more about care at Bend

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2023 © Bend Health, Inc.

Date of Referral

For provider use only

Referral valid for 31 days

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patient hand-out

exam room posters

Once referred, Bend does all the outreach

BEND CONTACTS REFERRED PATIENTS, NO NEED FOR THEM TO DO ANYTHING

## HOW IT WORKS

1. Refer patients via Bend portal

2. Patient get email, SMS, and a phone call

3. Patient begins onboarding
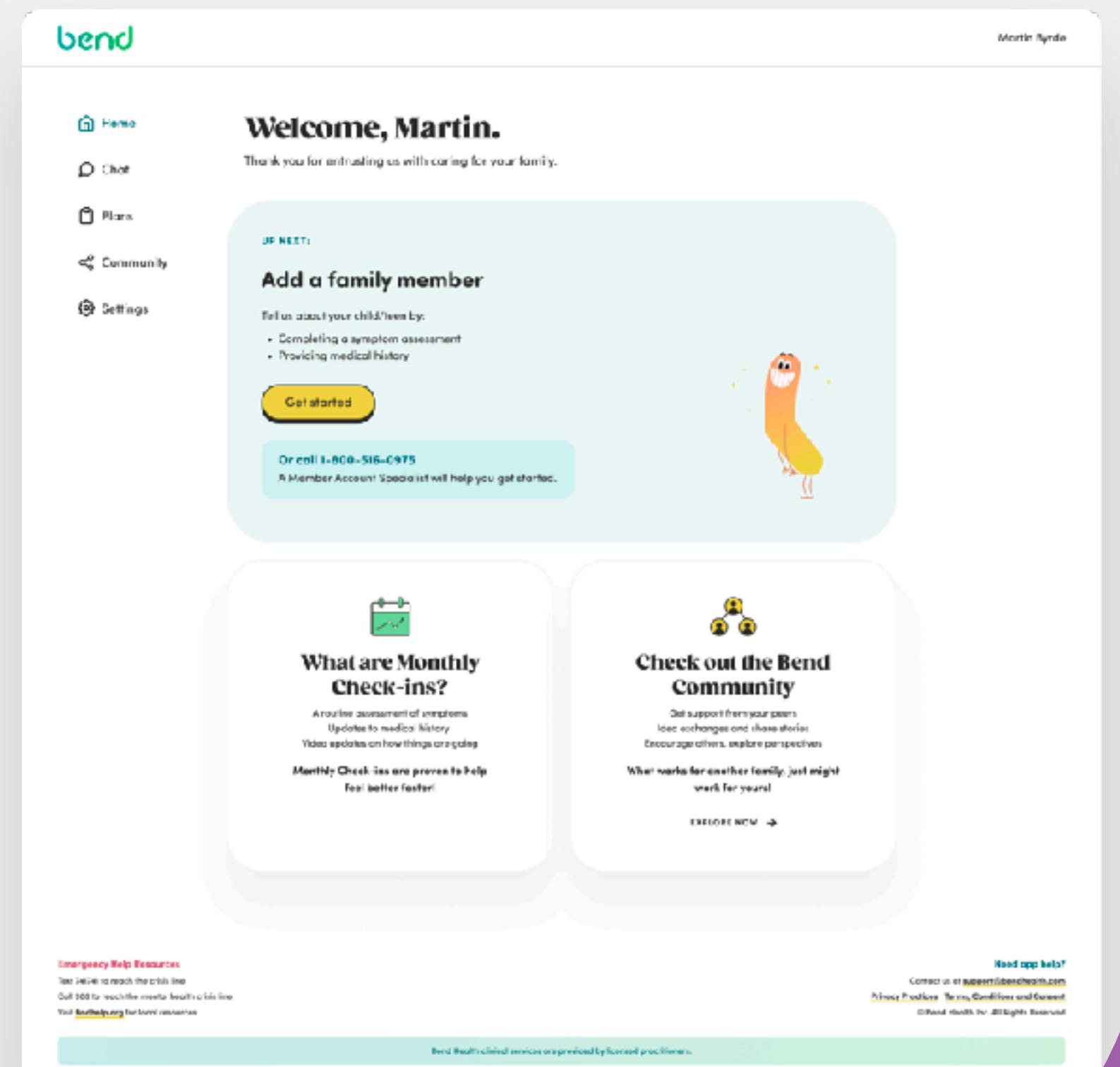
Collaboration starts on our Partner Portal, then scales to EHR integration

FIRST 4–6 MONTHS

Bend SSO Partner Portal

6–MONTHS TO 1 YEAR

Full EHR Integration

Cerner™

Epic

eClinicalWorks

MEDITECH

PCC

...and others

A comprehensive, integrated care experience

COLLABORATIVE, INTEGRATED CARE DESIGNED FOR KIDS, TEENS AND THEIR FAMILIES

Comprehensive Assessments
and medical history

Weekly Sessions, Unlimited Chat
For caregivers and kids
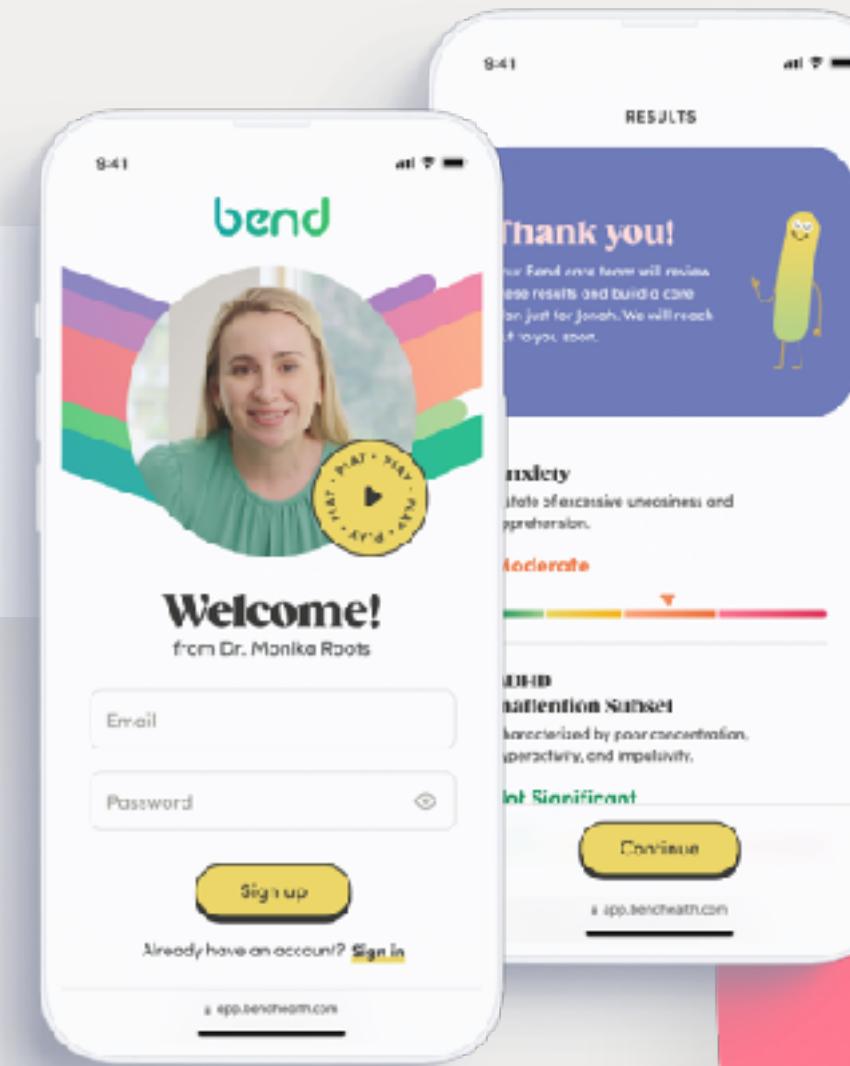
Personalized Digital Curriculum
75+ customized care programs
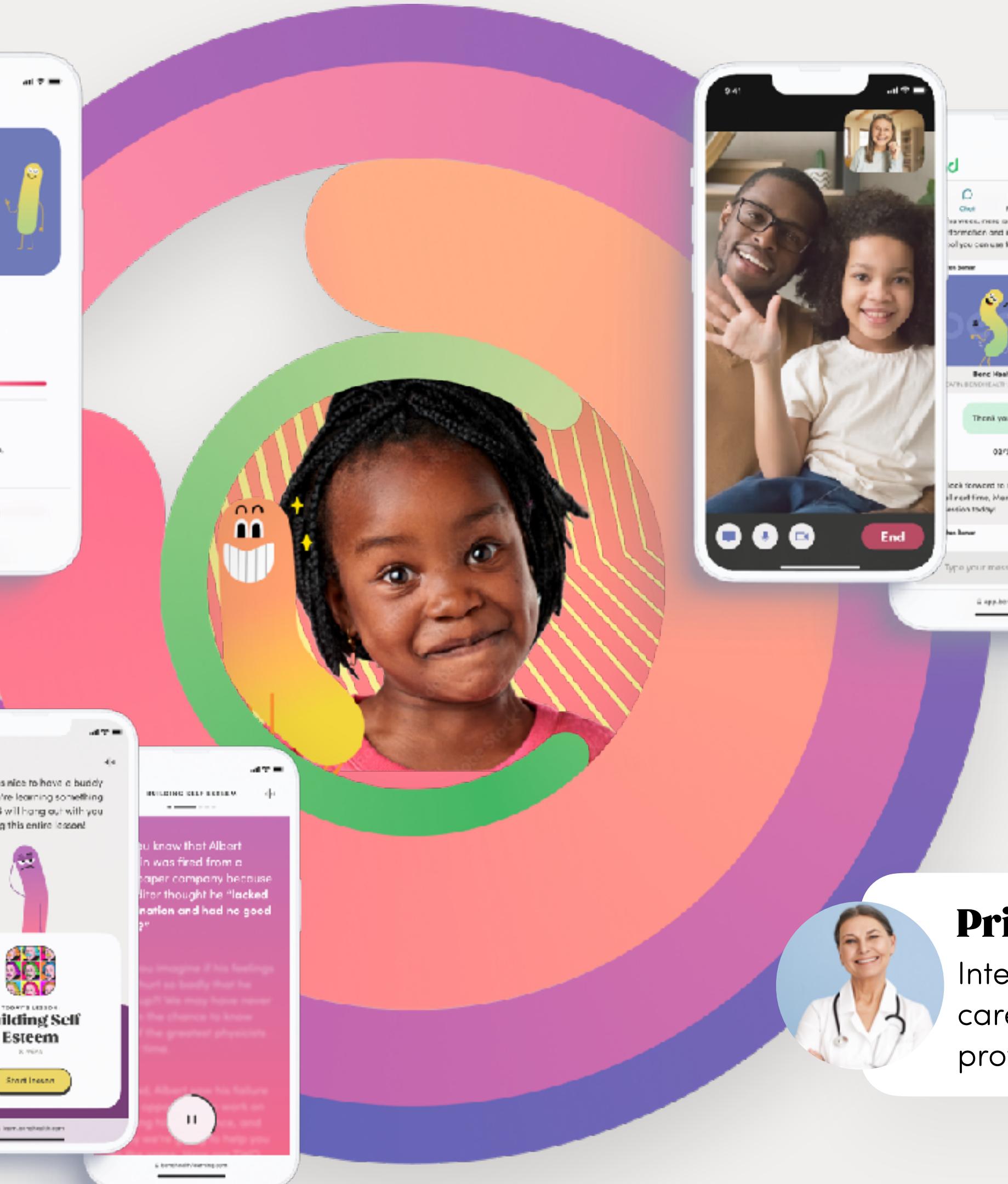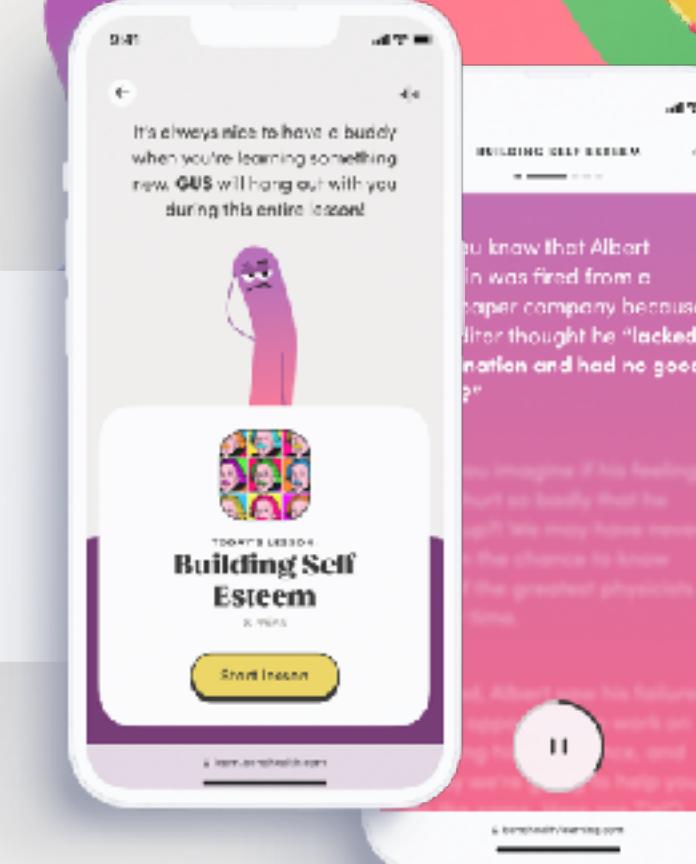
Primary care integration
Integrated medical/behavioral care with family's primary care provider.

Bend care experience starts with symptom assessment and triage to appropriate level of care

1 Comprehensive symptom assessments
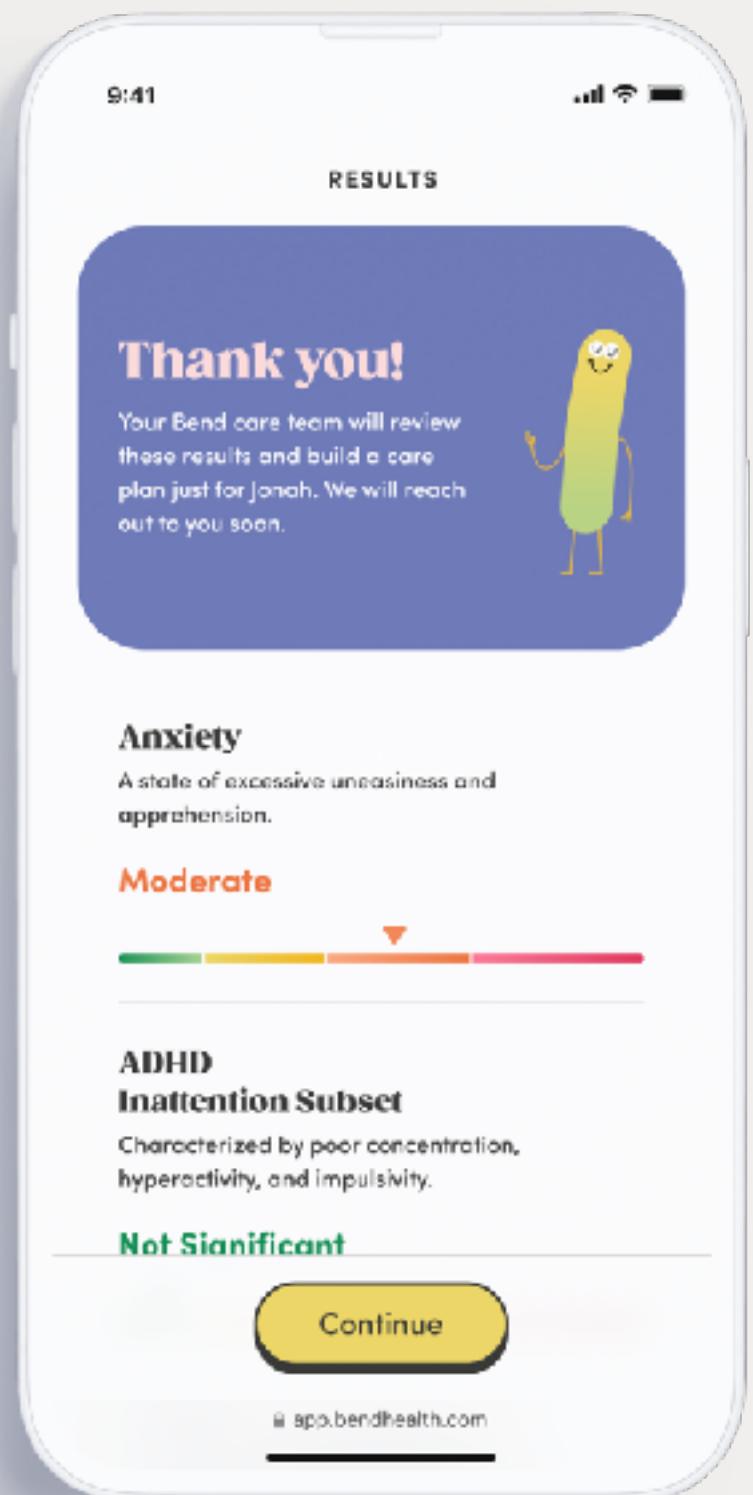
2 Initial BCM visit & Psychiatric Consultation

3 Triaged to appropriate level of care

RESULTS

Thank you!
Your Bend care team will review these results and build a care plan just for Jonah. We will reach out to you soon.

Anxiety
A state of excessive uneasiness and apprehension.

Moderate

ADHD Inattention Subset
Characterized by poor concentration, hyperactivity, and impulsivity.

Not Significant

Continue

app.bendhealth.com

**Behavioral Care Manger +
Initial Psychiatric Consult**

Care plan creation and medication recommendations

**ADHD
Inattention Subset**

Severe

Anxiety

Moderate

Depression

Mild
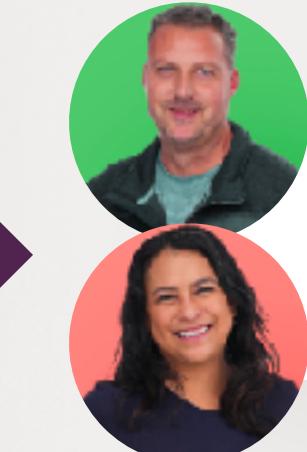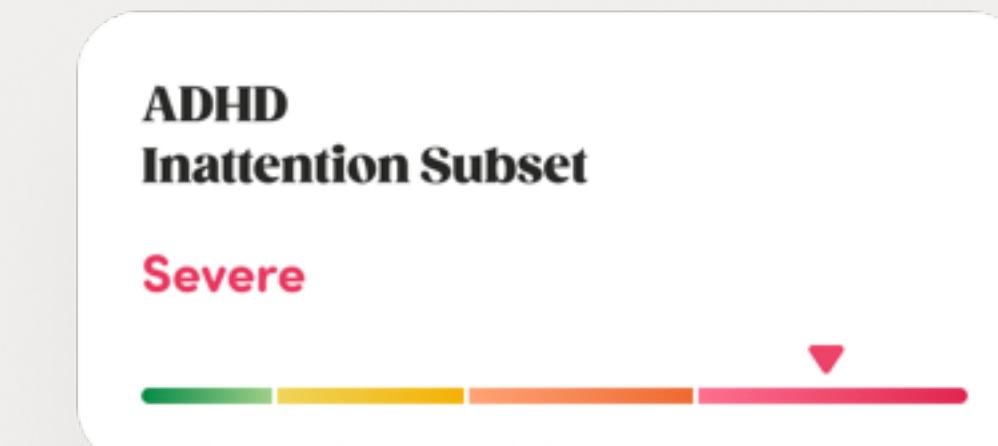
Coaching + Therapy
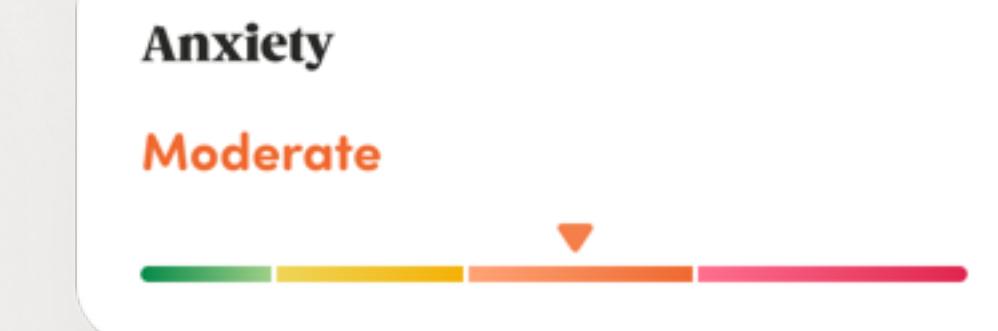
Coaching

Bend behavioral care managers help members navigate and schedule

The Bend experience combines virtual visits with immersive learning programs to build skills for life

4 Weekly video visits with care team, unlimited chat and file sharing

5 Learning experiences integrated with each care plan
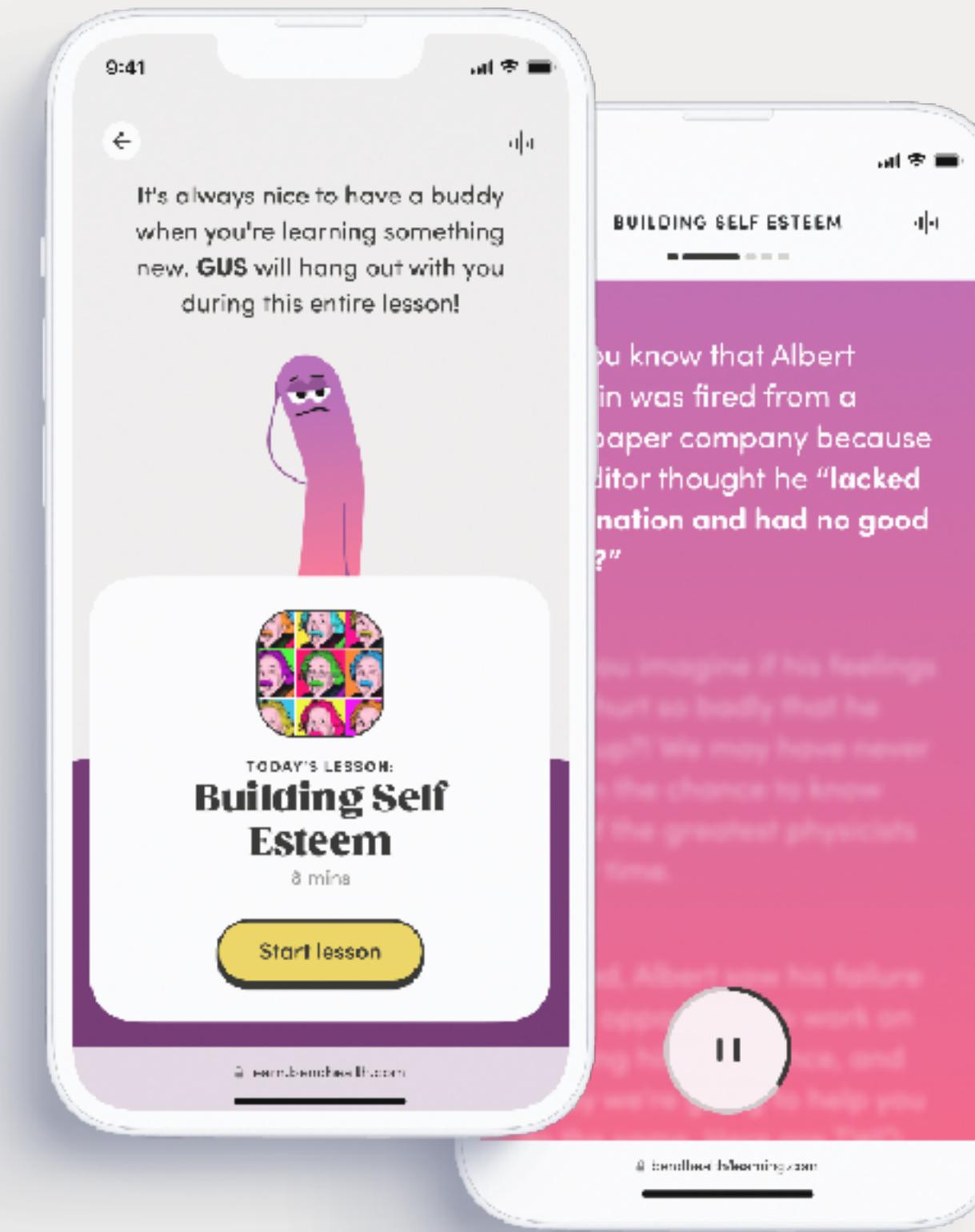
Meet the Bend Buddies™

CLINICALLY BASED CHARACTERS FOR EMOTION & MOOD EXPRESSION

HAL
HAL is a mellow friend that feels content and at ease.

SID
SID is pretty quiet, and doesn't feel like being around other people.
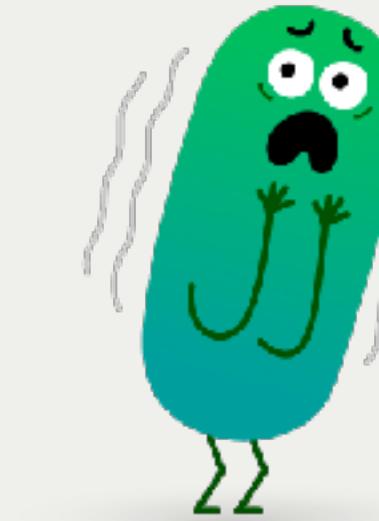
FLE
FLE is stuck and feels afraid to do things that aren't normally scary.
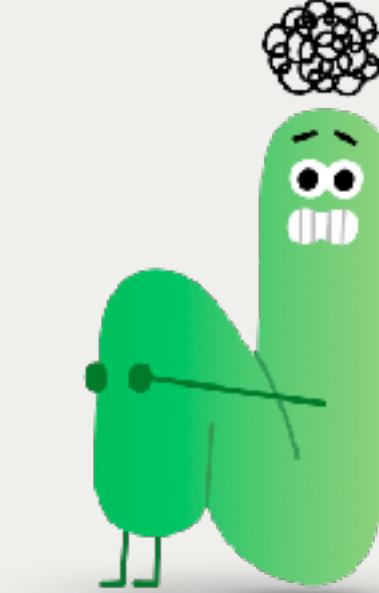
AXE
AXE is nervous and feels like there's a pit in their stomach.

NOM
NOM is flat and doesn't feel much of anything at all.

ANI
ANI is loud and feels like yelling and stomping around.

HYP
HYP is fidgety and feels like moving at all times.

GUS
Gus is 'blech,' and thinks everything sounds unappealing.
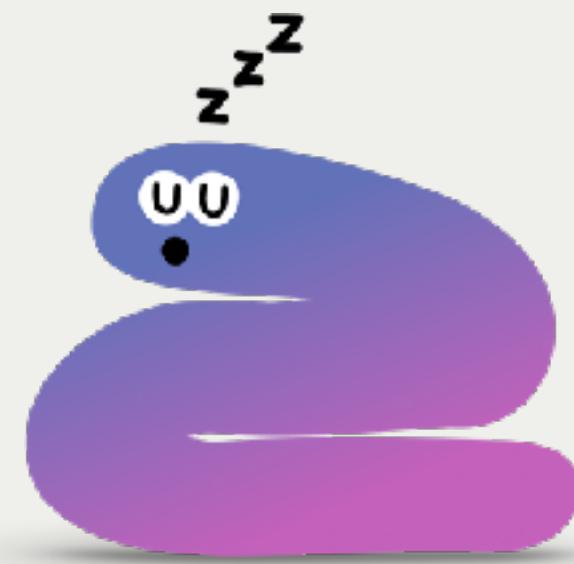
TID
TID is sleepy and feels like resting.

Executive Functioning
Manage your little kid's big feelings

ADHD
Focus your child or teen's extraordinary qualities

Trauma
Empower your child or teen to make positive changes

Tech Addiction
Empower your teen to cut back on screen time

Anxiety & Depression
Calm and improve your child or teen's mood

OCD
Clinical education and techniques to take control of OCD
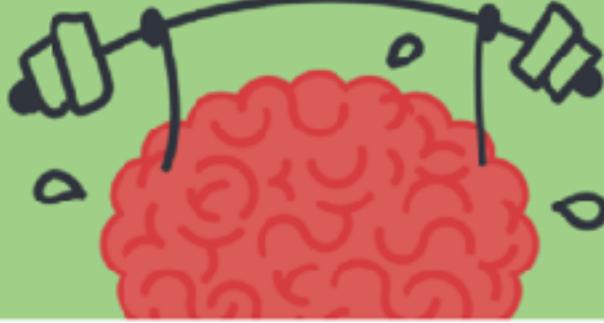
Resilience
Strengthen your child or teen's ability to face challenges

Readiness for Change
Empower your child or teen to make positive changes

Substance Abuse

75+ curricula personalized for the unique needs of each individual child & family

- Executive Functioning
- Neurodiversity
- Anxiety & Depression
- Resilience
- ADHD
- School-Related Stress
- Tech Addiction
- OCD
- Readiness for Change
- Trauma
- Vaping Cessation
- Substance Abuse
  ...and more

SUPPLEMENTAL PROGRAMS

- LGBTQIA+
- Athlete-Related Stress
- Behavioral Concerns/ Management
- Safety
- Body Image

33

Sample Bend Learning Program

"Body Image 13+"

Module 1: What's Your Story?

Module 2: Action and Acceptance

Module 3: Strengthening The Relationship With Your Body
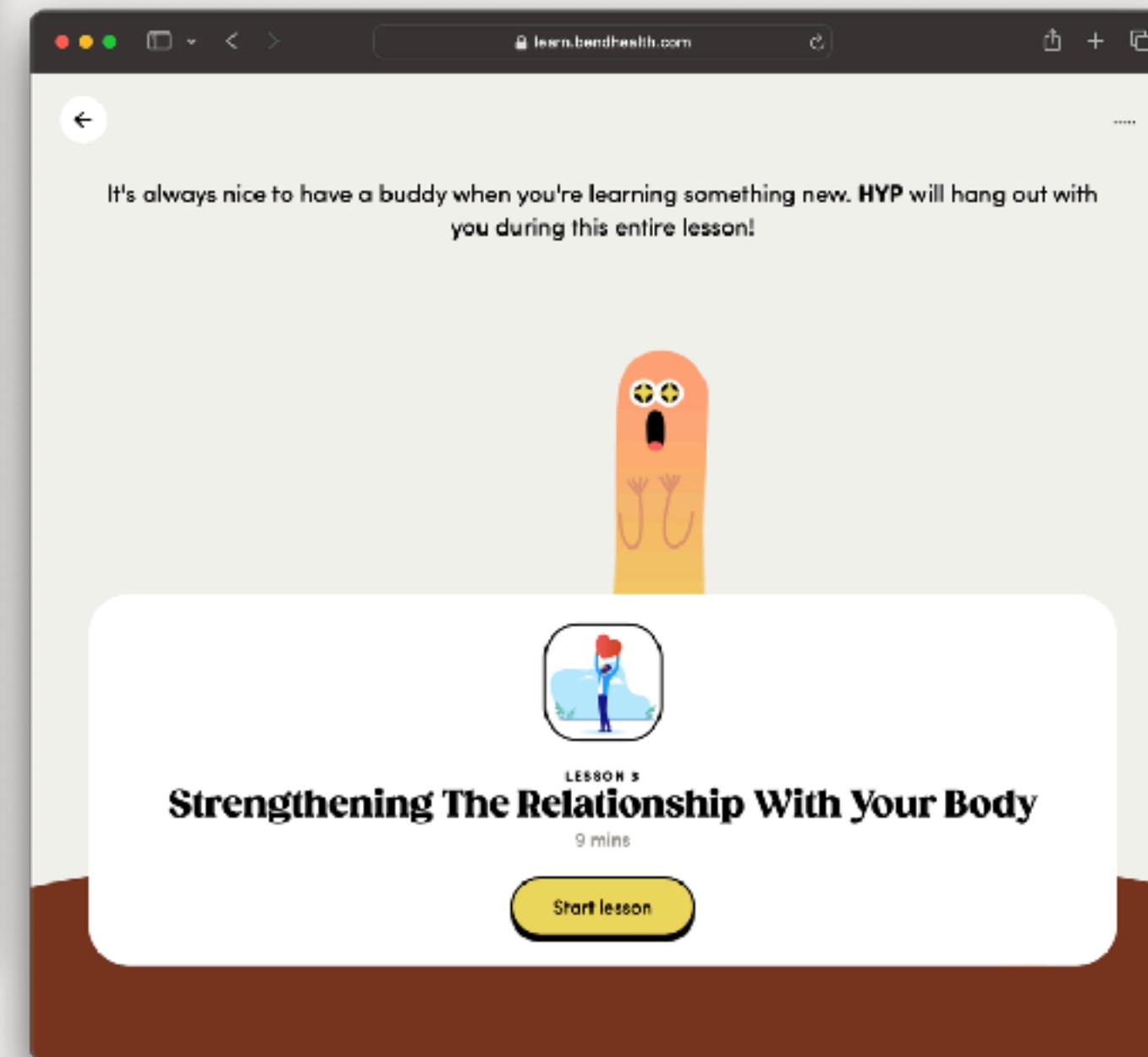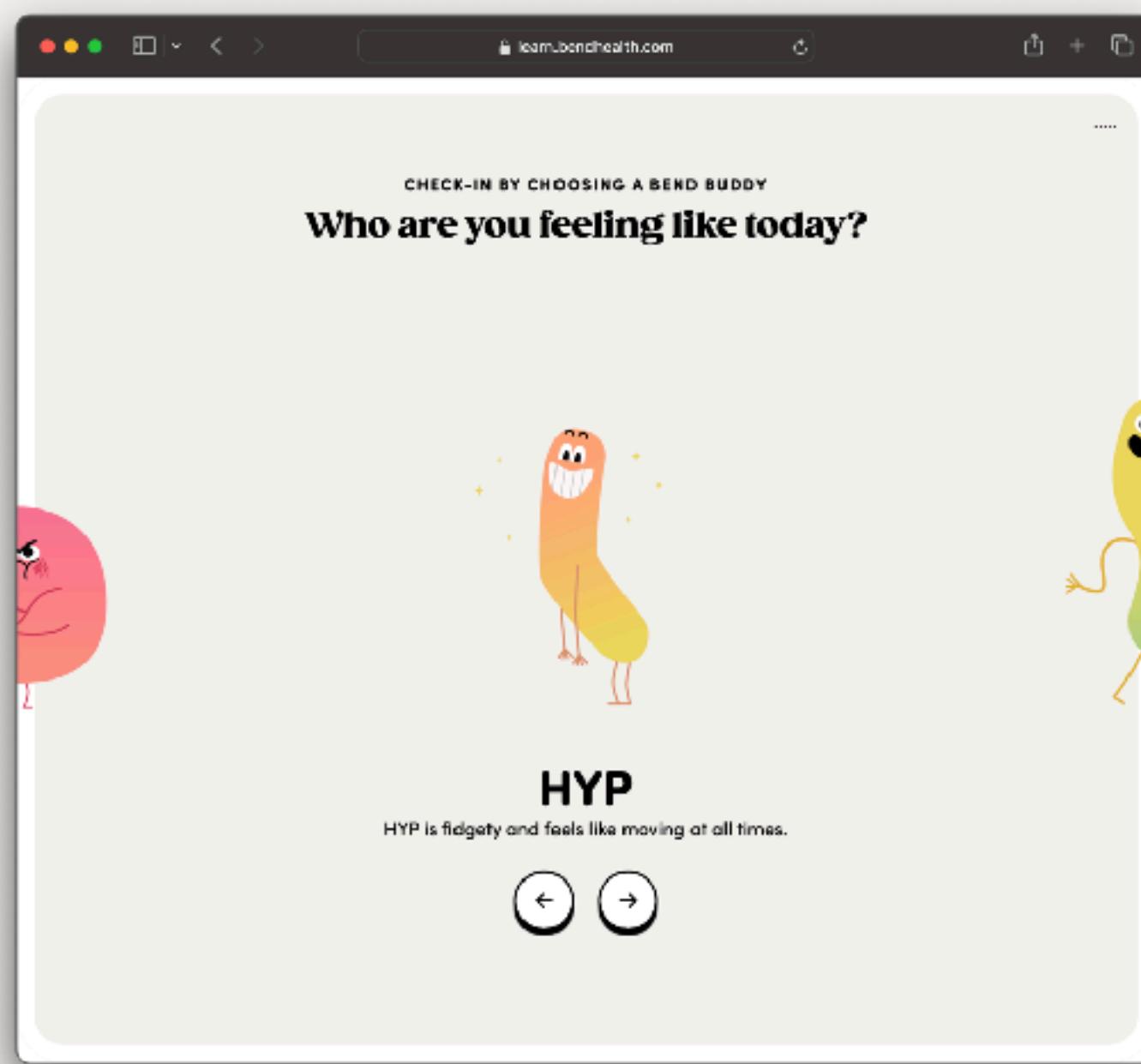
For the Little Ones!
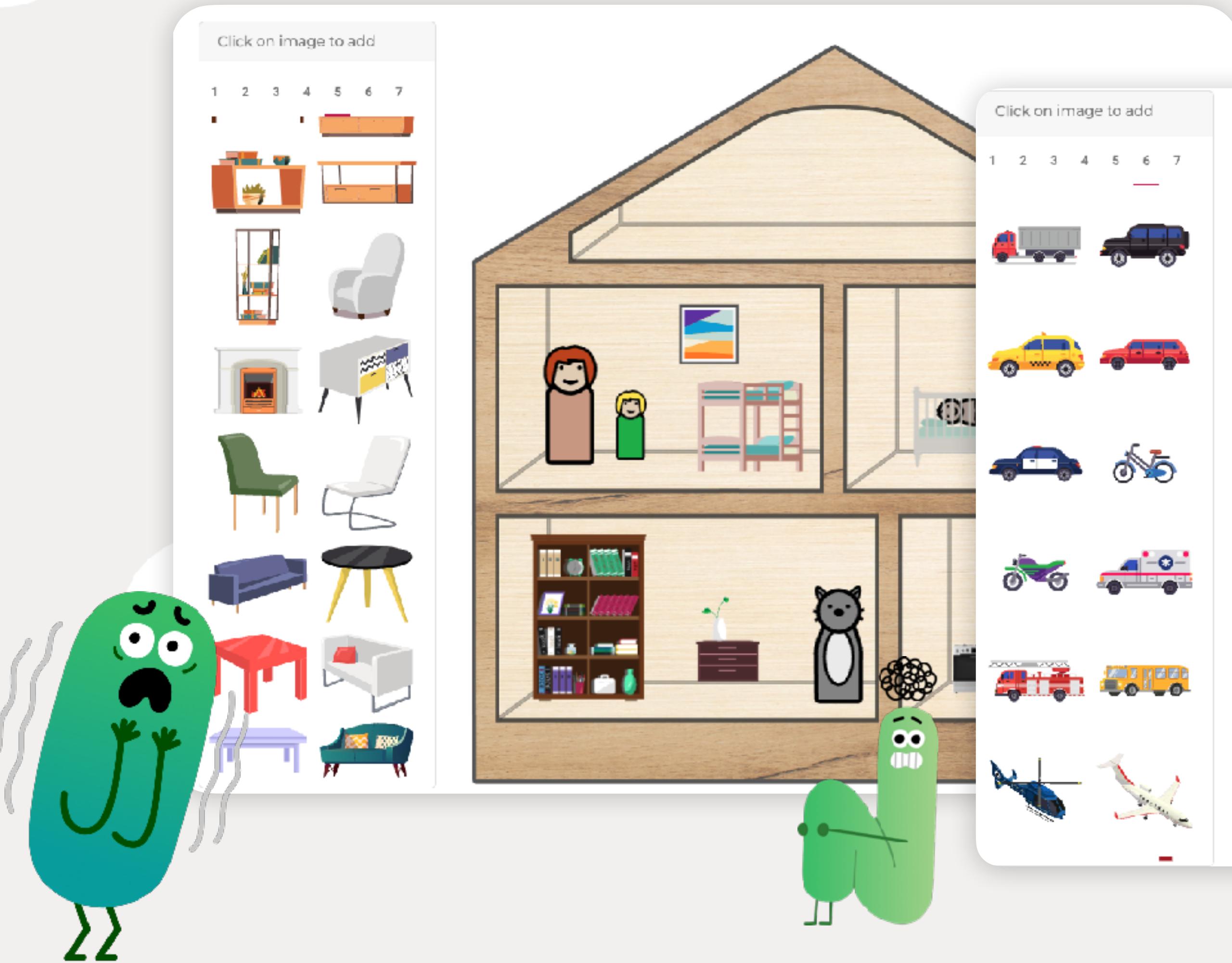
Bend Communities: peer-to-peer caregiver support

CONNECTING CAREGIVERS, SUPPORTING EACH OTHER

- Exchanging ideas

- Sharing stories and encouragement

- Discovering unique perspectives and insights

Current partners

IMPLEMENTATIONS AVERAGE 3 TO 6 MONTHS

What our partners have to say...

(click anywhere to play video)

Dr. Andrea Chao, MD
Sauk Prairie Healthcare

Dr. Ellen Wermuth, MD, MS
Sauk Prairie Healthcare

Bend Health has been a game-changer, because within a day or two, I can connect my patients with a mental health specialist—if they can see me with their insurance, they can see Bend Health.

— **Dr Andrea Chao, MD**

Pediatrician, Sauk Prairie Healthcare
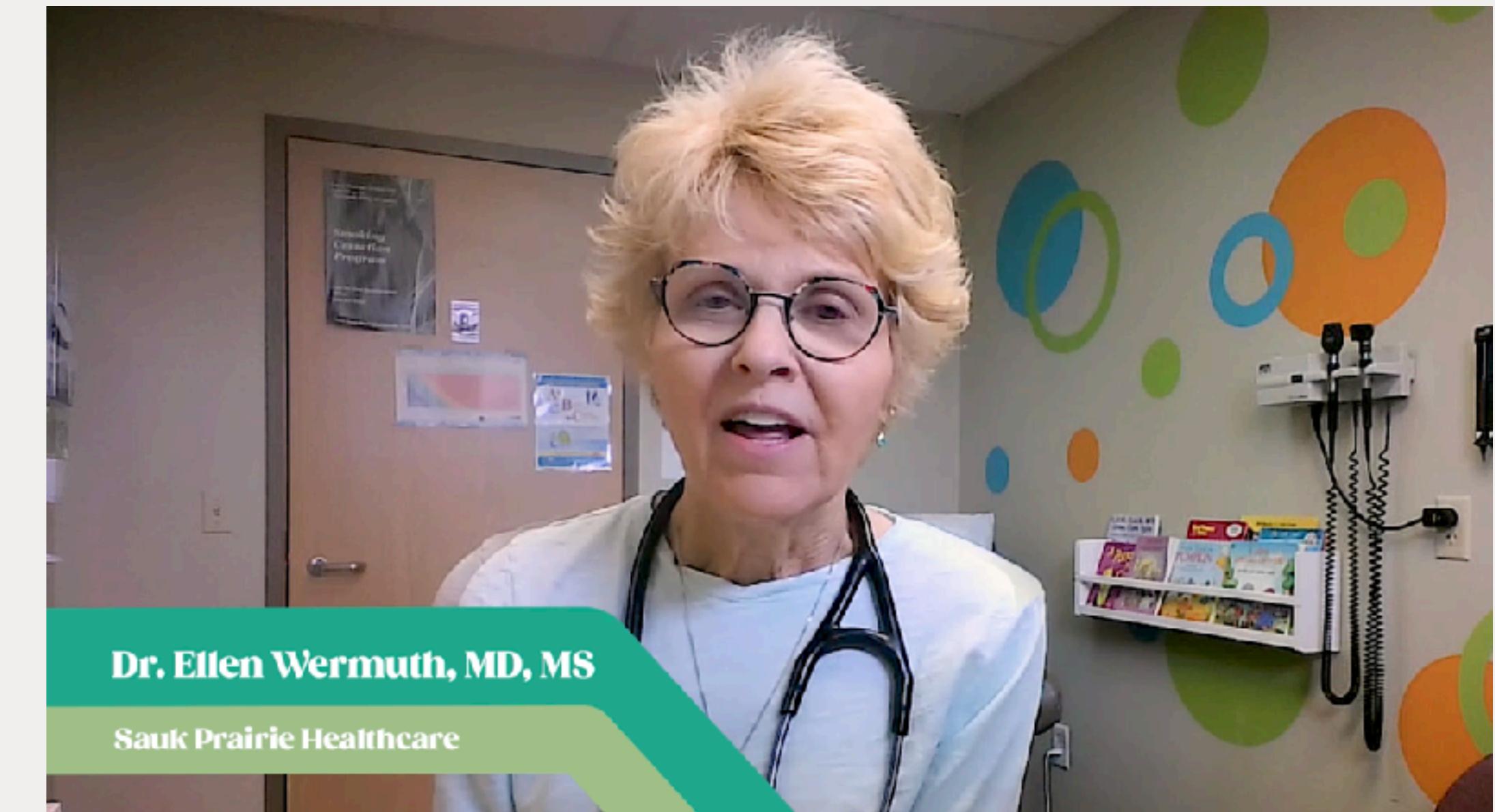
Bend has had an amazing impact on my practice. Bend care for they mental health, and that give me time to focus on physical health. I feel very comfortable that my patients are getting the very best care for their mental health.

— **Dr Ellen Wermuth, MD**

Family Medicine, Sauk Prairie Healthcare

sauk prairie
HEALTHCARE

Outcome Studies

PEER-TO-PEER PAPER SUMMARIES

- **Anxiety symptoms decreased in 73% and depressive symptoms decreased in 73%** of kids with Bend (Huffman et al., 2023).

- **Symptoms of ADHD or oppositional behaviors improved in 63%** of children & teens while in care with Bend (Lawrence-Sidebottom et al., 2023).

- Teens and caregivers who report higher service satisfaction and perceived usefulness **participate in more coaching and therapy sessions** (Huffman et al., 2023).

- **Caregiver sleep problems and parental stress improve for 77% and 73% of caregivers**, respectively, whose children are in care with Bend (Huffman et al., 2023).

- For children and teens with moderate symptoms, there is **reliable change in anxiety and depressive symptoms within two coaching sessions and stable reliable change within six sessions** (Lawrence-Sidebottom et al., 2023).

- **Disordered eating behaviors improve for 62% of teens with Bend** (Huffman et al., 2023).

- **Anxiety and depressive symptoms improve over care with Bend for members with elevated risk (e.g., of suicide attempt)**, despite having more severe anxiety and depressive symptoms than other members (Lawrence-Sidebottom et al., in review).

- **Sleep problems improve in 77% of children and teens with Bend**, and those with improvements in mental health exhibit greater changes in sleep (Lawrence-Sidebottom et al., in review).

- **Symptoms of burnout improve for 56% of caregivers, and number of missed days of work decrease for 70% of caregivers**, while their child is in care with Bend (Lawrence-Sidebottom et al., in review)

- **For children with symptoms of posttraumatic stress, these symptoms decrease in 93% during care with Bend** (Lawrence-Sidebottom et al., in review)

Quality and Safety Standards

RISK ASSESSMENT AND RAPID RESPONSE

- Columbia Suicide Severity Rating Scale
- Gatekeeper Intervention
- Real time hand off to licensed therapist or RN if needed in our Emergency Response Team (ERT)

SAFETY PLANNING

- Clinical Safety Plan developed with both member and caregiver
- Triaged to an appropriate level of care and our Specialized Safety Care Program if needed.
- Reporting procedures for child/ domestic safety
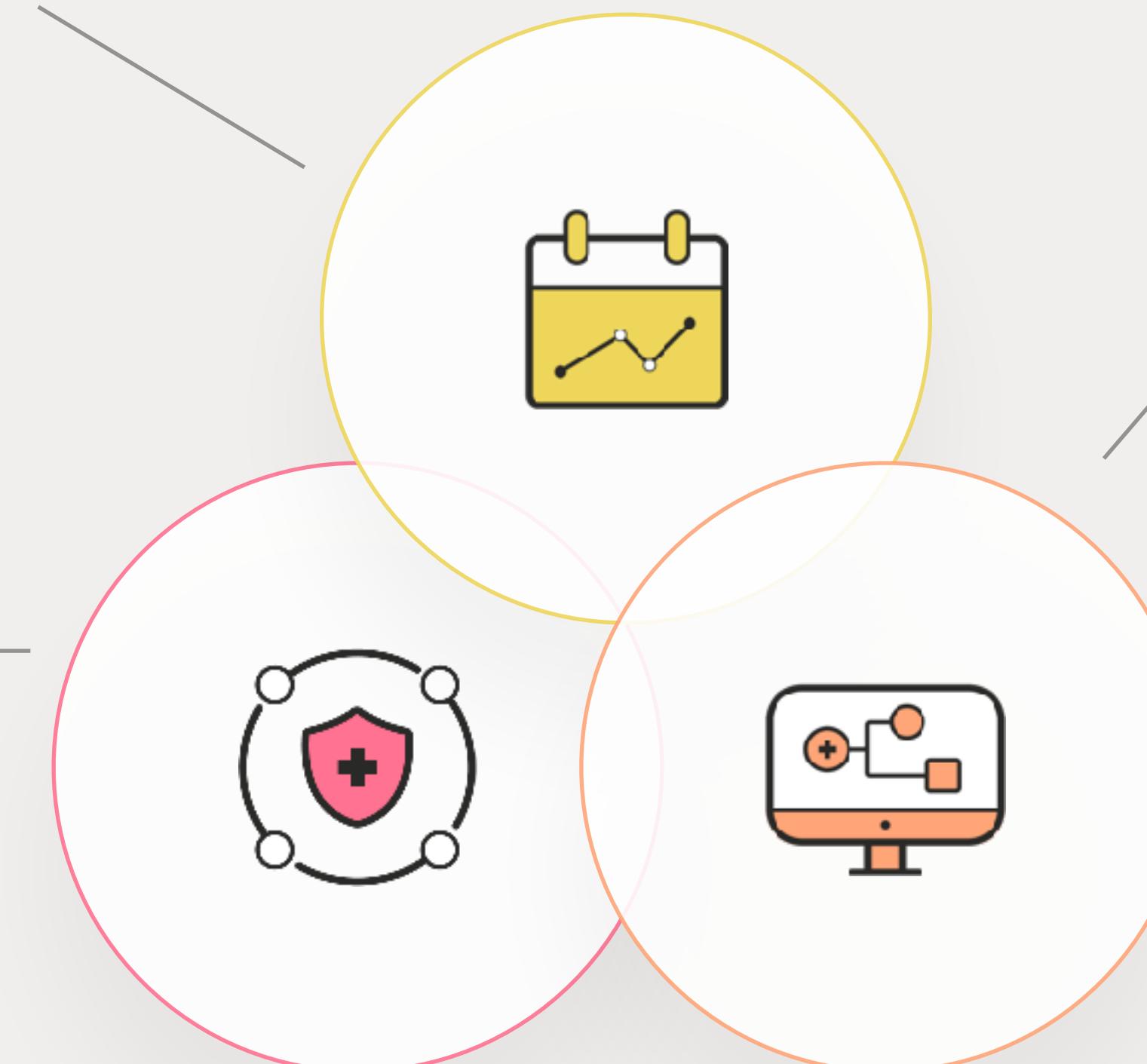
QUALITY OVERSIGHT AND SUPERVISION

- Debriefing after every ERT.
- Follow-up with the family
- Clinical supervision
- Collaboration among internal and external services.
- Adaptation to the care program as needed
- Incident reporting
- Chart reviews for quality assurance

Oversight by Clinical Quality Committee, Patient Safety Committee, Credentialing Committee, Pharmacy & Therapeutics Committee and Scientific Advisory Board

bend
C·A·R·E·S

Healthcare Professionals

HOW IT WORKS:

Learn techniques and tools to address complex behavioral health needs of children:

- Online, asynchronous training
- Certification exam and annual renewal*
- Easy referrals to Bend Health

cmefy

* This experience is powered by cmefy – an AI-powered platform that directs learners along a pathway to capture reflections at the point of inspiration, point of care. Clinicians may earn CME/CE credit via ReflectCE, the accredited activity portal. Learn more at about.cmefy.com/cem-info

Bend partner portal data workflow

PARTNER PORTAL & SSO INTEGRATION

- Health System team use SSO to access secure Bend Partner Portal
- Referrals entered via enrollment form
- Patient notes shared via file sharing
- Monthly billing summaries shared via file sharing
- Automated file ingestion into EHR available*
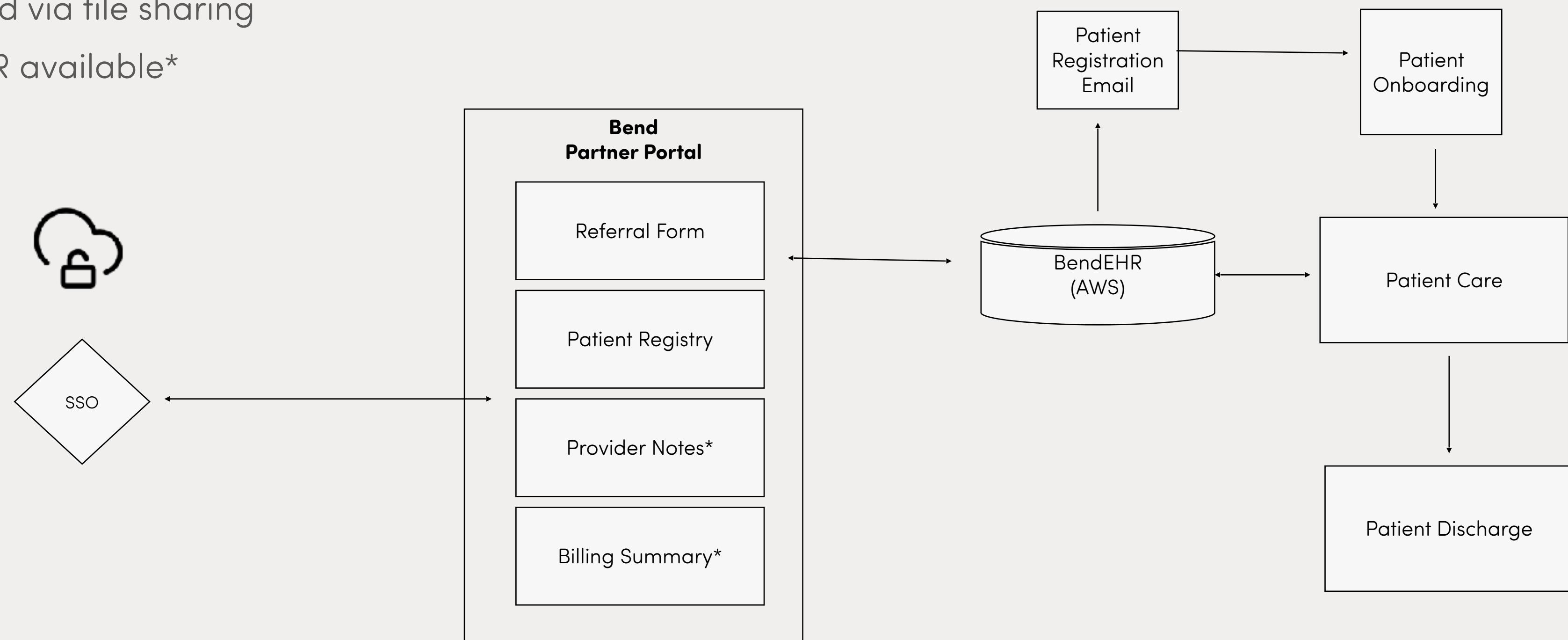
Feature 1: Referring patients to Bend

ROLE: HEALTH SYSTEM CARE COORDINATOR

ACTIVITY: ENROLL PATIENTS IN BEND

Feature 2: Patient Registry

ROLES:
1. HEALTH SYSTEM CARE COORDINATORS
2. BEND CARE MANAGERS

ACTIVITIES:
1. CHECK PATIENT STATUS IN BEND CARE
2. CREATE AND MANAGE PATIENT-RELATED TASKS
3. NOTIFY PROVIDERS OF NEW AND COMPLETED TASKS
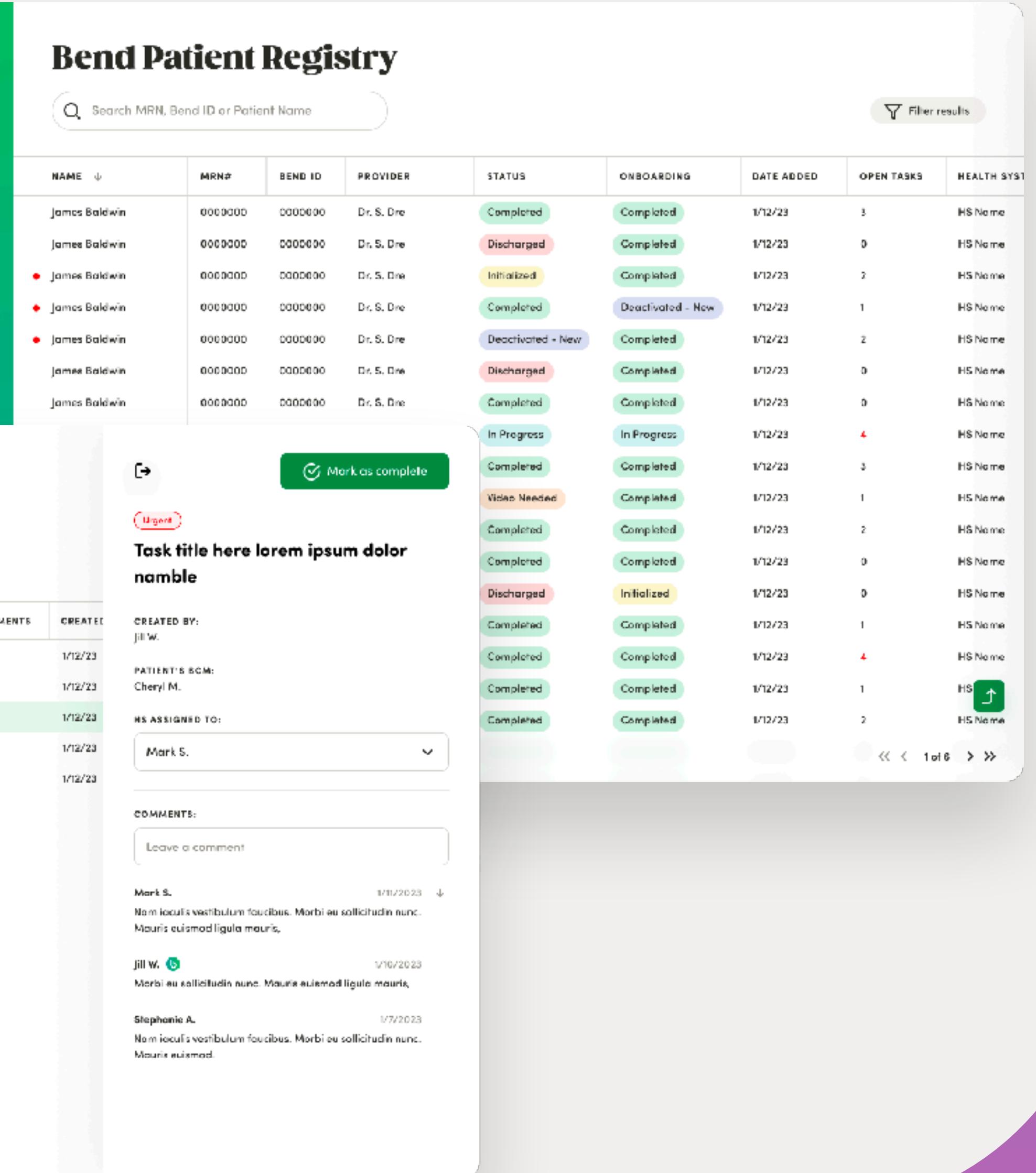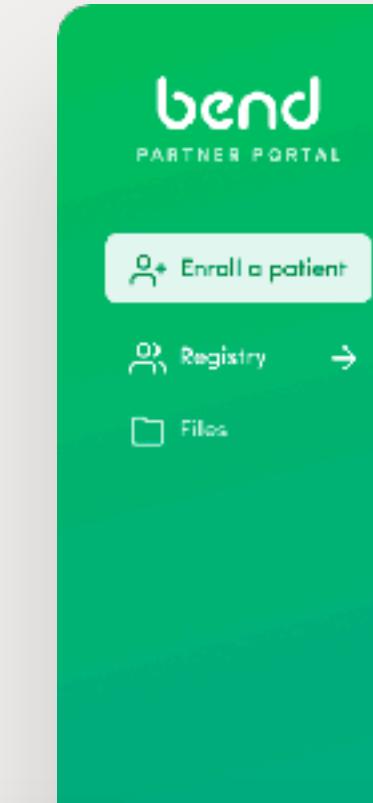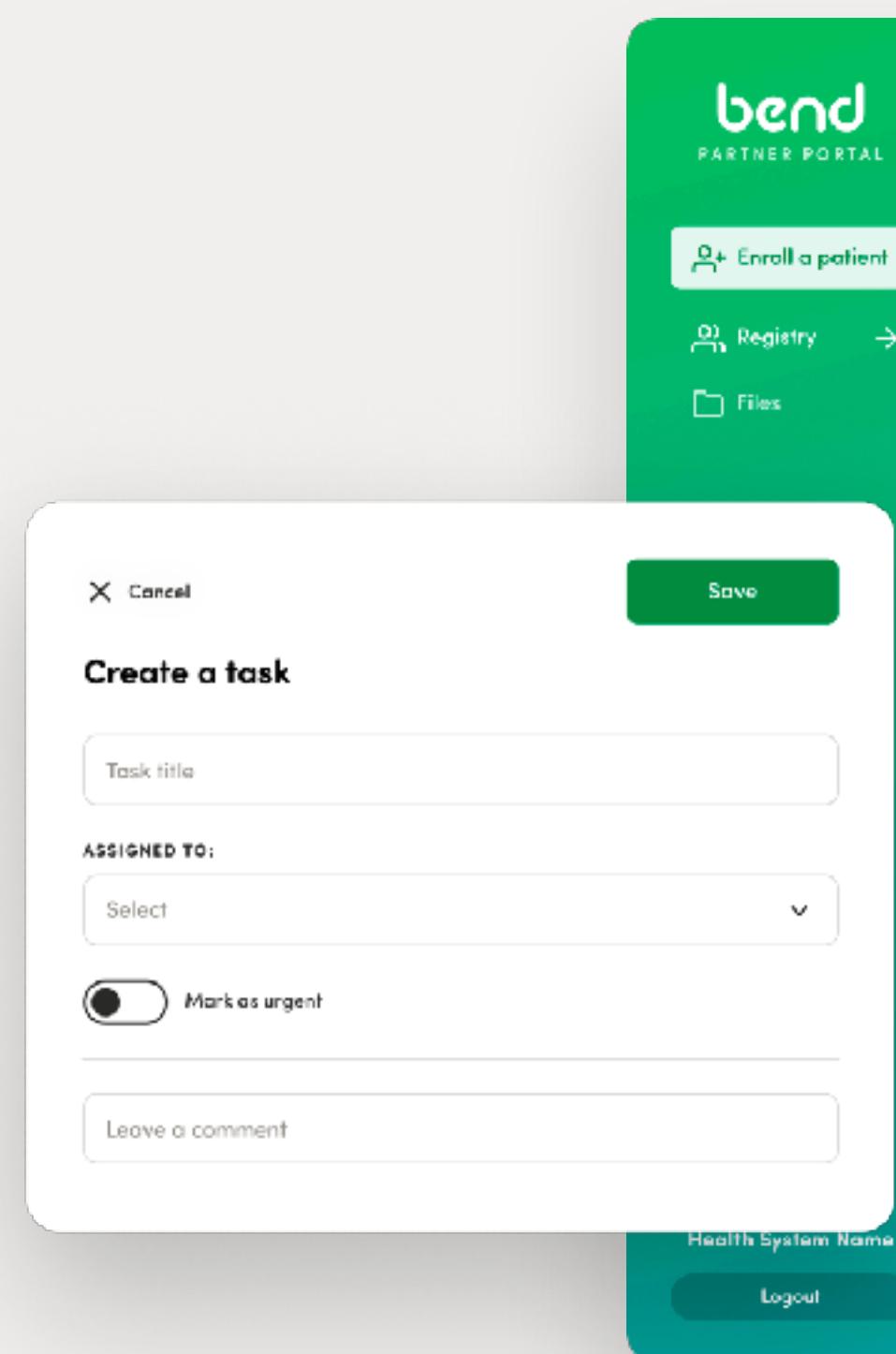
Feature 3: Patient file sharing

ROLES:
1. HEALTH SYSTEM CARE COORDINATORS
2. BEND CARE MANAGERS

ACTIVITIES:
RECIPROCAL SHARING OF PROVIDER NOTES AND PATIENT SUMMARIES FROM SYSTEM AND BEND EHR

NOTE:
ABILITY TO AUTOMATE FILE INGESTION TO EHR AVAILABLE

Sample of shared patient file and provider notes

Bend Health Psychiatric Provider Note

Patient Name: Alex Carpenter
Bend ID: 12345
MRN: 6789

Bend Provider Notes

Date of Service: 02/14/2023
Time tracking: 23 minutes
Psychiatric Provider: Dr. Child Psychiatrist

NOTE: Bend Psychiatric Providers use asynchronous, patient-completed monthly assessments and video updates to understand progress and provide care recommendations.

Diagnosis:
F43.22 adjustment disorder with anxiety

Assessment:
Presents with symptoms of anxiety in the context of a recent diagnosis of cancer in the family (maternal grandfather). Based on the interview and a review of assessments, symptoms are low and currently mildly interfering with functioning.

Care Program:
Care Program for Anxiety

Plan:
1. Start Care Program for Anxiety
2. No medications are indicated at this time.
3. No labs are indicated at this time.

Symptom Measures:	Screening Results:
PHQ-9A:	Not clinically significant (4/27)
GAD-7:	Mild (5/21)
Perceived Stress Scale:	Not clinically significant (4/40)
Altman Mania:	Not clinically significant (0/1)

DOCS:	Symptoms not clinically significant (0/1)
Eating Disorder::	Subclinical (19/78)
PROMIS Sleep:	Severe (33/40)
Internet use screening question for teen:	Moderate (2/3)
SNAP-IV Inattention:	Not clinically significant (2/27)
SNAP-IV Hyperactivity:	Not clinically significant (3/27)
SNAP-IV Oppositional:	Not clinically significant (4/24)
Single-Item Burnout:	Mild (3/5)

Patient Reported Data

Vitals:
Height:	5' 6" (01/23/2023)
Weight:	125 lbs (01/23/2023)
Heart rate:	75 bpm (01/23/2023)
Blood pressure:	120/80 (01/23/2023)

Medical History:
Medications:	None reported
Medication allergies:	None reported
Previous medical conditions:	Asthma
Previous mental health conditions:	None reported
Genetic testing:	None reported

<cursor># Sample of monthly patient care summary

Feature 4: Billing summaries

ROLES:
1. HEALTH SYSTEM BILLING/RCM
2. BEND RCM

ACTIVITIES:
1. MONTHLY BILLING SUMMARIES POSTED BY BEND
2. SYSTEM USES BILLING SUMMARY FOR BILLING

NOTE:
ABILITY TO AUTOMATE FILE INGESTION TO EHR AVAILABLE
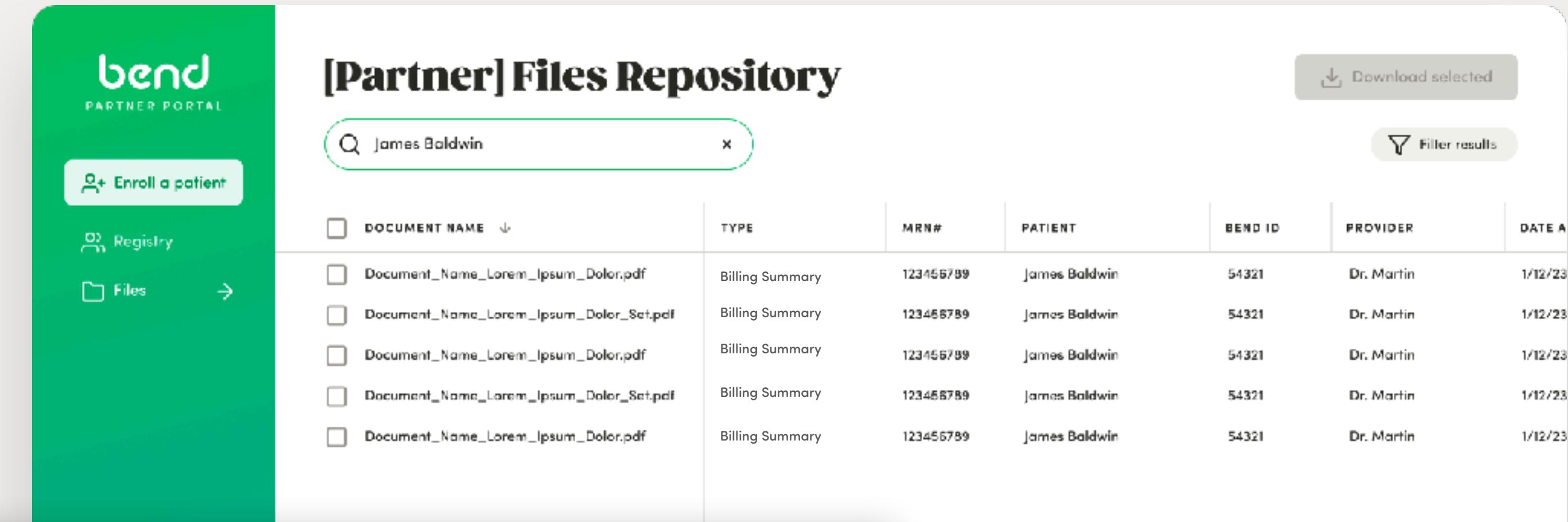
bend
PARTNER PORTAL

[Partner] Files Repository

Download selected

James Baldwin

Filter results

	DOCUMENT NAME ↓	TYPE	MRN#	PATIENT	BEND ID	PROVIDER	DATE A
☐	Document_Name_Lorem_Ipsum_Dolor.pdf	Billing Summary	123456789	James Baldwin	54321	Dr. Martin	1/12/23
☐	Document_Name_Lorem_Ipsum_Dolor_Set.pdf	Billing Summary	123456789	James Baldwin	54321	Dr. Martin	1/12/23
☐	Document_Name_Lorem_Ipsum_Dolor.pdf	Billing Summary	123456789	James Baldwin	54321	Dr. Martin	1/12/23
☐	Document_Name_Lorem_Ipsum_Dolor_Set.pdf	Billing Summary	123456789	James Baldwin	54321	Dr. Martin	1/12/23
☐	Document_Name_Lorem_Ipsum_Dolor.pdf	Billing Summary	123456789	James Baldwin	54321	Dr. Martin	1/12/23

Enroll a patient

Registry

Files →

bend

SAMPLE

Billing Summary - MM/DD/YYYY

mrn (Health System	internal_id (bend Heal	first_name	last_name	date_of_birth	primary_dos	PCP name	PCP NPI	dx_1	dx_2	dx_3	cpt_1	cpt_2	cpt_3	duration
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-03	Dr. John Doe	123456	F43.0			99493	99494		83
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-02	Dr. John Doe	123456	F41.9			99493	99494		79
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-03	Dr. John Doe	123456	F41.1			99493	99494		91
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-03	Dr. John Doe	123456	F41.9			99493	99494	99494	141
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-02	Dr. John Doe	123456	F43.0			99493	99494	99494	124
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-03	Dr. John Doe	123456	F33.1	F41.1		G2214			30
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-03	Dr. John Doe	123456	F42.9	F90.1		99493	99494	99494	154
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-13	Dr. John Doe	123456	F41.1	F32.9		99493	99494	99494	114
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-06	Dr. John Doe	123456	F41.1			99493			75
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-03	Dr. John Doe	123456	F43.0			99493	99494		83
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-02	Dr. John Doe	123456	F43.0			99493	99494	99494	122
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-03	Dr. John Doe	123456	F33.41	F90.2		99493	99494	99494	138
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-03	Dr. John Doe	123456	F90.2			99493	99494	99494	142
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-02	Dr. John Doe	123456	F32.4	F41.1		99493	99494	99494	106
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-03	Dr. John Doe	123456	F90.2	F41.9	F84.0	99493	99494	99494	150
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-03	Dr. John Doe	123456	F33.9			99493	99494	99494	132
12345	1234 Ex 1st Name	Ex 1st Name	Ex Last Name	1900-01-02	2023-03-07	Dr. John Doe	123456	F33.1			99493	99494		85

1 of 6

Implementation Overview

STEP-BY-STEP APPROACH TO IMPLEMENTING BEND COCM

FOUNDATION (1 – 2 weeks)	**PRE-LAUNCH** (2 – 3 weeks)	**LAUNCH**	**NURTURE** (ongoing)

FOUNDATION

- **Understanding CoCM** – introduction to CoCM for providers and clinical staff.
- **Assess Current Practice** – understand current workflows and augment for CoCM.
- **How Bend is Different** – comprehensive understanding of Bend care model.

Deliverable – Training new CoCM workflows and tools for clinical staff.

PRE-LAUNCH

- **Teams & Roles** – share profiles and bios of delegated care team.
- **Population Health** – identify target population and outcome expectations.
- **Patient Engagement Plan** – design a patient engagement and optimization plan.

Deliverable – Pro-forma on referral volumes.

LAUNCH

- **Patient Engagement** – implement patient engagement plan.
- **Registry** – track enrollment and care in patient registry.
- **CEUs** – provider CEUs for care plan review and acknowledgement.

Deliverable – Refine referral comms and clinical skills to ensure access and relapse prevention.

NURTURE

- Recurring business meetings
- Recurring clinical meetings
- Cobranded marketing outreach
- Monthly provider briefings
- Advanced training and support

Under CoCM, the health system/clinic bills for Bend services

COCM CODES ARE MEDICAL CODES APPROVED BY CMS FOR THE COLLABORATIVE CARE MODEL

Your patient provides general consent

- Co-pays may apply, time-based codes start upon enrollment

Health system bills the payer for Bend services

- CoCM CPT codes are <u>medical codes</u> that must be billed by the health system

- Codes are time-based, billed by the calendar month, by individual patient

Health system pays Bend

- Bend contract is flat rate, shared-savings

CoCM Medicaid and payer coverage

COVERAGE VARIES BY INDIVIDUAL INSURANCE PLAN, VERIFY COVERAGE ON A PAYER-BY-PAYER BASIS

Medicaid States
(as of 2022)

Arizona
California
Delaware
Hawaii* Limited
Illinois
Iowa
Kansas
Kentucky
Maryland* Limited
Massachusetts
Michigan
Minnesota (no)
Montana
Nebraska
New Hampshire

New Jersey
New York
North Carolina
Ohio* Limited
Pennsylvania
Rhode Island
Texas
Utah
Washington
Wisconsin/BadgerCarePlus

Commercial Payers
(as of 2022)

Aetna
Anthem
Beacon
BC ID
BCBS (DC, DE, IL, MA, MD, MI, MT, NC, ND, NJ, NM, OK, SC, TX)
Care First BCBS (MD, DC, DE)
Cigna
Emblem GHI PPO
Fidelis (Commercial & Public Sector)
HealthPartners (MN)

Humana
Independence BCBS
Magellan
PreferredOne
QualCare
Regence Blue Shield (ID, OR, UT, WA)
Tricare
UCare
United Healthcare/Optum
Wellcare Health Plans, Inc.

This list has been compiled based on reports from the field. This list does not include managed Medicaid.

CPT Codes

Initial

Service	Code
Registration	99484
16-35 minutes**	G2214
36-70 minutes	99492
Each additional 30 minutes*	99494

Follow-up

Service	Code
Care Mgmt	99484
16-35 minutes**	G2214
36-60 minutes	99493
Each additional 30 minutes*	99494

*May be billed up to 2x monthly
** Used in place of 99492 when code time minimums are not reached to bill 99492

NOTE: Optional PSA available for additional clinical services as needed.

What makes Bend Health unique?

- Clinician-founded, **clinician-lead, family-focused**

- The only provider using the **Collaborative Care Model* in partnership with primary care pediatrics**

- Validated kid, teen, and **family behavioral coaching** that improves access and lowers cost

- Most comprehensive mental health support for kids, teens, families addressing **subacute to severe mental illness and substance abuse**

* Over 90 RCTs have been published showing superior outcomes through integrated medical/behavioral care.

bend

Bend works in clinically supervised care teams

Bend Care Manager

PSYCHOLOGY-RELATED DEGREE

Guides patients and coordinates care with internal and external care teams.

SYMPTOM SEVERITY

N/A

Everyday   Acute

Mental Health Coach

MASTER-LEVEL OR CERTIFIED COACH

Teaches skills and the application of those skills to reach goals and make every day a little better.

SYMPTOM SEVERITY

None to moderate symptoms

Everyday   Acute

Therapist

LICENSED THERAPIST

Diagnoses patients, provides therapy with focus on past experiences, supervises teams.

SYMPTOM SEVERITY

Mild to severe symptoms

Everyday   Acute

Psychiatric Provider

PSYCHIATRISTS & NURSE PRACTITIONERS

Diagnoses patients, prescribes meds, supervises teams.

SYMPTOM SEVERITY

Mild to severe symptoms

Rx

Everyday   Acute

CARE COORDINATION   **EVIDENCED-BASED COACHING**   **THERAPY**   **MEDICATIONS MANAGEMENT**

SUBCLINICAL   **MILD – MODERATE**   **MODERATE – SEVERE**

Referral Criteria

- Parenting issues
- LGBTQIA+ affirming care & support
- Stress management
- Insomnia
- Depression
- Anxiety
- Autism
- Body image
- PTSD
- OCD
- ADHD
- DMDD
- ODD
- Bipolar disorder
- Behavioral concerns
- Substance use (mild-moderate)

Exclusions

- Schizophrenia
- Moderate-severe intellectual disability
- Reactive Attachment Disorder
- Individuals currently on probation
- Active child protection cases
- Court or custody evaluations

WILL ACCEPT BACK AFTER CRISIS STABILIZATION

- Severe active eating disorder
- Active psychosis (severe hallucinations, severe paranoia, grave disability)
- Active suicidal ideation with a plan
- Active severe self-harm
- Active severe aggression
- Individuals who are in need of detox

Social Determinants of Health (SDoH) Clinical Process

PROCESS OVERVIEW

Social determinants of health significantly impact mental health outcomes – especially for the most vulnerable populations.

Factors such as education, income level, and environment must be considered when providing treatment to achieve better health outcomes in these populations.

We recognize the importance of not only identifying and linking our members to appropriate resources, but also addressing the issues therapeutically and monitoring/tracking every three months.

SDoH Assessment is completed at Intake

Two or more issues identified?

YES

NO

Therapist will discuss impact on member and family and modify care curriculum clinically to include:
- Supportive therapy
- Motivational interviewing
- Problem solving skills
- Identification of behavioral obstacles
- Coping tools

THERAPEUTIC INTERVENTION PREVENTS

Decompensation

Recidivism

Exposure to fragmented care

Case proceeds to Coaching

SDoH assessed every three months

BETTER OUTCOMES

Neurodiversity (Autism) Care Program

Autism Parent Support Care Program

CREATES AWARENESS OF EVIDENCE-BASED CONCEPTS FROM:

- Parent-implemented interventions (PII)

- Functional Communication Training (FCT)

- Acceptance and Commitment Therapy (ACT)

- Social Narratives (SN) to improve parent-child relationships and decrease challenging behaviors.

REFERRAL DEMOGRAPHIC:

- Kids/teens neurodivergent, specifically on the autism spectrum.

- Diminished quality of family life, parents of children with disabilities often display higher rates of stress, anxiety, and depression than parents of typically developing children.

PARENT-LED BEHAVIORAL MANAGEMENT SKILLS:

- Implementing parent coaching provides parents with the skills necessary to engage in meaningful and positive interactions with their children.

- Helps members improve child behaviors and skills through parent implementation throughout the family's everyday routines and activities.

- Modules identify social communication deficits and challenging behaviors and provide acceptable forms of communication to achieve the desired outcome.

- Helps guide the child and caregiver to acceptance, support, and understand key concepts.

- Tools are introduced to provide the family with practical skills they can implement at home to address challenging behaviors.

Optimal Support
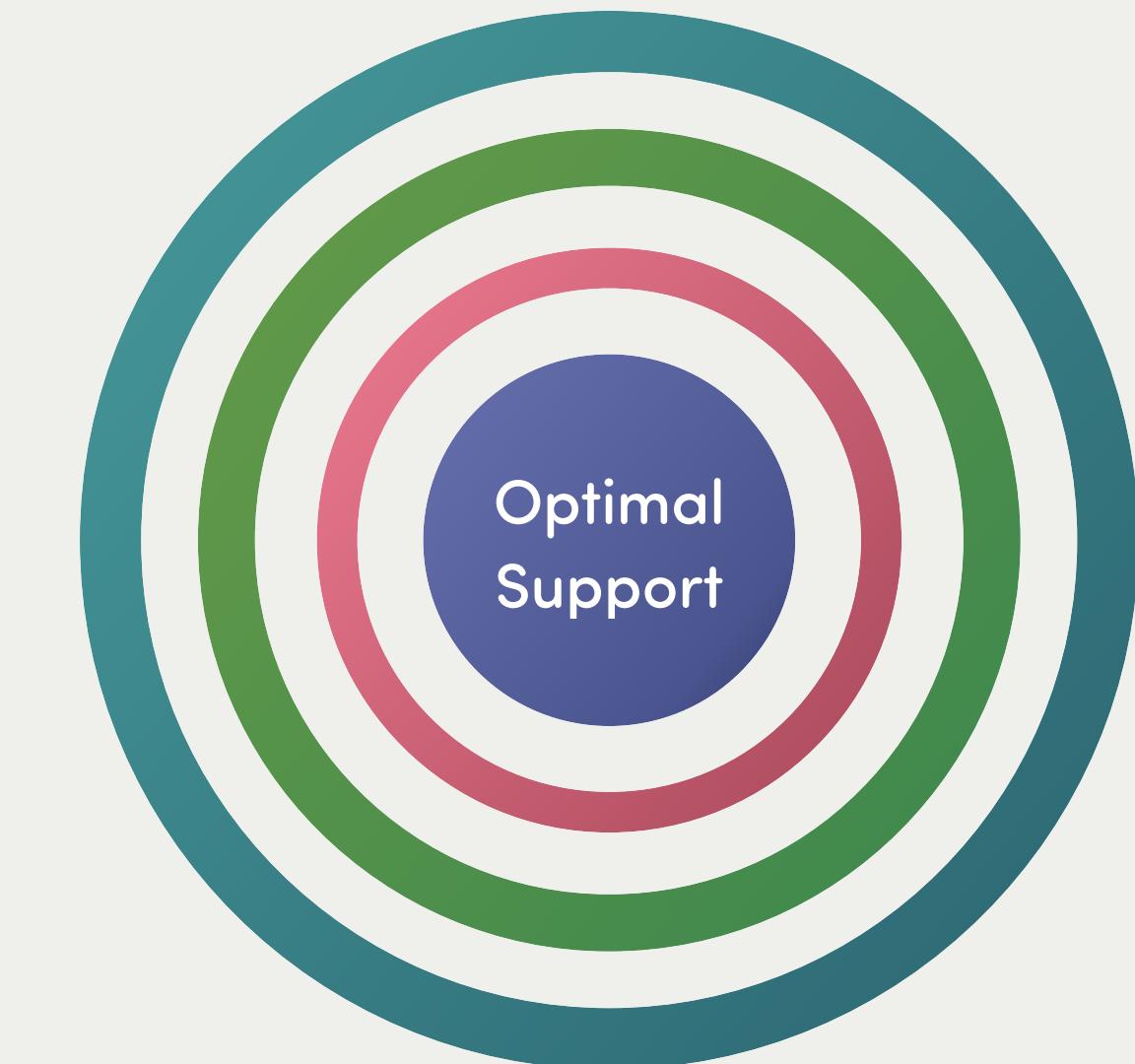
LGBTQIA+ Affirming Care

## DESIGNED WITH THE INPUT OF BEND HEALTH THERAPISTS WHO ARE LGBTQIA+

Our affirming care and support helps LGBTQIA+ teens feel more comfortable and confident, improving their mental health, overall quality of life, and boosting their clinical outcome.

We recognize overall well-being of LGBTQIA+ individuals through:

- Use of preferred pronouns and preferred names.

- Identity transition support tools and resources.

- 1:1 parent/caregiver coaching.

- Supervision and input from Bend LGBTQIA+ practitioners.

- Whole-family support ensuring or improving acceptance and repairing family relationships.

- Equity, inclusion, support, and affirming techniques integrated across all care programs.

- Training on LGBTQIA+ best-practices to ensure a safe and affirming member experience.

- Training for Bend coaches on key indicators such as anxiety and depression connected to gender identity and sexual orientation to ensure prompt care escalation if needed.

- Ongoing supervision and oversight by a licensed practitioner to ensure clinical indicators are identified and the appropriate level of care is always provided.

LGBTQIA+ individuals are more likely to experience anxiety, depression, and other mental health conditions due to social stigma, discrimination, and other stressors.

Clinical Quality at Bend Health

OVERVIEW

Quality Assurance Processes
- Clinical Quality Committee
- Patient Safety Committee
- Pharmacy & Therapeutics Committee

Quality Improvement
(systemic, continuous action)
- Data/Research
- Managing Member Risk & Safety
- Member care Transitions
- Records Requests / ROIs
- Clinical Consultation & Supervision Policies
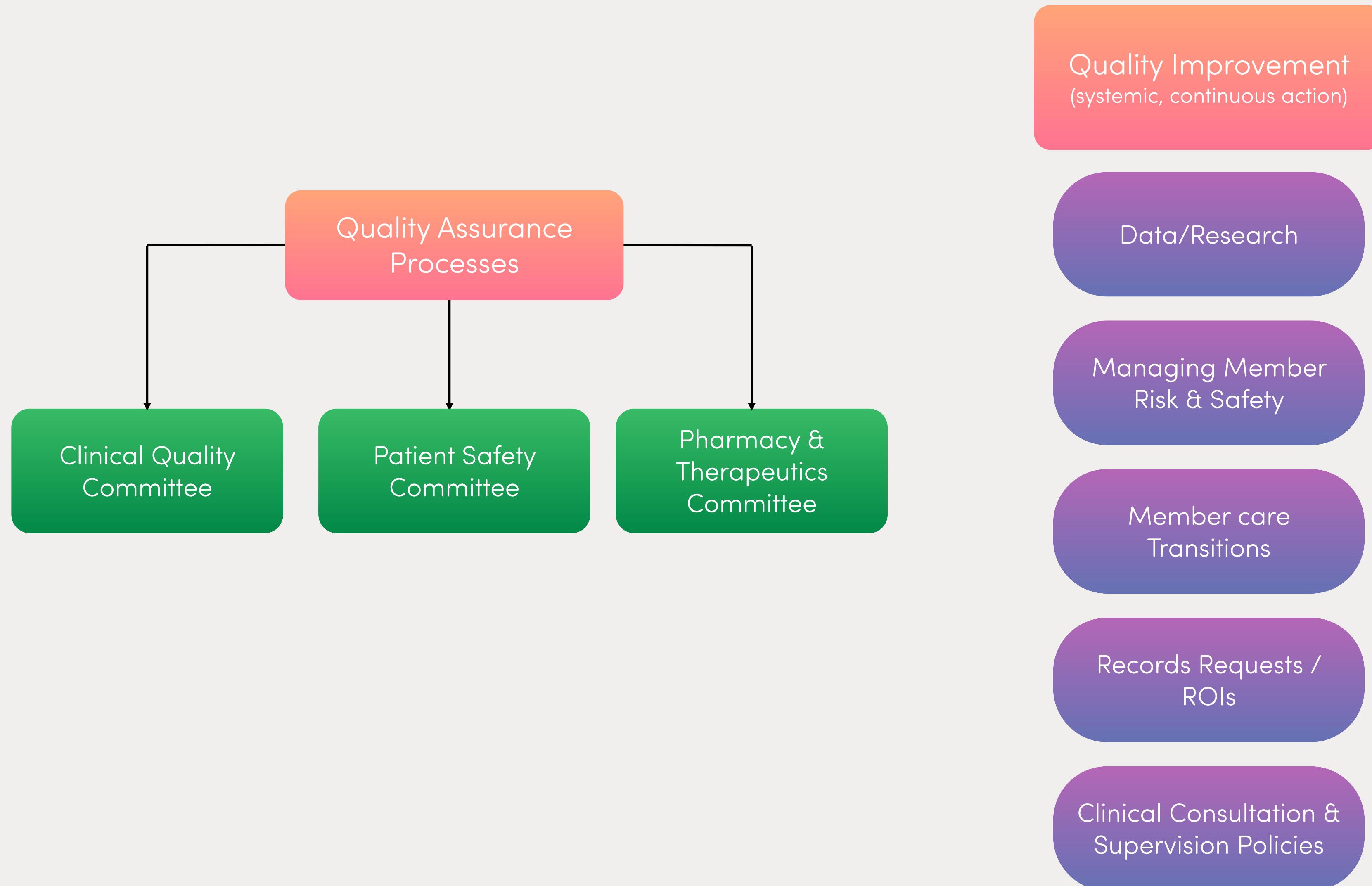
Clinical Quality at Bend Health

QUALITY ASSURANCE

- Clinical Quality Committee
  - Peer Review Committee
  - Documentation Quality Review
  - Quality Indicators
  - Complaints Process
  - ISPs / CAPs

- Patient Safety Committee
  - Incident Repoting
  - Mandated Repoting
  - Proactive Risk Identification & Management

- Pharmacy & Therapeutics Committee
- Credentialing Committee