

# Deliver the Rockstar Treatment

At BridgeHealth we're committed to providing value-based healthcare. We measure success by our members' satisfaction with our service and the care they receive from our providers. We're pleased to share a few of these experiences with you.



The facility's technology was way beyond what I could get locally.

”  
- Roger



I just can't imagine it being any better. It was so easy.

”  
- Kathie



BridgeHealth took care of everything, and I mean everything. We've seen zero bills.

”  
- Tim & Jody

Surgery is one of the most difficult healthcare episodes your members will ever face—financially, physically and emotionally. It's also one of the most expensive healthcare costs your organization will pay for this year.

Make surgery easier, less stressful and less expensive for your company, your employees and their dependents with BridgeHealth's surgical advocacy and Centers of Excellence program.

# Give your members the healthcare experiences they deserve.

Transform planned surgery into a superior healthcare experience for you and your employees.

## BENEFITS

- Attract and retain employees
- Improve healthcare outcomes
- Achieve hard-dollar savings

## SURGICAL CATEGORIES

- Orthopedic
- Back
- Heart
- General
- Women’s health
- Vascular
- Bariatric
- Neurologic

Procedure	Knee Replacement	Hip Replacement	Lumbar Spinal Fusion
Average Paid	\$42,903	\$42,975	\$89,067
BridgeHealth Case Rate	\$27,145	\$28,354	\$36,284
Plan Sponsor Discount	37%	34%	59%

### 1. INITIAL CONSULT

When a member receives a surgical recommendation, they call BridgeHealth for an initial consult about the cost and quality options available through their supplemental BridgeHealth planned surgery benefit.

### 3. CENTERS OF EXCELLENCE

BridgeHealth’s commitment to excellence means we put patient safety first, always. We gauge provider quality based on the annual performance of both the facility and the surgeon for each member’s specific procedure. Each member’s case gets assigned to the right facility, the right setting, and the right surgeon.

### 5. ONGOING ACCOUNTABILITY

We care most about how our member’s experience the care we connect them with. As a result, we track and measure among other data points member satisfaction, member-reported outcomes and any complications to ensure we continually deliver the best outcomes and the best care at the best bundled rates.

### 2. DECISION SUPPORT

A surgical recommendation can be scary. A BridgeHealth care coordinator is available to answer each member’s questions and help them consider and assess their individual needs and health factors that may impact their decisions about care. Based on an individual’s needs, the care coordinator will provide up to three of the best options from which they may choose their preferred provider.

### 4. LOGISTICAL SUPPORT

As the member moves through the pre-surgery process, their designated care coordinator will work with them to answer questions and concerns as they arise, offer compassion and empathy, and help them think through and plan for logistical issues like setting appointments, obtaining images, scheduling travel (when necessary to access the best quality options), and connecting with their surgeon.

### FOR SUPPORT, CONTACT:

 (888) 387-3909

 [support@bridgehealth.com](mailto:support@bridgehealth.com)

 [BridgeHealth.com](https://www.BridgeHealth.com)