

# Brave is designed to serve a complex population

Brave is a **100% virtual** outpatient mental health provider offering **therapy & medication management** geared **towards complex members**

## Purpose built provider



- Full time / **W2 providers**
- **Longitudinal** patient care
- **Fast access** to care (typically <7 days)

## Comprehensive care



- Therapy (individual, group & family/ couples)
- Medication management
- **Clinical pathways** (including SMI, adolescents (13+) & maternal mental health)
- Therapeutic **modalities** (CBT, DBT, EMDR)

## Easy to use technology



- **No app needed**
- **SMS scheduling** & rescheduling for patients
- **Web-based** video sessions (no download needed)
- Quick online referral form
- Real-time confirmation & notifications to referrers

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OHBCBS-CD-067073-24-SRS67073 September 2024

**BR**▲**VE**™

# We support members through various life stages and health challenges

Our programs are built on a foundation of population-specific evidence-based therapies and then tailored to each individual's needs and goals.

**We have developed specialized clinical services for individuals within these populations:**

Adolescents

Families & Teens in Foster Care

Serious Mental Illness

Chronic Illness

Maternal Mental Health

Transitions of Care

Seniors

Assisted Living and Homebound

Suicide Prevention

# We guide the member throughout their journey



## We make connection to care as easy as possible for patients

- Referrals come through our **secure online referral form**, EHR, or FAX.
- Brave outreach begins **within 1-2 hours** via phone, SMS, and email.
- Upon connection, Brave explains the services, process, and technology, and **schedules the initial appointment.**



Referrers are notified when the appointment is made (or the patient cannot be reached).

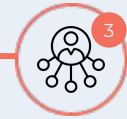


## We assess patients and help them figure out what they need

- The initial appointment includes a comprehensive **biopsychosocial assessment by a clinician.**
- The assessment includes **PHQ-9, GAD-7** and other instruments.
- The clinician creates an **individualized treatment plan**, which may include a Medication Intake referral for Brave's medication management team.



Referrers are notified when assessment is complete, and if the patient is not admitted.



## We have a team-based approach to get them to the right modality

- The **therapist coordinates resources** per the treatment plan.
- Patients may receive **medication management.**
- Tailored therapies include **solution-focused CBT, DBT, EMDR** and specialized services.
- **Group sessions** and/or **family and couples** counseling may be offered to align with treatment goals.



Referrers are notified as future appointments are scheduled.



# Our model improves outcomes



Our proprietary clinical model, comprehensive virtual outpatient services, and tech-enabled engagement gets results

## Performance Quality Metrics

**25%**

Average PHQ9/GAD7  
Improvement

**73%**

BH Admission  
Reduction

**37%**

Treated Rate

**71**

Net Promoter  
Score (Member)

**6.8**

Avg Days to First  
Scheduled  
Appointment

**7**

Average Length of  
Care (Months)

## Quality Management at Brave

- Clinical Quality Team ensures we meet the high standards we set
  - Chart review, clinical escalation, HEDIS measure monitoring, training
- Expertise that allows for differentiated care delivery
  - Programmatic expertise (e.g., EMDR, PMAD, DBT)
  - Specialized clinical pathways
- Integrated care between services

# Members come to Brave through 3 key pathways

Establishing these 3 referral streams enables Brave to connect with individuals across the different areas of the healthcare ecosystem.

## Member facing teams



*Member facing teams connect **members presenting to the health plan***

- **Train care managers**, care coordinators, patient advocates, etc. to effectively discuss Brave with members fostering engagement in care
- **Train managers** on effective change management techniques to enable adoption

## External providers



*External or affiliated providers connect **members presenting to providers***

- **Providers identifying need**
- Support providers (i.e. PCP, OBGYN, facilities etc.) with **fast access when mental health need is identified**

## Self-referrals



*Health plan member engagement **connect member intending to self-serve***

- **Members can self-refer**
- Plug into **existing member communication channels** to drive awareness
  - Provider directory, Website, Social media, Newsletters (member & provider), Direct mail