

# how Commonwealth Pain & Spine is supporting the behavioral health of patients during COVID-19 and beyond

## metrics at a glance:

**3,400+** assessments completed in <90 days

**\$37** average increase in reimbursement per patient/month

**32** providers on platform

**59%** of patients with a reduction in depression symptoms over 3 months

**34** average number of activities completed in first month

all metrics provided by NeuroFlow

“ This technology streamlines our workflow and enhances the way we engage with and ultimately care for our patient population.

— Dr. S. Kyle Young, Commonwealth Pain & Spine



## challenge

Remotely supporting patient behavioral health in-between appointments

Commonwealth Pain & Spine, a leading pain management practice with a dozen locations throughout Kentucky, Indiana, and Illinois was seeking a solution to remotely support the behavioral health of their patients especially in the wake of the Coronavirus pandemic. The organization, which uses athenaClinicals as their EHR, also needed to rapidly address the health of their business and partner on creative, reimbursable services.



## solution

Patients use NeuroFlow wellness and pain tracking app with athenaClinicals integration

The organization turned to the athenahealth Marketplace and partnered with NeuroFlow, a reimbursable patient-facing mental wellness and pain tracking tool helping clinicians and care teams remotely monitor and engage with a patient's mental wellbeing in between appointments and/or televisits. Within a matter of days, Commonwealth had the ability to remotely monitor patient-generated trends, adjust treatment plans, and leverage technology to bridge the gap between mental and physical health.



## results

In the first three months, Commonwealth submitted an additional \$70,000 of claims

Commonwealth Pain now has a tool that works directly with athenaClinicals and enables measurement-based treatment and care coordination. Beyond the clinical impact and patient outcomes, NeuroFlow helps capture the reimbursement of virtual care, providing Commonwealth with a profitable approach to adapting care throughout the pandemic. Commonwealth is well positioned to drive better outcomes and overall wellness for its roughly 40,000 patients treated in person and through telehealth.

Integrate with NeuroFlow today by visiting the athenahealth marketplace