

# Behavioral Health Virtual Visit

Facilitating easy access  
to your behavioral  
health resources.

## **Situation**

The prevalence and impact of behavioral and mental health conditions is significant; behavioral and mental health specialists are in high demand and short supply.

## **Solution**

With Synzi, your members can quickly connect with your behavioral and mental health specialists for virtual visits, helping members conveniently receive the care they need when they need it most.

## **Enhanced Engagement**

Increase member engagement, delivering care and guidance needed to ensure members are supported.

## **Convenient Care**

Expand member access to convenient care, reducing driving time and travel costs for members and specialists.

## **Enhanced Satisfaction**

Deliver impactful care with faster and better member outcomes and improved member and specialist satisfaction.

## Providing Convenient Care and Support

With a simple click, your members can connect with your behavioral and mental health specialists when they are available to participate in a virtual visit, from anywhere and on any device.

### Efficient Access

By providing convenient access to behavioral and mental health specialists, Synzi's communication platform can facilitate a virtual visit between your specialists and members. Removing geographic and scheduling barriers between members and needed resources helps members receive the care, support, and expertise they need from the comfort of their home, enhancing their overall satisfaction with their care. Cutting-edge video technology makes the virtual visit feel just like an in-person appointment.

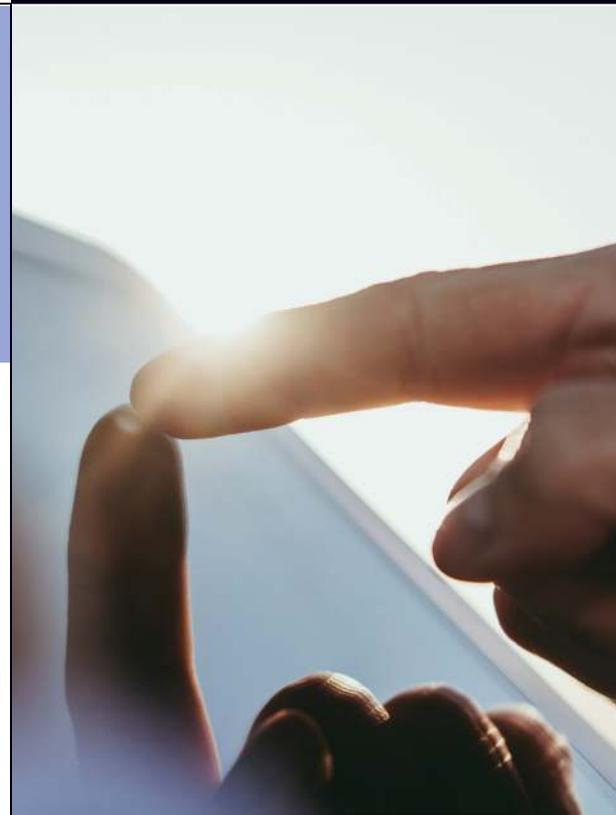
### Impactful Conversations

For complex conversations that deal with difficult topics, clear communication between member and specialist is critical. Members can converse with mental and behavioral health specialists in their primary or preferred language; our platform allows your team to easily add an interpreter to a video call. Overcoming the language barrier is a big step for improving member engagement and care, especially amongst the Limited English Proficient population. As needed, additional team members, such as a care / case manager or pharmacist, can be included in the virtual visit.

### Intelligent Call Routing

Synzi automates and enhances your existing workflow. With our intelligent call routing, members will be quickly connected with your first available, designated specialist who can participate in the virtual visit with your member. With Synzi, your specialists will have more convenient options in terms of when and where they provide care. Specialists' travel costs and time typically associated with in-person appointments can be minimized.

Visit us at [synzi.com](https://synzi.com)  
or call 888-515-5368



Better technology.  
Better care.  
Better outcomes.

- Help members receive care, support, and expertise from the comfort of their home
- Automate existing workflows and map staffing to member needs for better resource utilization
- Reduce drive time and costs for members and specialists
- Include an interpreter, care / case manager, and/ or pharmacist, as needed

Technology is advancing, impacting the way we live and presenting new opportunities to improve the delivery of healthcare. Synzi leverages these innovations every day, developing state-of-the-art solutions that make it possible for healthcare professionals to do what they do, only better. We enable better performance for healthcare organizations, better access for patients, and better outcomes for all. Our goal is to continuously improve our platform and future-proof offerings that simplify complexity and inspire positive change among healthcare professionals and in the lives of patients.