

ReSupply

Solving the resupply puzzle

With resupply revenue contributing a significant portion of most provider's revenue, it's not an area you take lightly. That's why we bring everything we've got to further streamline the process, improve patient outcomes and reduce attrition. We know resupply isn't easy, but our comprehensive, end-to-end solution makes you think it is. In fact, we have the most flexible solution in the industry that's tailored to manage resupply complexities while fully meeting the individual needs of your business.

Integrating the pieces

While the pieces of the resupply puzzle – software automation, patient outreach, document chase, fulfillment and data – are varied, your approach doesn't have to be scattered. We start long before your staff ever contacts the patient to reorder. And our solution expands far beyond CPAP to include the multiple disease states of diabetic, enteral, ostomy, incontinence, urology, wound management, infant feeding, sleep, tracheotomy and laryngectomy supply ordering. When you're ready to make a significant impact to your resupply business, we have the answer. Brightree ReSupply offers you a combination of cutting-edge resupply technology – including our newly acquired SNAP software platform – with live call services that include patient support and resupply education for the best retention outcomes possible.

By the numbers

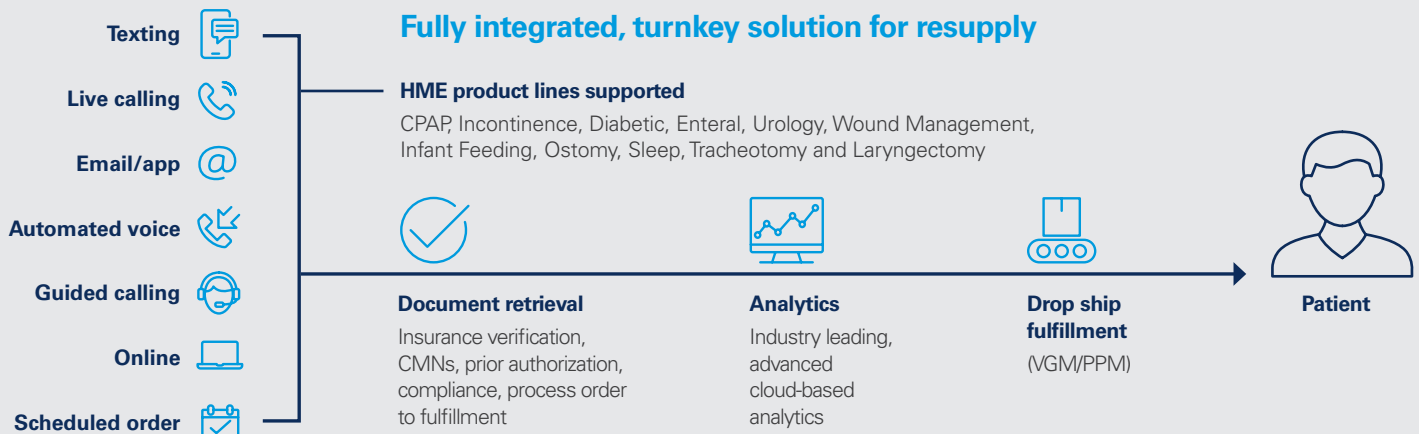
2M+
patients
enrolled

500K+
patients receiving
a live call

\$1B+
revenue from
sales orders

What you get

- **Improved outcomes.** The ability to ensure consistent receipt of the necessary supplies improves your patient's therapy compliance for greater outcomes.
- **Greater gains.** A low-touch approach maximizes your revenue gains by generating a recurring, dependable revenue stream.
- **Efficiency.** An end-to-end solution for multiple disease states means you get more consolidated workflows, reduced manual work and minimized errors.
- **Stronger relationships.** Your ability to maintain comfortable and effective therapy for patients helps ensure outcomes are achieved and boosts the confidence of your physician referrals.



Brightree ReSupply: the patient-centric approach

How it works

Patient outreach

Multi-channel outreach methods available to best fit patients' needs. These include automated voice with advanced voice recognition for automated, no-touch resupply orders; automated email and the patient app for secure, integrated and 24/7 outreach; for brandable, web-based patient portal; guided calling using customized payer scripts for call-in or walk-in patients; SMS/Text for direct, immediate customer contact; scheduled order to enable patients to request and receive orders on a regular cycle.

- Enable call center operations dedicated to resupply ordering using call center workflows
- Utilize patient-centered ReSupply LiveCall services for a personal touch, optimized results and improved patient retention
 - Uses US-based agents who work as a true extension of your business
 - Provides patient-centered support and resupply education
 - Guides patients through equipment troubleshooting and therapy questions
 - Delivers the best retention outcomes possible

Document chase

Automated document retrieval workflow

- Facilitate efficient collection of necessary paperwork for the proper processing and billing of resupply orders. With cleaner claims, you can count on fewer denials, faster reimbursement and focus on the patient not the paperwork.
- Lean on ReSupply Documentation Retrieval services and automation to streamline processes. Once the order has been generated, the system processes required documentation and performs quality assurance on those orders so they're ready for shipping and billing.

Fulfillment

- Provide an end-to-end resupply experience with workflow automation
- Promote easy ordering, reduce errors and maximize resources
- Work with fulfillment vendors such as VGM or PPM and dropship solutions

Software automation

Brightree Connect and SNAP provide integration across key areas to deliver a seamless workflow into your billing system (your billing system with multi-channel engagement and workflow automation).

- Prioritize outbound calls by identifying patients most likely to place orders
- Manage complexities across multiple payers, patients and disease states

Data

Bring it all together with Brightree Advanced Analytics for simple, straightforward and scalable data that provides actionable insights of business performance.

- Manage revenue and staff productivity. Gain valuable insights to better manage your resupply programs. You can drill into dozens of key performance indicators in a matter of clicks, including net revenue collection, accounts receivable, sales outstanding, sales orders created and invoices.
- Define trends and shape outcomes. Dynamic dashboards highlight workflow insights. KPI tracking and peer benchmarking helps you discover actionable information for improved outcomes.
- Use benchmarks for better benefits. Define ways to improve the outcomes of your business and your patients by benchmarking and optimizing compared to other HME providers.

Ready to restart your resupply?