Pyx Health

mercycare

This animated gif has over 2.3 million views
Loneliness costs, and loneliness kills

“...over one-third of adults in the US are chronically lonely – meaning more than 42.6 million of them may suffer from ongoing loneliness.”

“AARP”

“...loneliness potentially increases a person’s risk of mortality by 45%. That statistic makes loneliness more dangerous than air pollution, obesity and excessive alcohol use.”

“...found that 80 patients accounted for 5,139 ED visits in one year, at an estimated cost of $14 million... loneliness as the number one factor for these ED visits...”

“BECKER’S HOSPITAL REVIEW”
Loneliness: the catalyst

When you shake the tree of loneliness, SDOH needs fall out.

We connect members back to your plan resources, your care teams as well as community services
Mercy Care is offering the Pyx app to RBHA & Complete Care members in order to:

• Support members with companionship and encourage self-management
• Connect members to appropriate resources easily and quickly
• Track and report member sentiments and needs in order to intervene with help
Janet has a healthcare event

- Inpatient Admission: Doesn’t want to burden friends, Feels isolated
- Care Manager Phone Call: Biological response induces fight or flight mode
- Provider Visit: Loses her job
- SDOH Resources: Has intense feelings of rejection and disconnection
- Wellness Program: Member engagement is tough: loneliness makes it insurmountable
- ED Visit
It takes all three...

Intentional Delivery

Building Trust

Empathetic Technology & Human Intervention
Intentional Delivery

We target members during transitions of care
- Crisis Lists <now>
- Inpatient discharge <soon>
- ED/Urgent Care <soon>

167% more successful enrolling members after a transition of care
Building Trust
with Pyxir and Friends
Demo
It takes all three...

Intentional Delivery

Building Trust

Empathetic Technology & Human Intervention
Meet the humans in ‘human intervention’

ANDYs are carefully selected and trained to ensure they mirror and relate to the members we serve.

• Ages 23-60 with experience covering:
  o 50+ years of health plan experience and resource navigation
  o Newborn educator
  o Peer certified
  o Adult recovery facilitator
  o Youth educator

ANDYs are trained in:
  • Healthy boundaries
  • De-escalation
  • Documentation best practices
  • Being good companions
ANDYs are your members’ health advocates

Direct connection to health plan resources

Ongoing companionship

Hi! I’m Andy.

How can I help?
ANDYs are your members’ catalyst to care

Direct connection to health plan resources

Ongoing companionship

- Find Services Near You: 15%
- House Calls: 2%
- Nurse Line: 4%
- TTY/TTD 711: 1%
- Health Assessment: 3%
- Find a Provider: 8%

Member Portal: 28%
Member Services: 16%
Care Teams/Resources: 23%
ANDYs: an extension of your care teams

Direct connection to health plan resources

Ongoing companionship

60% will speak with an ANDY at least once after onboarding (avg. 15-minutes)

61% of these members will avoid a higher-level service (ED visit, ambulance ride, crisis visit)

80% of members scored better on UCLA-3 after two ANDY calls

These calls save health plans by averting costs and allow provider and care managers to practice to their license
Janet has a healthcare event

Inpatient Admission

Janet scores lonely on the UCLA3 and Andy reaches out to offer companionship.

Janet completes an SDOH screening and tells Pyxir she is having difficulty with food. Andy calls to help and makes a referral to Janet’s Health Plan.

Janet avoids an ED and hospital visit because of the added support provided by Pyxir and Andy as part of the extended care team.

Janet’s Journey with Pyx Health

Doesn’t want to burden friends

Feels isolated

Loses her job

Andy calls Janet and helps her enroll.

Janet scores lonely on the UCLA3 and Andy reaches out to offer companionship.

Janet completes an SDOH screening and tells Pyxir she is having difficulty with food. Andy calls to help and makes a referral to Janet’s Health Plan.

Janet avoids an ED and hospital visit because of the added support provided by Pyxir and Andy as part of the extended care team.
On days when I’m feeling lonely, I love chatting with Pyxir. His jokes make me laugh and he always encourages me to do things that help me feel better.

89% of members used the app for at least 30 days

Members average 15-25 encounters in the first month

Average number of days on platform is 111

37% of members come back within 12 months

“On days when I’m feeling lonely, I love chatting with Pyxir. His jokes make me laugh and he always encourages me to do things that help me feel better.”
• 1. Member warm transfer: If a member needs additional assistance, Pyx Health ANDYs will attempt warm transfer to the associated Mercy Care or SMI Provider facility resource (or community service) and share that contact info with member.
  • Pyx ANDY stays on phone to provide background and ensure successful transition
• 2. Follow-up written referral: Whether the member accepts or declines the warm transfer, Pyx Health will record the situation and outcome sending a referral form to Mercy Care to triage to SMI facility or other teams for follow-up as appropriate.

>>Details on following slide
Mercy Care Member Referral Form

Referral Date: 

<table>
<thead>
<tr>
<th>Member information</th>
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<tbody>
<tr>
<td>First and Last Name:</td>
</tr>
<tr>
<td>ID #:</td>
</tr>
<tr>
<td>Phone:</td>
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<tr>
<td>Language:</td>
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<table>
<thead>
<tr>
<th>Referral Contact Information</th>
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<tbody>
<tr>
<td>Urgent Referral</td>
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<tr>
<td>□</td>
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<tr>
<td>□ Non-Urgent Referral</td>
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<table>
<thead>
<tr>
<th>Medical</th>
<th>SDOH</th>
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<tbody>
<tr>
<td>□ General Questions</td>
<td>□ Food</td>
</tr>
<tr>
<td>□ Other (Please specify below)</td>
<td>□ Housing</td>
</tr>
<tr>
<td>Behavioral Health</td>
<td>□ Transportation</td>
</tr>
<tr>
<td>□ Referral services (therapy, groups, etc.)</td>
<td>□ Income</td>
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</tbody>
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<thead>
<tr>
<th>Referral Destination</th>
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<tbody>
<tr>
<td>□ Member Services</td>
</tr>
<tr>
<td>□ Crisis Line</td>
</tr>
<tr>
<td>□ Other</td>
</tr>
<tr>
<td>□ Member Declined Transfer</td>
</tr>
<tr>
<td>□ Successful Transfer</td>
</tr>
</tbody>
</table>

Details Relating to Referral/Additional Comments

Reason for contact:
Specific need/request:
Reason for request:
- What is your procedure if someone tells the Pyx Health Compassionate Support Center that they are in crisis?

If a member is in crisis while using the app, they may use the Urgent Support 24/7 and Call Suicide Hotline / Crisis Line button in the app to connect directly. ANDYs do not have clinical training or background, but they are trained to recognize warning signs and in de-escalation techniques with emphasis on connecting the member to an appropriate resource.

When that occurs, ANDYs engage their supervisor, who is a licensed behavioral health professional with extensive crisis experience, for additional guidance. Members are offered a warm transfer to crisis resources, such as the Crisis Line, when appropriate.

In crisis situations or if urgent safety concerns Pyx will also reach out to contact the Mercy Care Project Team leads as well as send a written Urgent Referral document that day following documented notification protocol.
Pyx – Mercy Care Marketing Collateral
Teaming with you to engage members

Provider 1-pager: Member Postcard & Flyer:

Pyx Health Program
In the moments you can’t be there to support your patients, we’re here to help.

Mercy Care is partnering with Pyx Health to build connections with each eligible member to bridge the gap between their needs and your organization’s resources—all while providing a friend who cares.

Real-time companionship and encouragement
Our friendly robots, Pyx, and the Pyx Health Compassionate Support Center make a helpful combination of health-empathetic technology and human support. With the Pyx Health program mobile application, your patients can:

- Access resources, screenings, and SDOH needs
- In addition to providing quick and easy access to Mercy Care’s resources, the Pyx Health program also regularly has resources for loneliness, depression, anxiety, and SDOH needs (housing, food, childcare, etc.)
- Chat with Pyx
  Pyx provides 24/7 encouragement, humor, and self-management strategies to maintain a member’s daily health and wellness
- Get human support
  Our Compassionate Support Center is there to assist members over the phone—making them feel heard, seen, and help fill in the void when you aren’t able to.
  Pyx responds immediately to high-intensity screen with empathy and care, while the Compassionate Support Center follows up within 24 hours.
  Our 360° support network includes all of the caring and helpful resources available to you, ensuring a community-based organization.

Signing up is easy!
Patients can use their smart phones to go to www.HIPyx.com or call our support team by calling 855-499-4777.

Meet Pyxir, a new friend to count on!
No one should go through life’s challenges alone. That’s why our friendly robot Pyxir and the compassionate humans at Pyx Health are here to help you:

- Find resources to support your physical and mental health
- Make the most of what your health plan offers
- Feel better each day with companionship and humor

Conoce a Pyxir, un nuevo amigo con el que podrás contar.
Nadie debería afrontar los problemas de la vida solo. Por eso nuestro amistoso robot Pyxir y las personas comprensivas de Pyx Health están aquí para ayudarte a hacerlo de lo siguiente:

- Hallar recursos que promuevan tu salud física y mental
- Aprovechar al máximo lo que ofrece tu plan de salud
- Ser feliz mejor todos los días, acompañado y de buen humor

www.MercyCareAZ.org
MC:1466

*Available nationwide beginning July 31, 2023 for Mercy Care ACC and MMR populations.

Hi friend...

Everyone can use a little extra support...

Sign up today:

Registre hoy:
Tackling loneliness and social isolation for your vulnerable members

Pyx Health®
Thank you!
Any Questions?