



Solutions Overview

Health Plans

Welcome to Synzi

A virtual care company dedicated to providing better ways for you to engage colleagues, specialists, and members, simply and efficiently.



Synzi develops state-of-the-art solutions that make it possible for healthcare professionals to do what they do, only better.

Our communication platform can help your Care Management team conveniently engage your members at-home while reducing related travel time and transportation costs for your team and your members. Our suite of innovative video conferencing and messaging programs leverages your existing workflows and can be configured for your specific member populations and related touchpoint strategy.

We also partner with Home Health Agencies and related healthcare settings and organizations to avoid unnecessary readmissions and transfers by helping providers deliver virtual care, on-demand.

Better technology.

Better care.

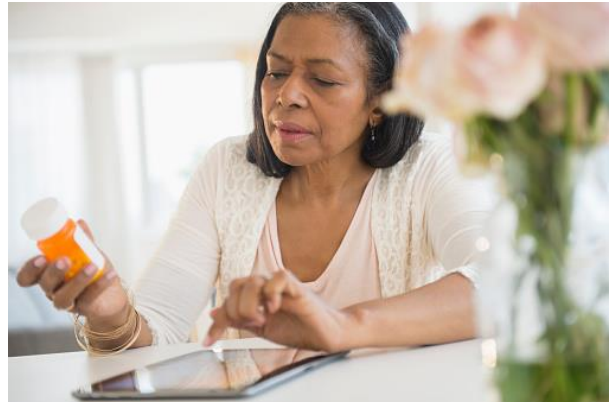
Better outcomes.

Synzi Solutions for Health Plans

Post Hospital Discharge Virtual Visit

Care doesn't end when a member leaves the hospital. Readmissions are costly and many readmissions are preventable, especially within the initial 30 days post-discharge.

With Synzi, your staff can conduct convenient virtual visits with your discharged members to better reach and re-engage members once they return home, helping members remain at home.



Increased Engagement

During the virtual visit, your Care Managers can support the transition of care from inpatient to outpatient by reviewing treatment plans, reinforcing education, and recognizing emerging problems before drastic intervention is needed. Member progress can be monitored more frequently and more conveniently, helping members remain at home while reducing drive time and travel costs for Care Managers. Cutting-edge video technology makes the virtual visit feel just like an in-person appointment and removes the barrier to providing quality care in a timely manner.

Dynamic Touchpoints

Automated follow-up via email and text, with the added ability for video calls, can be configured to support your member re-engagement plan. Based on your touchpoint strategy, your members can receive your branded text or email as scheduled or ad hoc. Depending on the configuration, messages can be scheduled to be sent within the first 48 hours after discharge, requesting that the member participates in a virtual visit with your Care Management team. Your initial message (and any additional messages) can be sent to members via the channel they prefer and in their primary / native or preferred language.

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 Care Manager who can participate in the virtual visit with your patient. Your Care Manager can also include additional participants – such as a pharmacist, a specialist, and/or an interpreter – in the video call to address medication reconciliation, minimize misinterpretation, and reiterate instructions in real-time.

Insightful Reporting

Understanding and managing risk is critical for reducing preventable readmissions. With our dashboard reports, you can quickly identify those members who have not yet responded to the emails / texts and are not engaged in their follow-up care. Our reports allow you to focus your resources on providing care to your members who need it most.

Synzi Solutions for Health Plans

Behavioral Health Virtual Visit

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

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.



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.

Synzi Solutions for Health Plans

Care Coordination Virtual Visit

Coordinating members' in-person or at-home visits with their Care Management teams can be expensive and challenging due to busy schedules and various locations. Members may also struggle with getting access to care due to the lack of reliable transportation and/or available appointments with their provider.

With Synzi, your Care Management team can conduct a convenient, real-time virtual visit with your member to check-in, helping various care providers provide integrated and individualized care to your members.



Convenient Coordination

Coordinating members' in-person or at-home visits with their Care Management teams can be expensive and challenging due to busy schedules and various locations. Members may struggle with getting access to care due to the lack of reliable transportation and/or available appointments with their provider. With our intelligent call routing, members will be quickly connected with your first available, designated Care Manager for a virtual visit. Plus, members can access your Care Management team via any device and any level of connectivity, cellular and wifi connections. Synzi makes it easy to conduct a virtual visit in real-time (essentially a video call) with all Care Management team members, regardless of locations.

Efficient Collaboration

Various Care Management team members (such as a care / case manager, a medical interpreter, a pharmacist, an LCSW, or a nutritionist) can easily collaborate and coordinate the member's care from any device and from anywhere. Multiple participants can be included on a HIPAA-compliant video call. Clear and open communication can take place in real-time. Travel time and related transportation costs can be minimized for Care Management team members as well as the member. With Synzi, your workflow, processes, and staff will be leveraged in order to strengthen your reputation amongst your member populations.

Better Adherence and Clinical Measures

By participating in virtual visits in a more timely and convenient manner, your members can remain on track with their medication and treatment plan, enhancing their overall satisfaction with their care. Members can stay safely at home with less risk of visiting the Emergency Department or being readmitted to the hospital. Better member engagement will help improve your organization's HEDIS and STAR measures.

Conclusion

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.

To learn more, visit our website at:
www.synzi.com

The Synzi logo is rendered in a large, white, sans-serif font. The letters 'S', 'Y', 'N', and 'Z' are significantly larger than the letters 'I' and 'I'. A small 'TM' trademark symbol is positioned to the upper right of the final 'I'. The logo is centered horizontally and set against a background of a blue-tinted photograph showing the hands of several people gathered around a table, looking at a document or screen.

Better technology. Better care. Better outcomes.