

Riverside University Health System was aiming to improve patient engagement, access to care for patients with SMI

Challenge

Riverside University Health System wanted to scale their peer support program across more campuses to increase access to care for patients with SMI.

They required a technology that would support their need related to reporting and documentation to optimize billing. Additionally, they wanted a solution to support clinical outcomes, reduce relapse and readmission

A4i Solution

A4i's platform consists of a patented, clinically validated, digital biomarker platform, patient mobile app and clinical portal.

- Safely connect patients to each-other and their clinical team
- Provide cognitive remediation and improved outcomes for patients
- Increased clinician-patient engagement, peer support efficacy and readmission reductions.

Results

Riverside University Health System's peer support specialists received real-time data gaining insight into patient's, sleep, medication adherence, hallucinations, mood and NLP risk detection.

+84%
Patient
Retention

+70%
Patient
Engagement

+20%
OL Pre/Post



Certified Peer Support Engagement



Remote Patient Monitoring + Virtual Care



Readmission Risk Identification

Utilizing technology and innovation in SMI populations to build a sustainable peer support program.

Background

Riverside University Health System wanted to utilize technology to scale their peer support worker program and build a sustainable financial model, utilizing billing codes available through Medi-Cal.

The A4i platform unlocked Riverside's ability to increase capacity and scale the program and utilized the platforms functionality to maximize billable events for clinical and peer support services.

Peer Specialist Support | Medicaid

In the US there are 43 states using peer specialists for adult mental health. With 36 states offering Medicaid reimbursement for peer specialists within adult mental health.

The average Medicaid reimbursement rate for individual peer specialist support is \$13.25 per 15-minute unit. The average Medicaid reimbursement rate for group peer specialist support is \$6.12 per 15-minute unit.

Peer Specialist Medicaid Billing Codes

CPT Code	Service Code Name
H0038	Peer MH Therapeutic Activity & Peer MH Engagement
H0025	Peer MH Education Group
H0050	Contingency Planning

Provider Billing Codes

CPT Code	Service Code Name
H2017	MHS Psychosocial Rehabilitation
H2019	Therapeutic Behavioral Services
90832, H2015	Mental Health Services
90834, 90837	Individual Psychotherapy



We're extending the reach of care

A4i is a platform for supporting people with complex behavioral and mental health conditions.

Currently, A4i is being used to target the recovery processes in SMI, and newly in opioid use disorders.

Platform

Mobile Application

For patients with schizophrenia and other psychoses with evidence-based and peer-to-peer content and features.



Clinical Portal

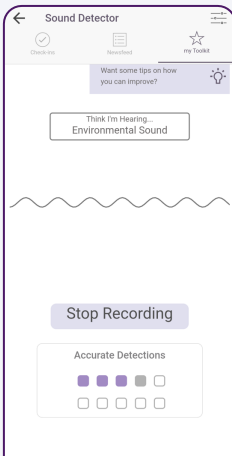
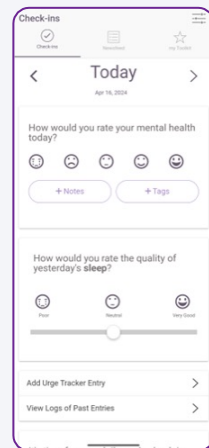
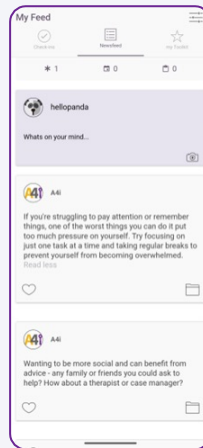
For clinics, clinicians and case managers to coordinate and engage patients with dynamic risk flagging and patient wellness indicators.

Features

Connecting patients and providers

- Provides safe, moderated, engaging peer connection
- Safely connect patients to each other and clinical team
- Proactive clinical data to the peer-support and clinical team

Ensuring long-term engagement and data collection while training NLP models for risk detection.



Sound Detection and Hallucination Coaching

Ambient noise detection for assessing the validity of auditory hallucinations coupled with hallucination detection strategies that help patients learn to cope with their hallucinations