An Overview

brightree®
by ResMed

Who is Brightree?

A leader in cloud-based patient management software for the out-of-hospital care industry.

What we do
Provide software and services to manage patient intake, scheduling, inventory, delivery, billing, clinical, resupply, and collections to facilitate better patient care.
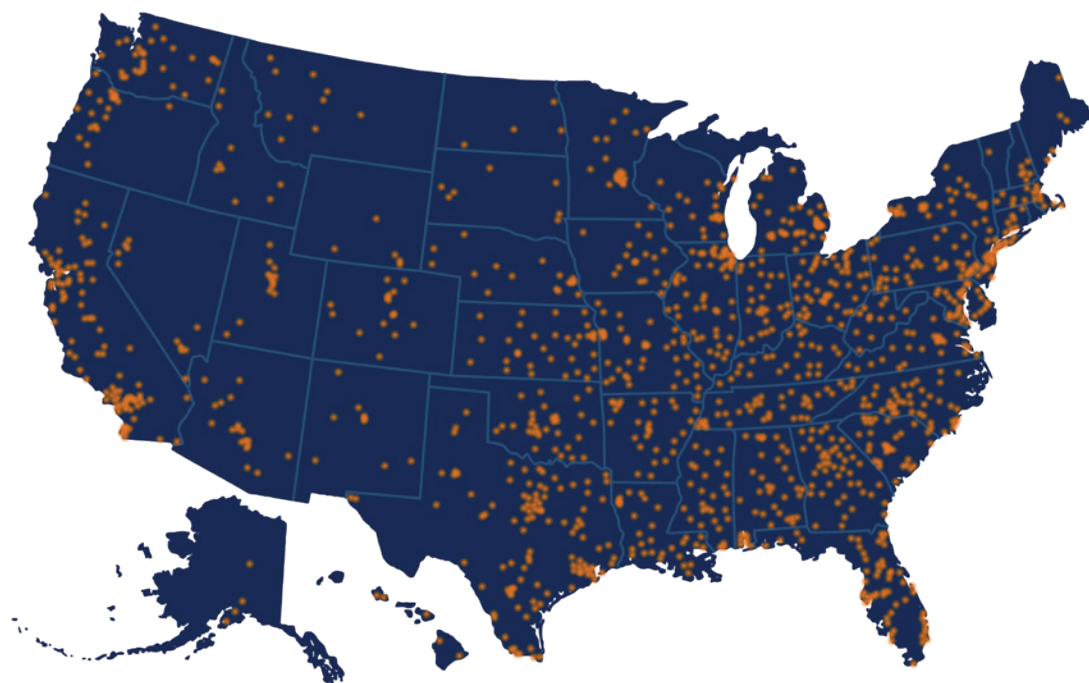
Markets we serve
- Home medical equipment (HME)
- Orthotic and prosthetic (O&P)
- HME pharmacies
- Home infusion pharmacies

Our value proposition
Organizations using our software can improve patient outcomes, increase revenue, streamline workflows, and minimize compliance risks.

Brightree by the numbers

The Brightree difference

Interoperability. Our web-based, SaaS solutions enable our customers to seamlessly and electronically connect and share data with referral sources, manufacturers, patients, and the healthcare industry at large. Our superior functionalities include advanced data integration capabilities and the ability to accept electronic referrals, which can help improve efficiencies by 30 to 40 percent.

Innovation. Since 2002, we've delivered cutting-edge software solutions through a cloud-based platform.

Customer experience. Our training, implementation and support rank among the industry's highest in customer satisfaction ratings. Our expertise includes a unique combination of healthcare industry professionals and an R&D team of 200+ engineers and regulatory advisors who solve real-world business problems.

425,000
Users

69M+
Patients

$21.6B
Value of claims revenue

550+
Brightree team members

8
Brightree locations

2,200
Customers

Our world-class business management solution is founded on a robust, cloud-based architecture that leverages technology and best business practices in billing, AR management, inventory management, analytics, reporting, and more.

Brightree Business Management Software

The #1 choice of HME providers. Over 2,200 rely on Brightree to do the heavy lifting to keep their business management technology on the cutting edge so that you can focus on what matters most to your business including patient care.

Our solution will equip you with:

- Real-time insurance eligibility verification, plus the ability to automate your CMN submissions and electronic claim filing to ensure you get paid quickly on the money you've earned.

- The ability to efficiently monitor outstanding claims and organize your collection information based upon defined parameters.

- Inventory management features to significantly increase productivity, maximize inventory turns and enhance customer service, allowing you to run a smoother and more efficient business.

- An array of business intelligence, analytics and reporting tools that will give you instant access to real-time information to improve the financial health of your business. These tools will help increase visibility into your organization with task dashboards, reports, key performance indicators and much more.

Brightree's business management software platform includes the following features:

1 **Brightree Revenue Cycle Worklist** (RCW) focuses on your outstanding AR, providing a dynamic way to assign and manage work without relying solely on manually pouring over paper reports. RCW takes AR management from static spreadsheets to real-time, interactive worklists. No more printing reports and using highlighters. Save time managing your outstanding AR and helping billing and AR staff become more efficient and productive.

2 Embedded within the Brightree software, the **inventory management** solution significantly increases productivity and enhances customer service. Shipments you receive in the morning are reflected instantly in your inventory and are immediately available for delivery. Our robust capabilities help you maximize inventory turns, flag obsolete and superseded products, and deter inventory theft.

3 **Analytics and reporting** functionalities deliver a full suite of analytics and reports that help HME providers oversee every aspect of their business, including billing, inventory, marketing, cash flow, AR and more.

4 With **real-time eligibility status** for Medicare, Medicaid, and commercial payers, Brightree users can check patient eligibility, deductibles, and same or similar status with one click.

5 Brightree simplifies electronic claims submission to Medicare, Medicaid and 3,000+ commercial payers with **eClaims** processing. You'll never again deal with batching up claims, managing modems, re-keying data into third-party websites or resolving clearinghouse issues. Brightree handles all of the technology required to electronically transmit your claims and retrieve and post all remittance information.
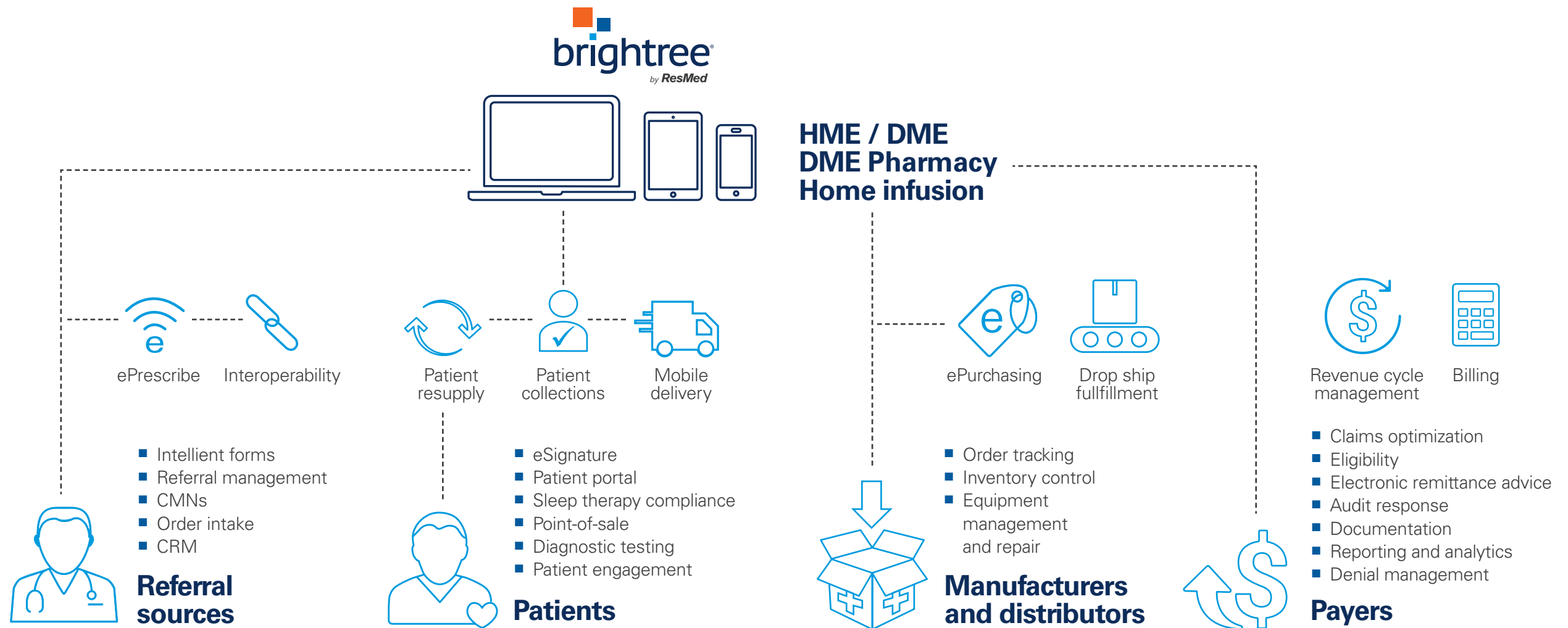
6 **Denial management** features include pie charts that represent the breakdown of claims by denial codes by HCPCS, an aged cash summary, and an aged cash summary by HCPCS. Working your denials is done with a simple click on the pie chart to view your detailed invoices online. There, you can easily review, repair, and resubmit all in one simple step.

7 **Comprehensive Patient Intake** streamlines and shortens the time-intensive intake process. Addressing pain points like incomplete documentation, inefficient workflows and employee training, the tool guides staff through a customized intake process based on their job function and allows users to customize qualification by payer and product. Comprehensive Patient Intake reduces incomplete and inaccurate orders, staff training time, work stoppage and billing errors, while helping providers accelerate payments and develop an upfront policy to get paid faster, regularly.

Brightree CareNetwork

Connecting out-of-hospital providers to the
healthcare continuum

Brightree provides the industry's most powerful platform for integration between HME, DME, pharmacy and home infusion organizations and the markets they serve.

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HME / DME
DME Pharmacy
Home infusion

ePrescribe   Interoperability

Patient resupply   Patient collections   Mobile delivery

ePurchasing   Drop ship fullfillment

Revenue cycle management   Billing

- Intellient forms
- Referral management
- CMNs
- Order intake
- CRM

Referral sources

- eSignature
- Patient portal
- Sleep therapy compliance
- Point-of-sale
- Diagnostic testing
- Patient engagement

Patients

- Order tracking
- Inventory control
- Equipment management and repair

Manufacturers and distributors

- Claims optimization
- Eligibility
- Electronic remittance advice
- Audit response
- Documentation
- Reporting and analytics
- Denial management

Payers

We offer a broad range of innovative offerings and services that help organizations of all sizes solve the unique problems they face. What's more, our solutions adapt to need and growth.

Brightree Modules

Powerful solutions that help you improve your financial and operational performance.

Brightree Document Management (BDM)

is much more than an imaging tool. BDM maximizes audit compliance with intelligent workflows that require specific documentation before delivery and confirmation. This ensures the right documents are in place and have been properly reviewed prior to confirmation.

This helps you:
- Capture, manage, share and secure documentation
- Integrate advanced document-aware capabilities

Brightree MyForms

is a custom forms and workflow management platform with secure messaging and eSignature features.

This helps you:
- Eliminate paper forms
- Improve audit outcomes
- Create process integrity across your entire organization

> "We get hundreds of time-sensitive faxes every day, and Brightree Document Management has completely automated the process for how we receive those faxes, communicate to referral sources, and assign tasks."

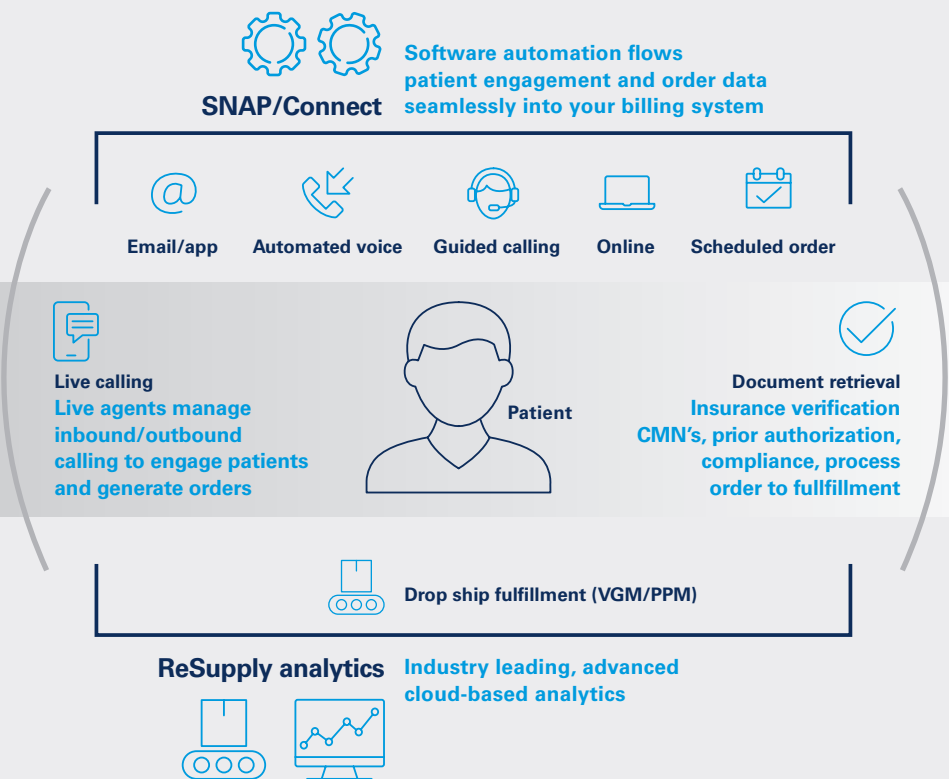**Jaime Walsh,** Director of Compliance & Training, Epic Medical Solutions

Brightree ReSupply

is a scalable end-to-end solution that assists in automating the process of supplying patients with therapy refills or replacements, while making the process more personalized, transparent and engaging for patients. The customizable solution helps identify resupply opportunities, conduct patient outreach using a multi-method approach, retrieve necessary documentation, fulfill orders and capture data-driven insights. SNAP further enhances the solution using AI to reduce employee touchpoints, while increasing accuracy. ReSupply includes access to the industry's only resupply-focused data warehouse, delivering analytics and benchmarking data to help manage how your resupply program is performing.

Our holistic approach to resupply includes:

- Automated and dynamic contact methodologies
- Optimization tools for better patient engagement
- Online access and optional live calling using highly knowledgeable Brightree agents
- Resupply order intake and processing capabilities

SNAP/Connect

Software automation flows patient engagement and order data seamlessly into your billing system

Email/app   **Automated voice**   **Guided calling**   **Online**   **Scheduled order**

Live calling
Live agents manage inbound/outbound calling to engage patients and generate orders

Patient

Document retrieval
Insurance verification
CMN's, prior authorization, compliance, process order to fullfillment

Drop ship fulfillment (VGM/PPM)

ReSupply analytics   Industry leading, advanced cloud-based analytics

Brightree Sleep Therapy Compliance

automates patient compliance management via real-time integration with leading sleep therapy manufacturers.

This helps you:

- Reduce manual, duplicate data entry tasks of compliance monitoring
- Improve data accuracy and remove staff busywork so they can focus on patients
- Determine non-compliance earlier so you can work hand-in-hand with your acute-care referral sources to avoid readmissions by helping more patients comply with home therapy care protocols

Brightree ePurchasing and Fulfillment

allows you to order directly from major suppliers via real-time catalog access, in fewer steps and with fewer errors.

This helps you:

- View item availability and pricing
- Direct-to-patient shipping and one-touch drop shipments
- Receive automatic confirmations, including delivery tracking to further reduce inventory costs
- Speed up reimbursements and keep your patients even more satisfied

Brightree Mobile Delivery

increases the visibility of your operation and puts an end to slow processes, lost paperwork, errors and delays, for a solution that does far more than just streamlining your delivery operations.

This improves your productivity by:

- Dramatically reducing manual paper processing
- Accelerating your billing and collections
- Providing real-time delivery and order updates

"With our large fleet and multiple locations, Mobile Delivery has helped us reduce lost paperwork and increase the timeliness of billings and claims, which has been a huge return on our investment.

Patty Mastandrea, CEO, Medcare Equipment Company

Brightree ePrescribe

is a processing service delivered by Brightree for referrals received from network providers. It's comprised of athenaheath®, Epic, GoScripts™, Stratice Healthcare and Parachute Health™.

- Save time processing referrals and enhance your visibility and relationship with healthcare providers.
- Control costs on administrative tasks by virtually eliminating manual referral entry.
- Streamline your referral processing workflow to reduce errors and omissions and increase reimbursement.

Brightree modules empower you to take your Brightree platform to the next level with our integrated solutions.

Brightree Web Services (API)

allows you to easily share data between the Brightree software and other third-party software solutions and data warehouses. Brightree is web-based, so the data can be pushed and pulled in real time to support your unique business processes and information needs. We help you integrate with other enterprise applications.

Brightree Diagnostic Testing

integration enables you to order pulse oximetry and other tests from diagnostic testing service systems and view results directly from within Brightree, virtually eliminating the need for duplicate data entry and drastically reducing workflow interruptions. Diagnostic Testing helps you serve your patients faster and more reliably as well as make referral sources more confident in your speed and abilities, while increasing your efficiency with less administrative burden.

Brightree Point of Sale (POS)

is a complete and easy-to-use solution for your retail HME operation, replacing cash registers and other expensive equipment with a standard PC and printer. Brightree's POS is tightly integrated with the rest of the Brightree system, so inventory quantities, receipts and all other relevant data are automatically updated with each transaction.

> The Brightree app eliminates a lot of administrative, duplicative work and non-value touches and replaces them with high-value touches like pop-up notifications and alerts on appointment reminders, patient surveys, video chats and picture messaging, and even telehealth.

Seth Weinstein, CPA, Business Analytics Manager, Medical Service Company

Patient Hub by Brightree

app moves patient engagement from a manual process to an automated one, eliminating any guesswork or missed opportunities. Important appointment reminders, insurance requests, order status updates and tracking information are all pushed out to patients. And they can reorder supplies and make payments, too.

The benefits of engagement:

- Automate manual processes
- Communicate faster and more easily with patients
- Eliminate multiple web portals
- Speed payments and increase revenue
- Reduce staff workload
- Improve outcomes

Brightree Security

Data security and disaster recovery is our top priority

We stay on top of compliance standards in our software. Brightree was built from the ground up with these standards in mind. We provide secure logins, passwords, and SSL so that all data remains private. We also log all user activity and audit patient record activity, generating patient IDs, a HIPAA privacy checkbox and automatic user logout.

Brightree's data redundancy plan

is multi-tiered to ensure your data is safe and available to you 24/7. The Brightree system design gives you data security in many ways.
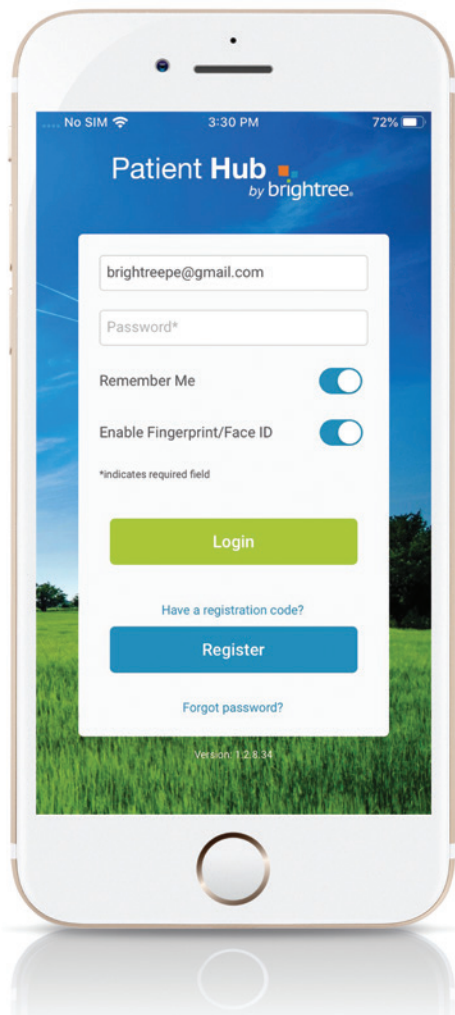
- High levels of security (SSAE-18 compliance)
- Fully redundant power and networks
- Full data-center level disaster recovery
- Automatic enterprise backup systems
- Annual compliance and security audits
- Real-time security systems, including intrusion detection
- Next-generation firewalls and security monitoring

Brightree Business Management Software for Pharmacy

Improve pharmacy compliance. Get paid faster. Increase productivity.

At Brightree, we continually invest in new and innovative tools for post-acute providers, and pharmacy is a big part of that investment. We give pharmacists state-of-the-art tools to reduce the complexities and costs associated with managing compounded and noncompounded medications, equipment and supplies. Built on the industry's most trusted billing and business management platform, Brightree pharmacy solution allows you to communicate with prescribers, file and find documents and clinically monitor patients. And, our single, cloud-based platform offers an integrated, robust document management solution so you can scan and automatically file faxed referrals, prescriptions and other necessary documentation.

Ready for the power of patient safety, efficiency, and getting paid when and what you're due? Then you're ready for BMS for Pharmacy.

We spend 100% of our time focused on out-of-hospital care, including significant investments in innovative tools to receive, fill and renew prescriptions, all while reducing errors and improving patient safety.

- Patient engagement automated with the Patient Hub app or Citus Health Integration.

- ePrescribe eliminates manual processes and associated errors and interfaces with Epic, Cerner, athenahealth® and SureScripts®.

- Mobile Delivery eliminates lost paperwork, capturing patient signatures on mobile devices and collecting patient co-pays at the point of delivery.

- ePurchasing connects you directly with leading manufacturers, like AmerisourceBergen and McKesson Med-Surg, to electronically submit POs and streamline your overall purchasing operations.

- Seamless integrations with Brightree 340b Reporter, RelayHealth Connection, and Baxter and B. Braun TPN Compounders.

Home Infusion Pharmacy

We meet the needs of home infusion pharmacies by providing everything our HME pharmacy customers require, plus extra automation to accommodate more complicated workflows.

Better way. Better results.

Whether you're a pharmacist, nurse or biller, we offer a solution that allows you to streamline workflows, analyze data and improve results for your home infusion, ambulatory infusion and pharmacy patients. And we back it up with tailored implementations and real-time support to ensure your success.

From stress-free prescription filling for everything from test strips, specialty injectables, large-volume hydrations and TPNs to automatic clinical alerts, one-click printing for labels and prescription documentation, we simplify your complex job. And with progress notes, medical history, access devices and care plans that are all easily accessible and TPN compounders already integrated, you're able to get meds into the hands of all your patients quickly and reliably while easily monitoring your own profitability.

When you insource your billing to Brightree, we extend your organization's resources with a dedicated accounts team focused on helping you collect more, get paid faster and maintain compliance. Our billing experts leverage the power of Brightree software to optimize your cash flow and implement proven best practices.

Brightree Revenue Cycle Management (RCM)

brings the benefits of a large professional organization without the hassle of hiring, training and managing internal billing.

Brightree Patient Collections

has the only all-in-one, complete solution to get providers paid faster, improve efficiency and allow your staff to concentrate on higher payoff activities.

- **Mobile Pay.** Accept payments quickly, easily and on the spot
- **AutoPAY.** Automatic payments, on time, every time

- **Patient Portal.** Easy patient access and account management
- **Virtual Agent.** The future of intelligent collection
- **Live Agent.** Acts as an extension of your staff to provide live calls for personal interactions
- **Lockbox.** Automate and accelerate your receivables processing

Intake, billing and collection services

Optimize your financial performance with the experts at Brightree

1 RCM Intake Services. Timely reimbursements begin with accurate patient setup and superior product knowledge for order entry. That's why savvy providers use Brightree to facilitate intake management to make sure patients and orders are setup correctly the first time.

2 RCM Billing Services. Brightree billing experts serve as your virtual insurance billing department. We manage your complete process from sales order confirmation to payment posting and ongoing accounts receivable.

3 RCM Project-Based Services. Brightree can supplement your organization to get critical work done. From AR cleanup to CMN logging, initial sales order loads and payment posting, we'll make sure you collect more of what you earn.

"Our results with Brightree Patient Collections have far exceeded what we expected. Using [AutoPAY], we're in the high 90 percent collection rate.

Michael Hadden, General Manager, O'Neal Medical

Ready to succeed?

"As a former CEO of a large, progressive HME organization for 12 years, I empathize with the issues providers are facing in today's rapidly changing market. I also had the experience of being a Brightree customer, so I believe I have a firsthand understanding of what HME providers expect from their technology partner. In my role as CEO of Brightree, I'm committed to finding new ways we can equip HME/DME providers to leverage technology and services to manage costs, improve workflows, identify new revenue streams, and connect to the entire healthcare ecosystem. And we do it with an overarching goal of improving patient care. I assure you that our entire team is committed to helping you succeed."

Matt Mellott, President and CEO, Brightree LLC

"We were skeptical about Brightree Patient Collections because anything that's automated feels like it doesn't have a personal touch. But our patients are impressed with the convenience, and staff can focus on payer issues."

Annika Marmirolli, VP Operations Systems & IT, ABC Medical Supply

"We couldn't operate the volume of business that we do without a software such as Brightree to correctly build, receive payments, post those payments and then chase AR."

Matt Ford, COO, Sail Healthcare

For more information or to request a consultation,
please visit **www.brightree.com/consult** or call us at **833.916.1554**.

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