

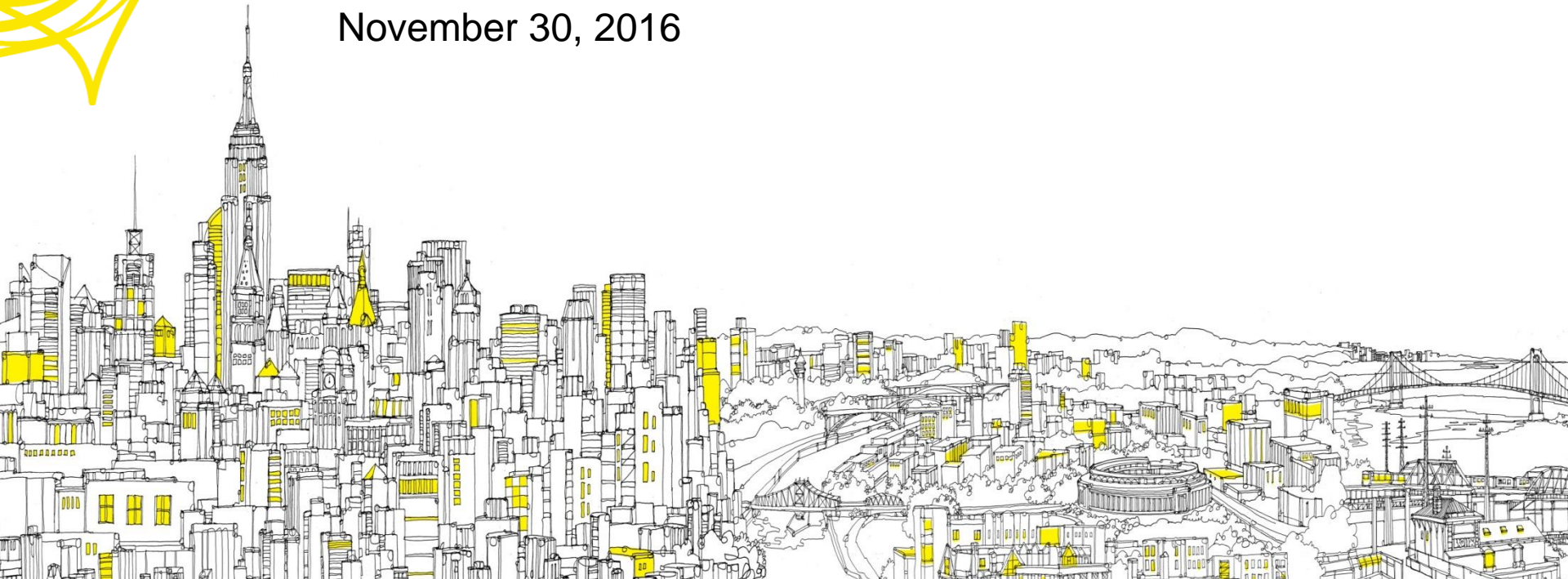


BRIGHTPOINT HEALTH

WELCOME TO WELLNESS

Brightpoint Health Queens HCV Taskforce Presentation

November 30, 2016



Who We Are

- Integrated care provider in the business for over 25 years
- Federally Qualified Health Center providing services in an integrated care model
- Behavioral Health, PC, Dental, Pediatrics, OB/GYN, Pain Management, Podiatry, Geriatrics, Adolescent Medicine
- 766 Employees
- Serving all five boroughs of New York City
- Largest Health Home Care Management Program in New York State
- Two fully equipped mobile health centers for primary and dental care
- 40,000 patients and 130,000+ health care visits annually

86%

of our patients' monitored quality of care measures meet or exceed state or national benchmarks.

"THIS PROGRAM HAS SAVED ME BY SHOWING ME HOW TO LIVE AGAIN."

Orlando
Patient, 2 years

"I'M THANKFUL BECAUSE THE STAFF ALLOWED ME TO KEEP COMING IN AND OUT REGARDLESS OF MY SITUATION. AND I FINALLY MADE A YEAR, TWO MONTHS AND 16 DAYS CLEAN."

Jennifer
Patient, ADHC, 10 years

83%

of our patients' monitored clinical outcomes meet or exceed state or national benchmarks.

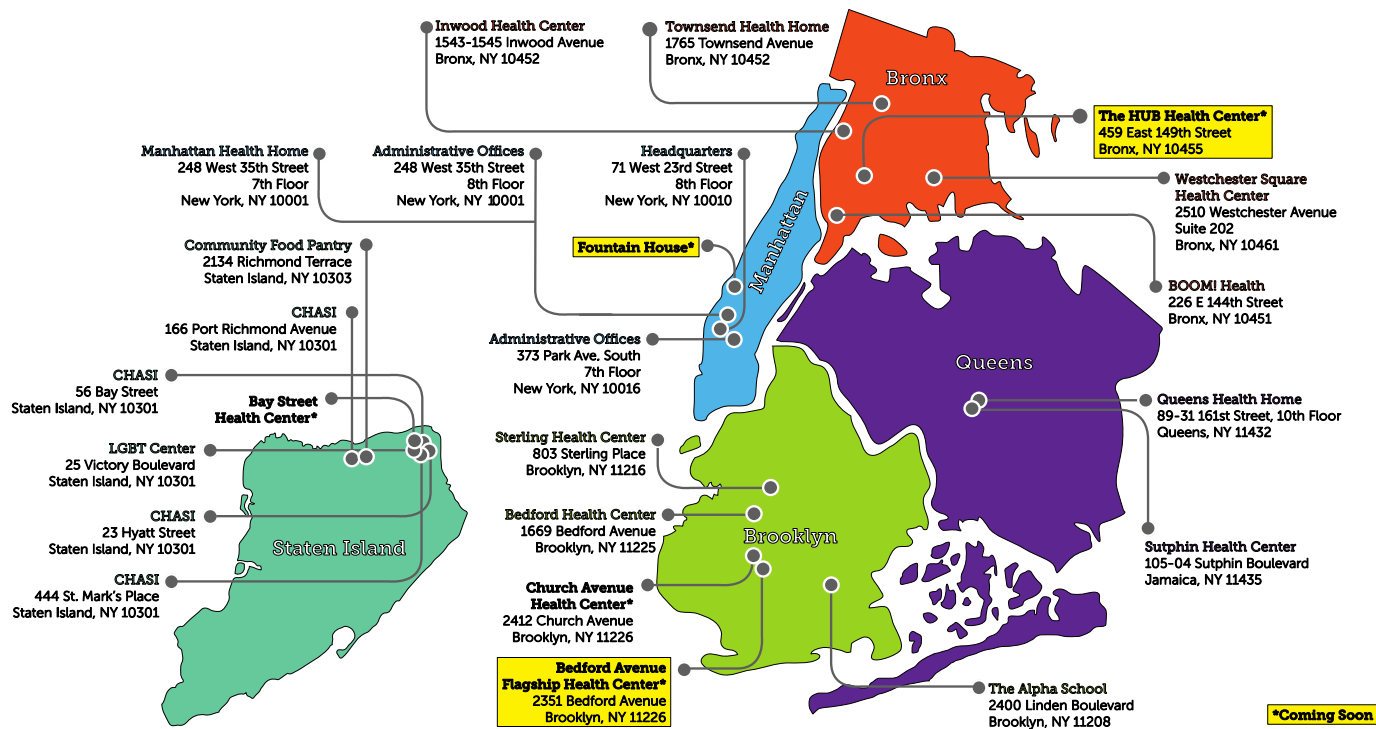
"IF I COULD BE A BRIGHTPOINT HEALTH FLAG, I WOULD FLY ALL OVER AND LET PEOPLE KNOW THAT THIS IS THE PLACE TO BE IF YOU WANT TO GET HEALTHY."

Eric
Patient, 8 years

95%

of patients would recommend us to a friend.

Where We Are: Locations



Our Locations



1. Headquarters
New York, NY
2. Administrative Offices
New York, NY
3. Park Avenue South
New York, NY
4. Sterling Health Center
Brooklyn, NY
5. Brooklyn Flagship Health Center
Brooklyn, NY
6. The Alpha School
Brooklyn, NY
7. Bedford Health Center
Brooklyn, NY
8. Sutphin Health Center
Queens, NY
9. Inwood Health Center
Bronx, NY
10. Westchester Square Health Center
Bronx, NY
11. BOOM! Health
Bronx, NY
12. Townsend Health Home
Bronx, NY
13. Bay Street Health Center
Staten Island, NY
14. The HUB Health Center
COMING SOON...
Bronx, NY

CHASI

15. Health Home, Addiction Treatment and
Administrative Offices
Staten Island, NY

Our locations continued...

18. Community Food Pantry
Staten Island, NY
19. Drop In Testing & Benefits
Staten Island, NY
20. Population Programs
Staten Island, NY
21. SI LGBT Community Center
Staten Island, NY
22. Store Front
Staten Island, NY

Sutphin Health Center

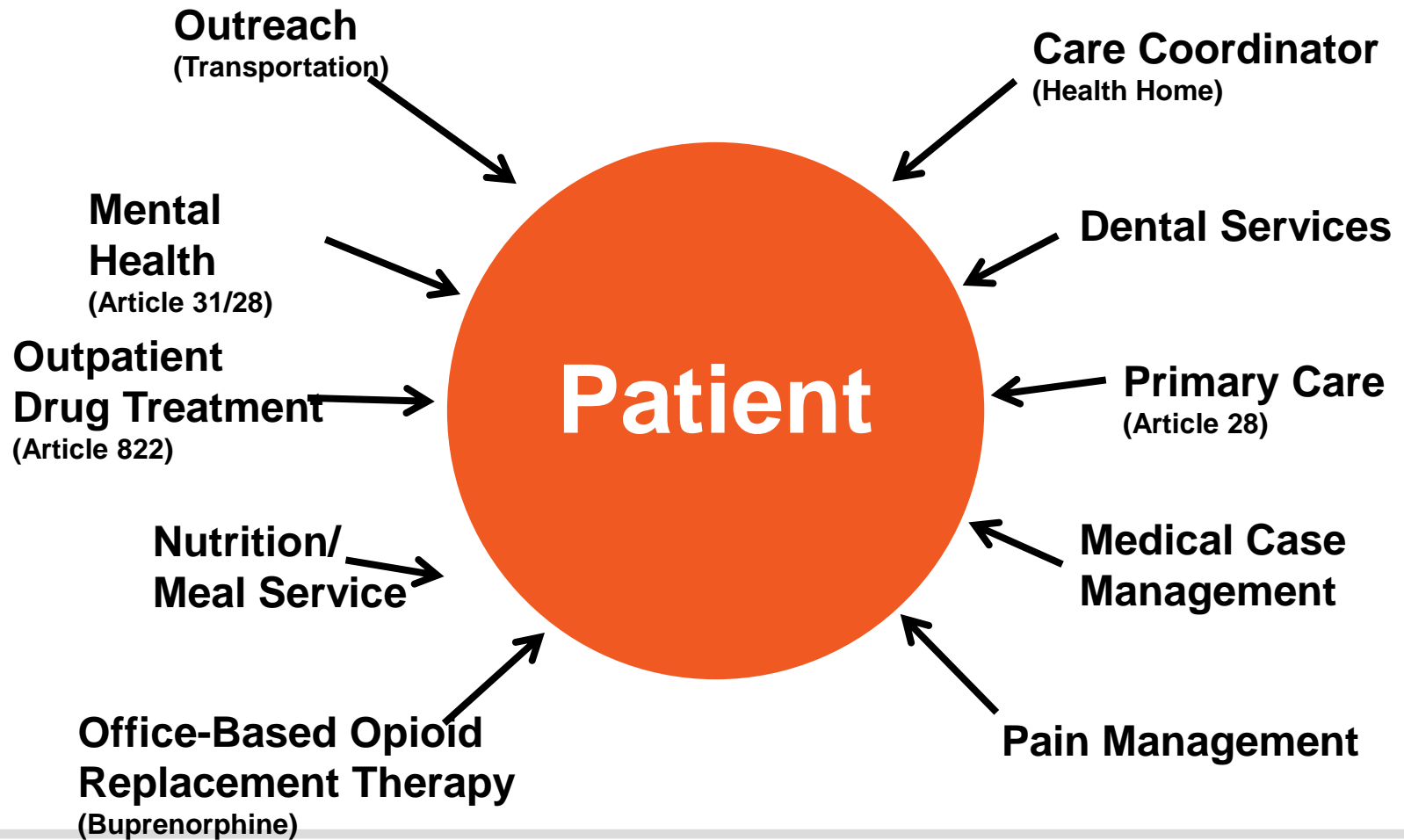
105-04 Sutphin Blvd,
Jamaica, Queens



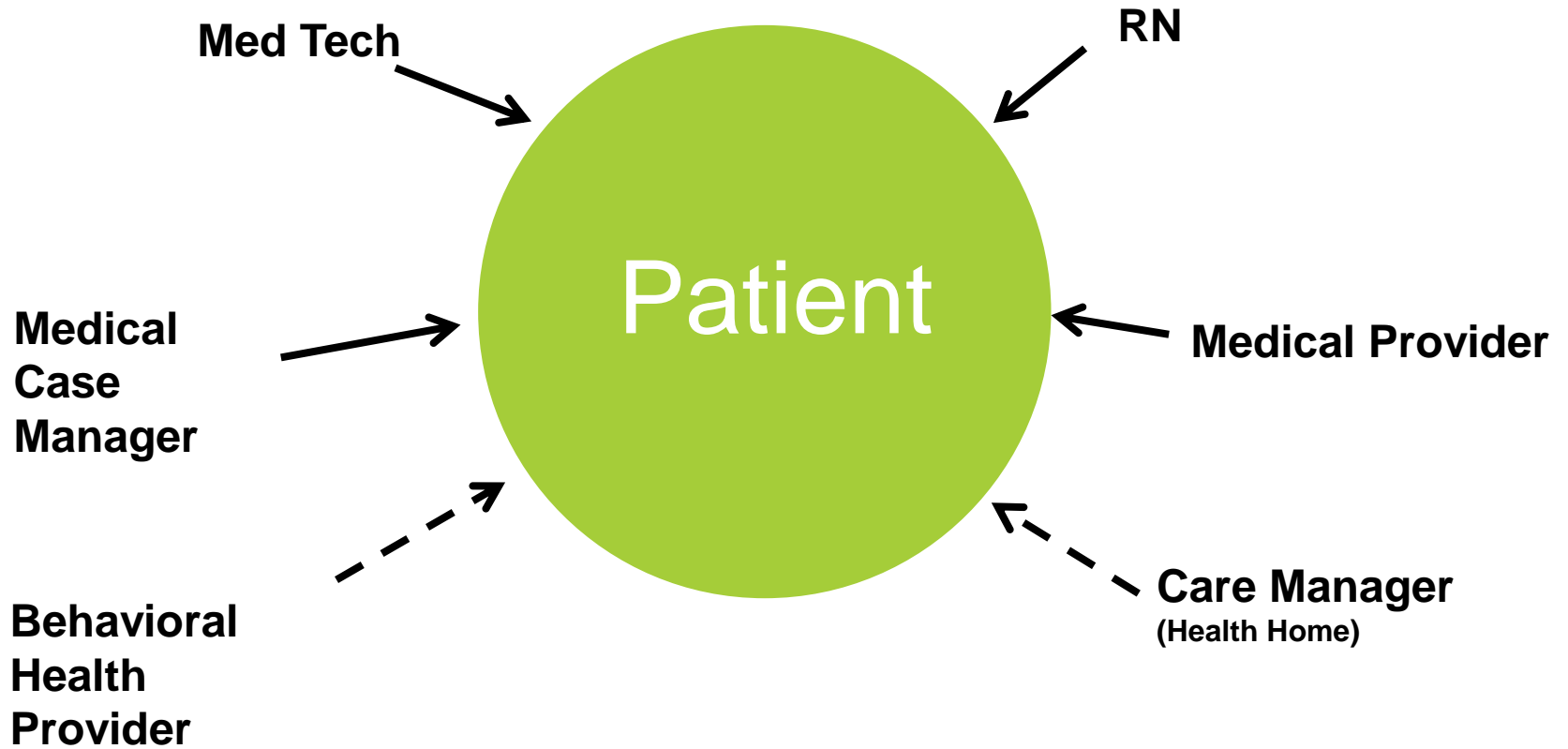
Bay Street Health Center Services

- **Primary Care Services**
- **Behavioral Health Integration**
- **Infectious Diseases Specialist**

Our Outpatient Model: Homeless FQHC Patient-Centered Medical Home



Primary Care Team



HCV Patient Treatment Group

- **2013**

- 3.5% of patients started treatment (*n = 7 out of 195*)

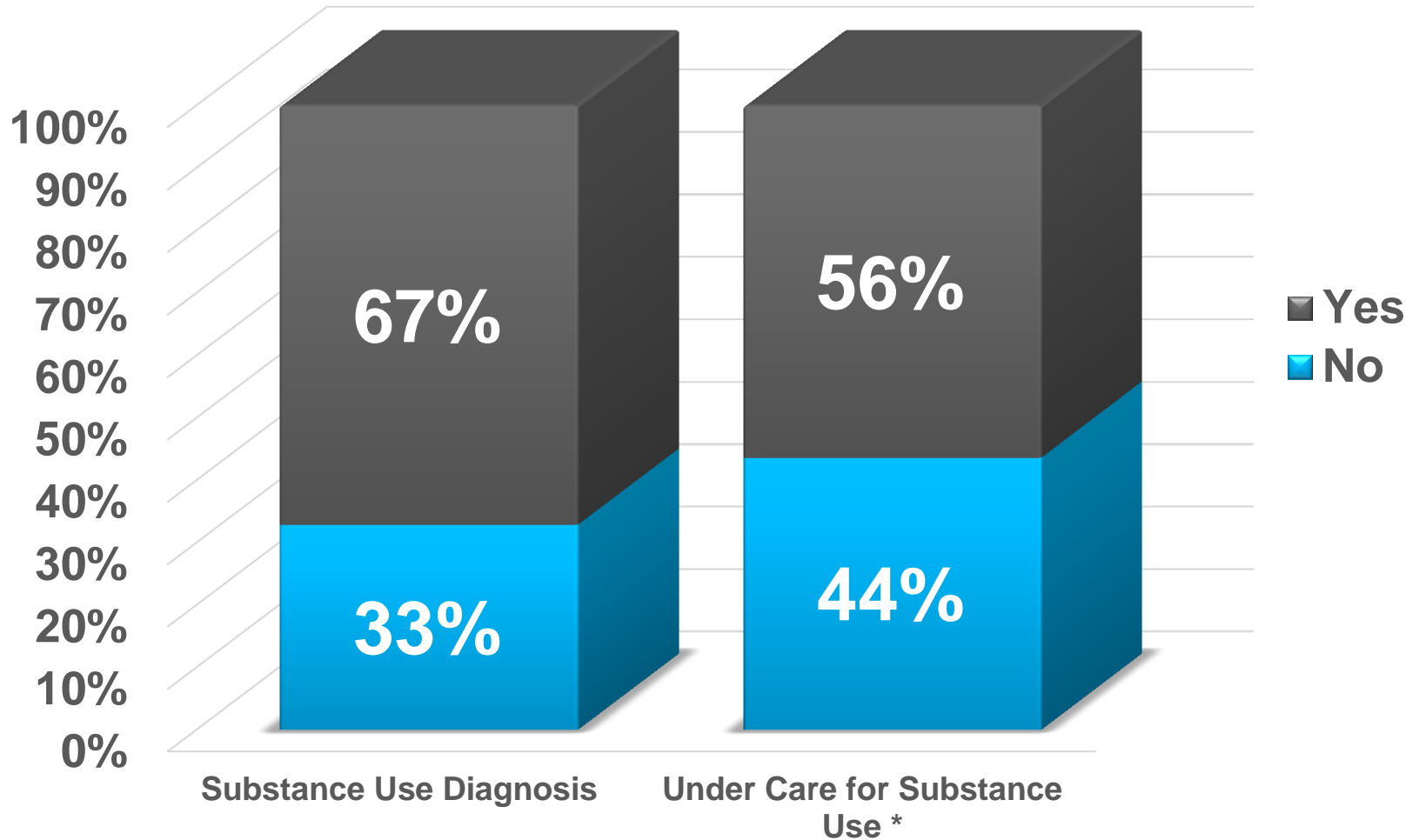
- **2014**

- 24% of patients started treatment (*n = 70 out of 292*)
- 586% improvement

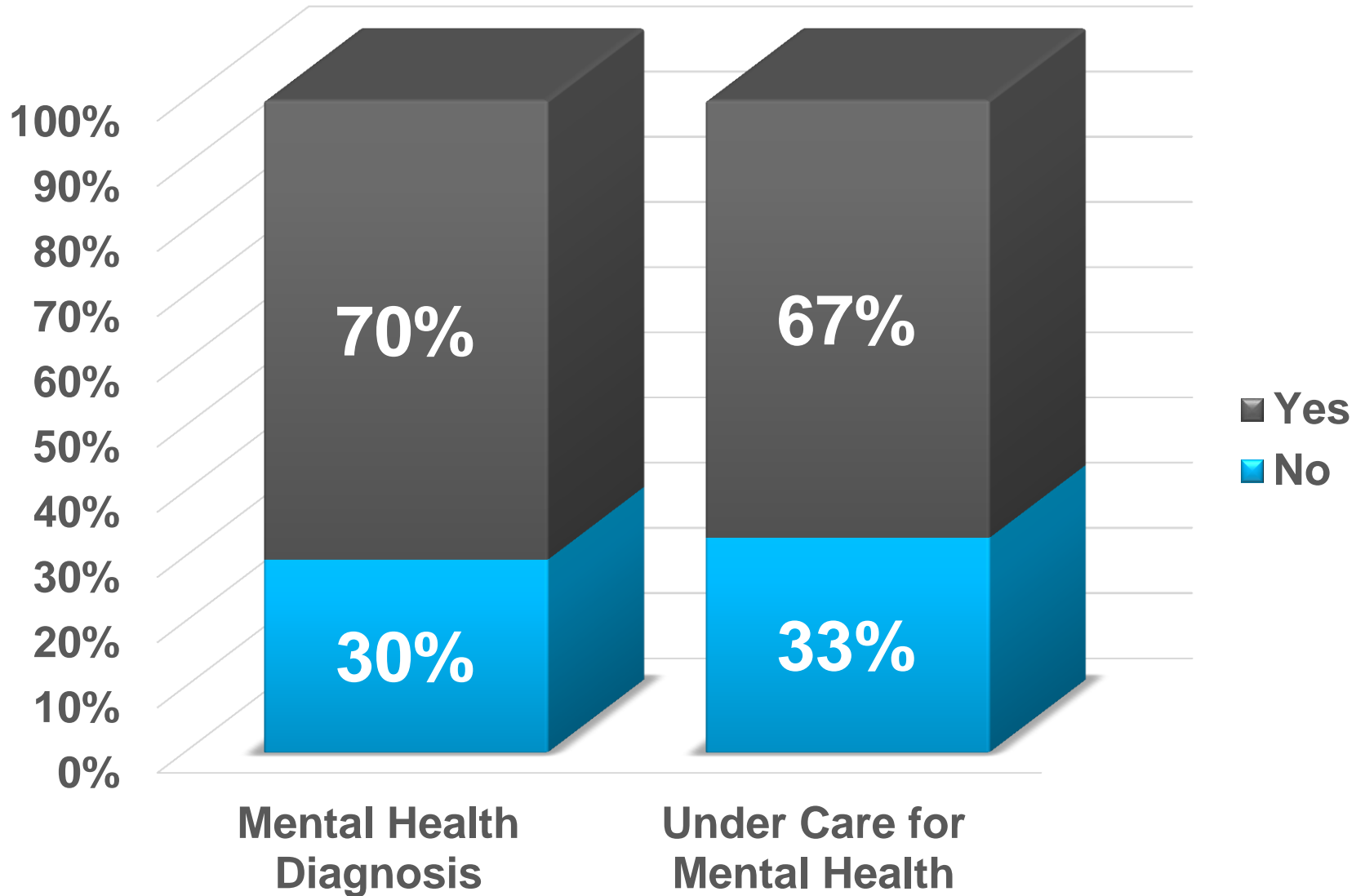
- **2015**

- 29% of patients started treatment (*n = 146 out of 505*)
- 21% improvement

Substance Use & Treatment



Mental Health Diagnosis & Treatment



Barriers to Care and Treatment

- High-risk, primarily homeless population
- Active substance use
- Mental health issues
- Prior authorization denials
- Transportation

Lessons Learned



- Populations with co-morbid MH and SU disorders can be effectively treated in CHCs
- Develop team based care with integrated Medical/BH, Case/Care Management, Patient navigation with grant support to enhance the ability of patients to complete course of treatment
- Develop close partnerships with pharmacies to provide provider and patient support
- Provide transportation to appointments and meals at our clinics to enhance retention
- Start prior authorization process early
 - Provide clear communication with patient about potential length and barriers of this process