Opioid Use Disorder treatment for all

Mercy Health Plan and Bicycle Health
Who we are

Bicycle Health is a Telehealth Addiction Medicine program serving patients with opioid use disorder. We began serving patients in 2017, and have grown to 17000+ patients across 29 states serving 2/3rd of the US.

8000+ Monthly engaged patients

80+ Employed clinicians
MDs, NPs, PAs, LCSWs and Certified Recovery Coaches

Our Payor Contracts

Our Care Partners

[Images of payor and care partner logos]
The Bicycle Health care model

Combines the standard of care for Addiction Treatment (MAT) and Integrated Behavioral Health

- Medications for Addiction Treatment (MAT): Buprenorphine - Naloxone
- Recovery Coaching & Peer Support
- Integrated Behavioral Health: 1-1 & Group Therapy
- Case Management & Care Coordination

- Clinical team of 50+ full time employed medical providers with min 2+ yrs of addiction med. experience
- 25% of providers are MDs double boarded in both primary/internal medicine and addiction medicine
- Every MD supervises less than 3 NPs/PAs
- Therapy delivered by LCSWs and Recovery Coaching delivered by CCAR certified peer coaches

- Provider NPS of 53 with less than 10% annual turnover and less than 1% regrettable turnover
- Concierge level care with an average panel size of 152 patients and max panel size of 246 patients
- We also treat co-occurring SUD and mild-moderate mental health conditions.
- All providers coordinate care with the patient’s primary care provider
Patient journey

Our patients are typically in withdrawal when they connect with us – their inspiration for change is fleeting. We can start their treatment same/next day, and enable them to stay in treatment that is convenient, effective and affordable.

Patient finds Bicycle Health

Enrollment Coordinator answers their questions, administers a qualification questionnaire and enrolls in our program.

Initial visit with their Provider includes Level of Care Assessment, Diagnosis, Initiation Plan, Care Coordination & Rx.

Rx pickup at pharmacy and medication onboarding through app.

Min. Monthly Follow ups with their Provider

Randomized At-home Urine and Saliva Drug Screens

Certified Recovery Coach-led Peer Support Groups

Behavioral Health Treatment

Case Management & Care Coordination
Diversion control

Our tiered program provides strong safeguards while being patient-centric. Urine tests are CLIA-waived 12-14 panel studies interpreted by the patient’s provider, and random observed saliva tests prevent substitution. If patients fail to adhere to our testing protocol, we refer them to a higher level of care.

**Level 1**
- At-home randomized Urine and Saliva testing

**Level 2**
- Random observed medication counts via video

**Level 3**
- In-person Definitive Testing with Buprenorphine:Metabolite ratios at partner laboratories

Early study results show <5% sample substitution rates, 50% lower than in-person care
Our outcomes

86% retention at 1 month
79% retention at 3 month
70% retention at 12 month

95% Patients overcome problematic opioid use in 1 week\(^2\)
89% Of new patients get Motivational Interviewing
80% Patient Net Promoter Score\(^3\)

86% retention at 1 month
79% retention at 3 month
70% retention at 12 month

70% Patients see a medical provider within 24 hours
9.8% No show rate vs 23% industry avg
5.5 ED visits reduced annually for high utilizers

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1. As measured by patients having an appointment with their medical provider x months after their initial intake appointment. DOI: 10.1016/j.jsat.2021.108329
2. As measured by comfort on medical treatment and urine drug screen supporting no ongoing illicit opioid use.
3. As per self reported responses to Bicycle Health’s questionnaires
Pushing the standard of care for Tele-OUD

Upcoming studies

• Buprenorphine diversion study
• Healthcare services utilization pre and post Bicycle Health
• SDOH adherence enhancement via motivational interviewing
• Leveraging Tele-OUD to fill Buprenorphine deserts
• Novel Telehealth PFAC model
Our simple referral program

**Simplified Referral Process**
- We will ship you brochures that explain our products, processes and services to patients

**Patient & Staff Educational Content**
- We provide customized marketing support materials to educate patients and staff

**Virtual Open House**
- We host open-houses via anonymous Zoom so that patients and staff can learn more about our offering
# Bicycle Health Enrollment Options

<table>
<thead>
<tr>
<th>Content type</th>
<th>Use case</th>
<th>Asset location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient enrollment webpage</td>
<td>This page on or website is available for your patients to connect with one of our enrollment coordinators.</td>
<td>Visit: <a href="https://www.bicyclehealth.com/refer">https://www.bicyclehealth.com/refer</a></td>
</tr>
</tbody>
</table>
| Direct Contact                       | You can reach our enrollment team directly via phone, email or fax at the following numbers.                                             | Call / Warm Transfer: 833-692-0734  
Fax: (855) 978-1452  
Email: referral@bicyclehealth.com |
| Internal staff support and marketing | We have a customizable bundle of support materials - brochures, presentations, and one-pagers - to support your staff.                     | Contact CJ Chidozie - Regional Manager of Community Partnerships  
Email: cj.chidozie@bicyclehealth.com  
Online: Bicyclehealth.com/partner  
Phone: 857.330.0150 |
Questions?