




brighttree®

| an overview





At the forefront of interoperability, Brightree's cloud-based business management software and integrated solutions help you to generate new cash flows, share data seamlessly with your referral sources, to dramatically streamline operations and improve profitability. Through a combination of software, services, training and consulting, HME providers can simplify their business processes and dramatically improve their financial performance.

Brightree enables out-of-hospital care organizations to improve their business performance and deliver better health outcomes. As an industry-leading cloud-based healthcare IT company, Brightree provides solutions and services for thousands of organizations in home medical equipment and pharmacy, home health, hospice, orthotic and prosthetic, home infusion, and rehabilitation home care. Brightree is a wholly owned subsidiary of ResMed (NYSE: RMD, ASX: RMD).

WHO IS BRIGHTREE?

A leader in cloud-based patient management software for the post-acute care industry.



WHAT WE DO

Provide software and services that manage patient intake, scheduling, inventory, delivery, billing, clinical, resupply, and collections, among other things, to facilitate better patient care.

MARKETS WE SERVE

- Home medical equipment (HME)
- Orthotic and prosthetic (O&P)
- Hospice organizations
- Home health agencies
- Private duty
- HME pharmacies
- Home infusion pharmacies

OUR VALUE PROPOSITION

Organizations that leverage our software can improve patient outcomes, increase revenue, streamline their workflows, and minimize compliance risks.





THE BRIGHTTREE DIFFERENCE

Innovation

Since 2002, we have delivered cutting-edge software solutions through a cloud-based platform, which solves the unique business challenges facing post-acute providers, such as increased regulatory compliance and decreased reimbursement.



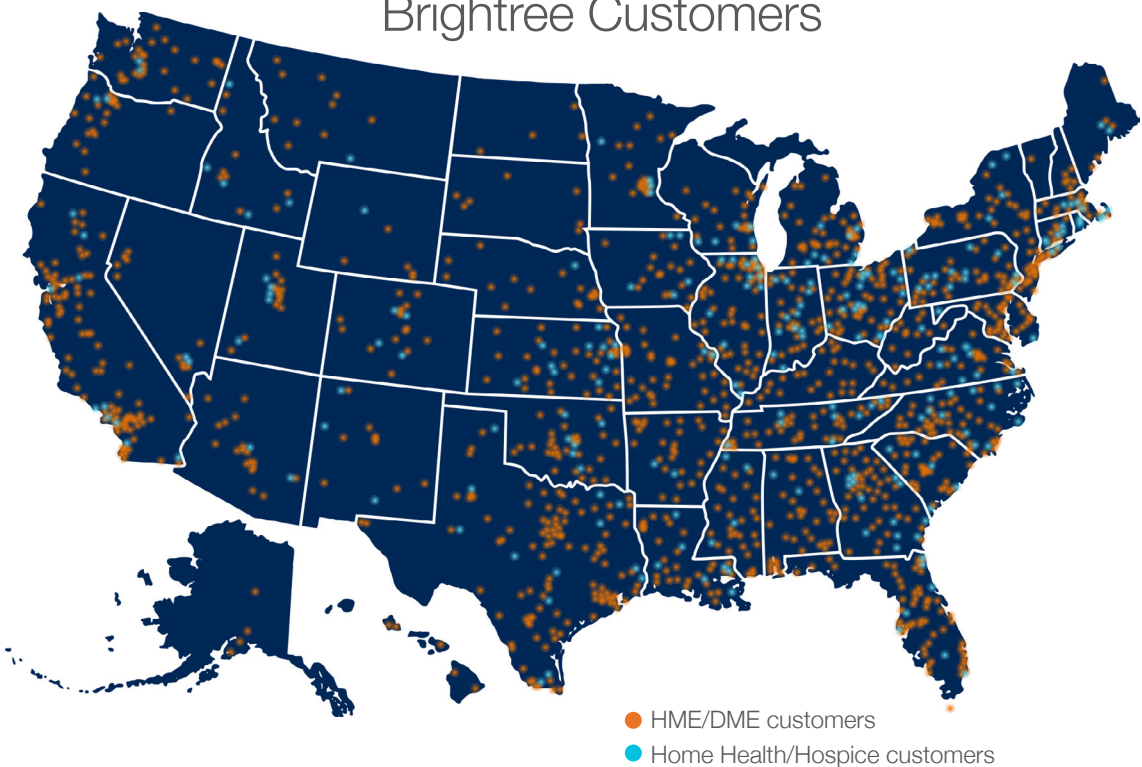
Brightree by the
NUMBERS

406,000 Users
66M+ Patients

\$18B Value of Claims Revenue
2,500+ HME & HHP Companies

9 Brightree Locations
800+ Brightree Team Members

Brightree Customers



Interoperability

Our web-based, SaaS solutions enable our customers to seamlessly and electronically connect and share data with referral sources, manufacturers, patients, and the healthcare industry at large. Our superior functionalities include advanced data integration capabilities and the ability to accept electronic referrals, which can help improve efficiencies by 30%-40%.

Customer Experience

Our training, implementation and support rank among the industry's highest in customer satisfaction ratings. Our expertise includes a unique combination of healthcare industry professionals, and an R&D team of 200+ engineers and regulatory advisors who solve real-world business problems.



Brightree's world-class business management solution is founded on a robust, cloud-based architecture that leverages technology and best business practices for HME providers in Billing, A/R Management, Inventory Management, Analytics, Reporting, and more.



"Brightree has become my most valued business partner. The platform is not just a piece of software you buy—it is a full-service solution. I don't need to worry about managing and maintaining hardware, installing software updates or updating Medicare codes or price tables. Brightree does that for me, automatically, around the clock, 24x7x365. There's a huge peace of mind having Brightree on my team."

Doug Amheiser, Owner, Legacy Medical



The **#1 choice** of HME providers. Over 2,200 HME providers rely on Brightree to do the heavy lifting to keep their business management technology on the cutting edge so that they can focus on the things that matter most to their business, including patient care.

Our solution will equip you with:

- Real-time insurance eligibility verification, and automate your CMN submissions and electronic claim filing to ensure you get paid the money you've earned quickly.
- The ability to efficiently monitor outstanding claims and organize your collection information based upon defined parameters.
- Inventory management features to significantly increase productivity, maximize inventory turns and enhance customer service, allowing you to run a smoother and more efficient business.
- An array of business intelligence, analytics and reporting tools that will give you instant access to real-time information to improve the financial health of your business. These tools will help increase visibility into your organization with task dashboards, reports, key performance indicators and much more.

Brightree's business management software includes:

- 1 Brightree Revenue Cycle Worklist** (RCW) focuses on your outstanding A/R, providing a dynamic way to assign and manage work without relying solely on manually pouring over paper reports. RCW takes A/R management from static spreadsheets to real-time, interactive worklists. No more printing reports and using highlighters. Save time managing your outstanding A/R and helping billing and A/R staff become more efficient and productive.

- 2** Embedded within the Brightree software, **Inventory Management** significantly increases productivity and enhances customer service. Shipments you receive in the morning are reflected instantly in your inventory and are immediately available for delivery. Our robust capabilities help you maximize inventory turns, flag obsolete and superseded products, and deter inventory theft.
- 3 Analytics and Reporting** functionalities deliver a full suite of analytics and reports that help HME providers oversee every aspect of their business, including billing, inventory, marketing, cash flow, A/R and more.
- 4 Real-time eligibility status** for Medicare, Medicaid, and commercial payers. Brightree users check patient eligibility, deductibles, and Same or Similar status with one click of the mouse.
- 5** Brightree simplifies electronic claims submission to Medicare, Medicaid and 3,000+ commercial payers with **eClaims Processing**. You'll never again deal with batching up claims, managing modems, re-keying data into third-party websites or resolving clearing house issues. Brightree handles all of the technology required to electronically transmit your claims and retrieve and post all remittance information.
- 6 Denial Management** features include pie charts that represent the breakdown of claims by denial codes by HCPCS, an aged cash summary, and an aged cash summary by HCPCS. Working your denials is done with a simple click on the pie chart to view your detailed invoices online. There, you can easily review, repair, and resubmit all in one simple step.

Brightree provides the post-acute care industry's most powerful platform for integration between HME, Home Health and Hospice organizations and the markets they serve.

Our mission is to provide software and services that not only enable post-acute care providers to maximize compliance, automate processes and generate more revenue, but to also facilitate better patient care. At the end of the day, post-acute providers aim to take great care of people, not manage the complexities of technology. Brightree is here to help.

Brightree HME CareNetwork

Connecting you to the **healthcare continuum.**



ePrescribe



Interoperability



Patient Resupply



Patient Collections



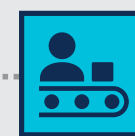
Mobile Delivery



- eSignature
- Patient Portal
- Sleep Therapy Compliance
- Point-of-Sale
- Diagnostic Testing
- Patient Engagement



ePurchasing



Drop Ship Fulfillment



- Order Tracking
- Inventory Control
- Item Maintenance



Revenue Cycle Management



Billing



- Claims Optimization
- Eligibility
- Electronic Remittance Advice
- Audit Response
- Documentation
- Reporting & Analytics
- Denial Management



- Intelligent Forms
- Referral Management
- CMNs
- Order Intake
- CRM

**REFERRAL
SOURCES**

PATIENTS

**MANUFACTURERS
& DISTRIBUTORS**

PAYERS

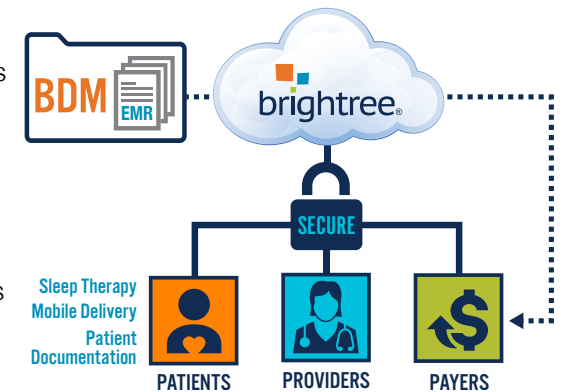
Brightree offers a broad range of innovative offerings and services that help organizations of all sizes solve the unique problems they face. What's more, our solutions adapt to need, and grow as your business grows.

Brightree Modules

Brightree Document Management (BDM)

is much more than an imaging tool. BDM maximizes audit compliance with intelligent workflows that require specific documentation before delivery and confirmation. This ensures the right documents are in place and have been properly reviewed prior to confirmation. Some of the features include:

- Integrates advanced document-aware capabilities
- Efficiently capture, manage, share, and secure documentation



Powerful solutions that help you improve your financial and operational performance.

Brightree MyForms is a custom forms and workflow management platform with secure messaging and eSignature features that helps you:

- Eliminate paper forms
- Improve audit outcomes
- Create process integrity across your entire organization

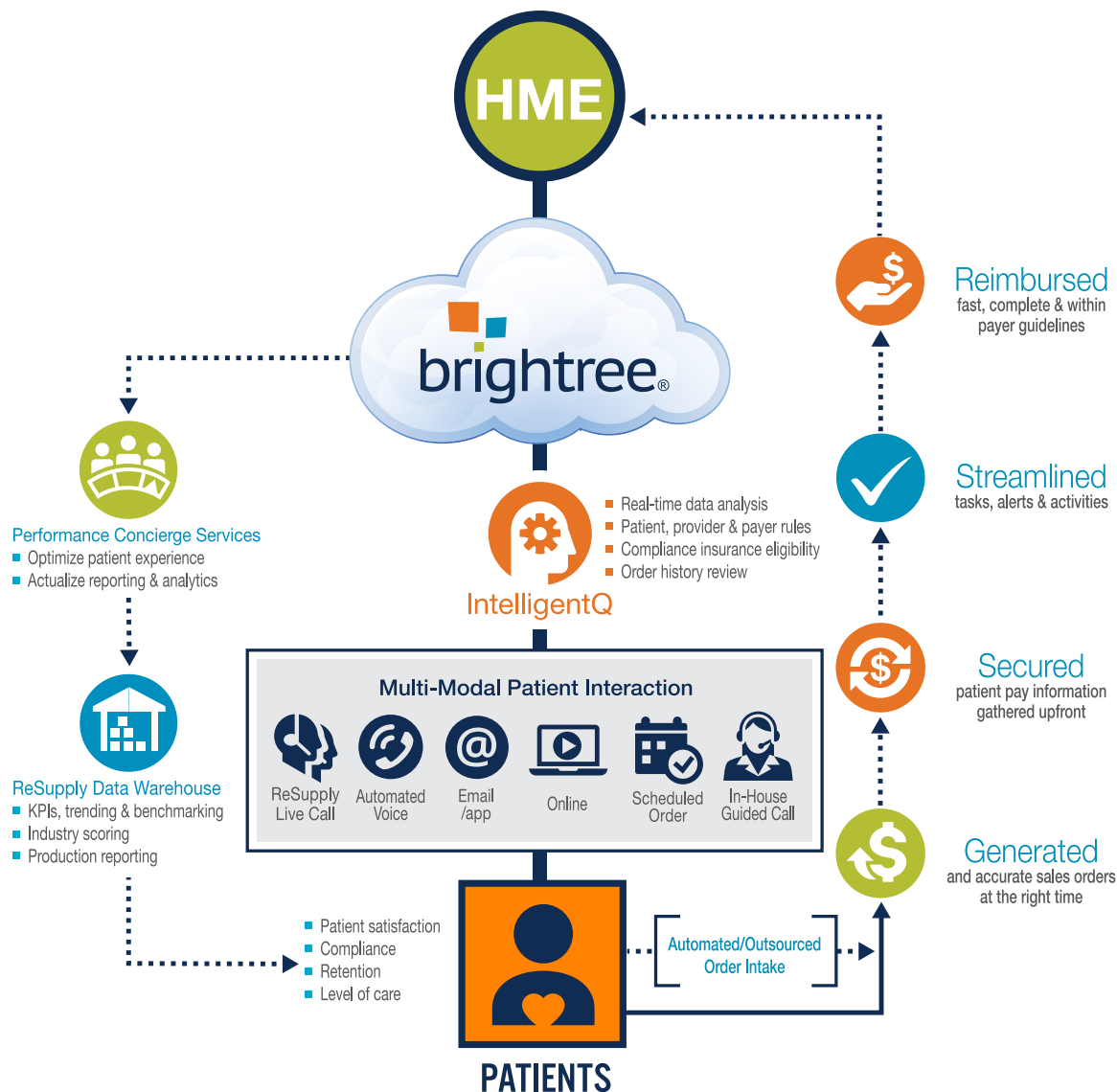
"We get hundreds of time-sensitive faxes every day, and Brightree Document Management has completely automated the process for how we receive those faxes, communicate to referral sources, and assign tasks. Everything from sales orders and delivery tickets to CMNs and patient records is linked and readily accessible with Brightree."

Jaime Walsh, Director of Compliance & Training, Epic Medical Solutions



Brightree ReSupply is an end-to-end management solution that enables you to optimize your resupply business and deliver a better level of patient care. ReSupply uses real-time patient eligibility checks prior to contact to help maximize compliance and reduce denials. Backed by personalized Performance Concierge Services designed to optimize your returns, ReSupply includes access to the industry's only resupply focused data warehouse, delivering analytics and benchmarking data to help manage how your resupply program is performing. Our holistic approach to resupply includes:

- Automated and dynamic contact methodologies
- Optimization tools for better patient engagement
- Online access and optional live calling using highly knowledgeable Brightree agents
- ReSupply order intake and processing capabilities



Brightree Sleep Therapy Compliance automates patient compliance management via real-time integration with leading sleep therapy manufacturers.

- Helps reduce manual, duplicate data entry tasks of compliance monitoring
- Improves data accuracy and removes staff busywork so they can focus on patients
- Helps determine non-compliance earlier so you can work hand in hand with your acute-care referral sources to avoid readmissions, since you're helping more of their patients comply with home therapy care protocols

Mobile Delivery increases the visibility of your operation, and puts an end to slow processes, lost paperwork, errors and delays. More than just streamlining your delivery operations, Mobile Delivery improves your productivity by:

- Dramatically reducing manual paper processing
- Accelerating your billing and collections
- Providing real-time delivery and order updates

Brightree Integrated ePurchasing and Fulfillment Services

allows you to order directly from major suppliers via real-time catalog access to suppliers, in fewer steps and with fewer errors.

- View item availability and pricing
- Direct-to-patient shipping and one-touch drop shipments
- Receive automatic confirmations, including delivery tracking, to further reduce inventory costs
- Speed up reimbursements and keep your patients even more satisfied



"With Mobile Delivery, we're able to expedite orders like never before. With our large fleet and multiple locations, Mobile Delivery has helped us reduce lost paperwork and increase the timeliness of billings and claims, which has been a huge return on our investment."

Patty Mastandrea, COO, Medicare Equipment Company

Brightree ePrescribe is a processing service delivered by Brightree for referrals received from network providers. It's comprised of athenahealth, Epic, GoScripts, Stratice Healthcare and Parachute Health. Save time processing referrals and enhance your visibility and relationship with health care providers. Control costs on administrative tasks by virtually eliminating manual referral entry. Streamline your referral processing workflow to reduce errors and omissions and increase reimbursement.

Brightree Modules empower you to take your Brightree platform to the next level with our integrated solutions.



Brightree's Web Services (API) allow you to easily share data between the Brightree software and other third-party software solutions and data warehouses. Brightree is web-based, so the data can be pushed and pulled in real time to support your unique business processes and information needs. We help you integrate with other enterprise applications.

Brightree's Diagnostic Testing integration enables you to order pulse oximetry and other diagnostic tests from diagnostic testing service (DTS) systems and view results directly from within Brightree, virtually eliminating the need for duplicate data entry and drastically reducing workflow interruptions. Diagnostic Testing helps you serve your patients faster and more reliably as well as make referral sources more confident in your speed and abilities, while increasing your efficiency with less administrative burden.

Brightree's Point-of-Sale (POS) Solution is a complete and easy-to-use solution for your retail HME operation, replacing cash registers and other expensive equipment with a standard PC and printer. Brightree POS is tightly integrated with the rest of the Brightree system, so inventory quantities, receipts and all other relevant data are automatically updated with each transaction.

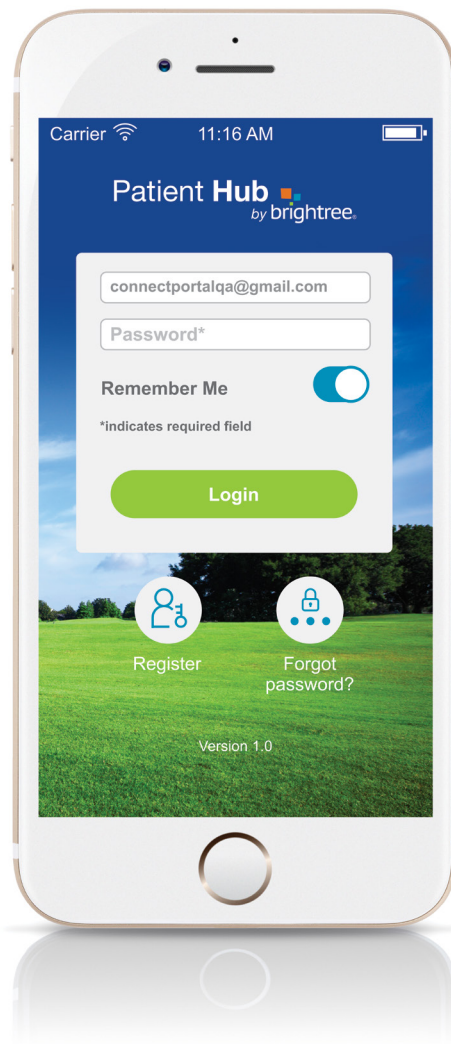


"Using the athenaCoordinator system minimizes the need for our marketing representatives to be in front of physicians at all times. Instead, we can rely on Brightree to strengthen our referrals while we focus more of our time on delivering the best quality of care to our patients."

Brad Heath, Vice President of Operations, Family Medical Supply

“The Brightree app eliminates a lot of administrative, duplicative work and non-value touches and replaces them with high-value touches like pop-up notifications and alerts on appointment reminders, patient surveys, video chats and picture messaging, and even telehealth.”

Seth Weinstein, CPA, business analytics manager, Medical Service Company



Patient Hub app moves patient engagement from a manual process to an automated one, eliminating any guesswork or missed opportunities. Important appointment reminders, insurance requests, order status updates and tracking information are all pushed out to patients. And they can reorder supplies and make payments, too.

The benefits of engagement:

- Automate manual processes
- Communicate faster and more easily with patients
- Eliminate multiple web portals
- Speed payments and increase revenue
- Reduce staff workload
- Improve outcomes

Brightree Security

Data security and disaster recovery is our top priority.

Brightree stays on top of compliance standards in its software. Brightree was built from the ground up with these standards in mind. We provide secure logins, passwords, and SSL so that all data remains private. Brightree logs all user activity and audits patient record activity. Brightree generates Patient IDs, provides a HIPAA Privacy statement checkbox, and features lock-down (non-editable) Patient and automatic user logout.

Brightree's data redundancy plan is multi-tiered to ensure your data is safe and available to you 24/7. The Brightree system design gives you data security in many ways, including:

- High levels of security (SSAE-16 compliance)
- Fully redundant power and networks
- Full datacenter level disaster recovery
- Automatic Enterprise backup systems
- Annual compliance and security audits
- Real-time security systems, including intrusion detection
- Next generation firewalls and security monitoring



At Brightree, we continually invest in new and innovative tools for post-acute providers, and pharmacy is a big part of that investment. We give pharmacists state-of-the-art tools to reduce the complexities and costs associated with managing compounded and noncompounded medications, equipment and supplies. Built on the industry's most trusted billing and business management platform, Brightree Pharmacy allows you to communicate with prescribers, file and find documents and clinically monitor patients.

Our single, cloud-based platform offers an integrated, robust document management solution so you can scan and automatically file faxed referrals, prescriptions and other necessary documentation.

Ready for the power of patient safety, efficiency, and getting paid when and what you're due? Then you're ready for Brightree Pharmacy.

“Brightree gives us a unified view into our HME pharmacy business, so we get more done in less time, without errors, and our compliance and reimbursement rates are greatly improved.”

Sarika Sheth, Pharmacy Manager, Advanced Pharmacy and Respiratory Care Solutions

Brightree Pharmacy

We spend 100% of our time focused on post-acute care, including significant investments in innovative tools to receive, fill and renew prescriptions, all while reducing errors and improving patient safety.

- Patient Hub app connects your pharmacy to patients by automating patient engagement and streamlining responses to insurance denials.
- ePrescribe securely interfaces with Epic and athenahealth to accept new referrals, and with SureScripts for prescription orders and renewals to eliminate manual processes and associated errors.
- Mobile Delivery connects you with your drivers by eliminating lost paperwork, capturing patient signatures on mobile devices and collecting patient co-pays at the point of delivery.

KEYS TO PHARMACY SUCCESS

Patient solutions made simple

When you've got the right tools for your business, it shows in your patient care and your bottom line. Our comprehensive suite of pharmacy solutions consolidates pharmacy and HME into one patient record, capturing new patient referrals, prescriptions, and eligibility verifications—all electronically.

Whether your pharmacy specializes in home infusion or HME supplies like respiratory medications, diabetic supplies, or enteral formulas, we've developed a single platform for your unique pharmacy workflows.

Everything in one place

One system, one database, one view of inventory, and one billing platform—all of your clinical, billing, and reporting activities are streamlined to give you the accurate business performance data you need.

Automate your workflow

At every step—from referrals and patient intake through receivables and reporting —our cloud-based software gives you everything you need for improved efficiency in all areas of your workflow.

Improve pharmacy compliance, get paid faster and increase productivity with Brightree.

Home Infusion Pharmacy

We meet the needs of home infusion pharmacies by providing everything our HME pharmacy customers require, plus extra automation to accommodate more complicated workflows.

RCM

When you outsource your insurance billing to Brightree, we extend your organization's resources with a dedicated accounts team focused on helping you collect more, get paid faster and maintain compliance. Our billing experts leverage the power of Brightree software to optimize your cash flow and implement proven best practices.

Brightree Revenue Cycle Management (RCM) services is your close business support and virtual billing department. We provide you with the benefits of a large professional operation so that you no longer bear the burden of hiring, training and managing an internal billing organization.

Intake, Billing & Collection Services

Optimize your financial performance
with the experts at Brightree.

1 Intake Management

Timely reimbursements begin with accurate patient setup and superior product knowledge for order entry. That's why savvy providers use Brightree to facilitate intake management to make sure patients and orders are setup correctly the first time.

2 Full-Service Outsourced Billing

Brightree billing experts serve as your virtual insurance billing department. We manage your complete process from sales order confirmation to payment posting and ongoing accounts receivable.

3 Project-Based Billing Services

Whether or not you decide to outsource billing, Brightree can supplement your organization to get critical work done. From A/R cleanup to CMN logging, initial sales order loads and payment posting, we'll make sure you collect more of what you earn.



"Brightree RCM has given us the tools, the reporting and the communication we need to better collect our money and reduce Held A/R. In some categories, we've improved by up to 60%."

Roy Neely, CEO
Aeratech Medical

BPC

Brightree Patient Collections has the only all-in-one, complete solution to get providers paid faster, improve efficiency and allow your staff to concentrate on higher payoff activities. BPC designs and launches a very strategic A/R plan for you which includes sending invoices that are simple for patients to understand, making timely follow-up calls, and providing a fast and easy way for patients to set up automatic payments, pay online or over the phone. Brightree has identified the reasons patients don't pay and developed automation tools to help you get your money faster.

GETPAID  HME app

Accept payments quickly, easily and on the spot.

AUTO  PAY

Automatic payments, on time, every time.

PATIENT  PORTAL

Easy patient access and account management.

VIRTUAL  AGENT

The future of intelligent collection.

LOCK  BOX

Automate and accelerate your receivables processing.

PATIENT  FINANCIAL
SERVICES

Personal interactions to collect payments and improve the patient experience.



"Our results with Brightree Patient Collections have far exceeded what we expected. Using [AutoPAY], we're in the high 90% collection rate."

Michael Hadden, General Manager, O'Neal Medical



"Brightree has given us a solution for our patient collections. We were skeptical because anything that's automated feels like it doesn't have a personal touch. But our patients are impressed with the convenience of our automation. That is definitely a success. Our staff can now focus on areas that require more efforts like payers."

Annika Marmioli, VP of Operations Systems & IT, ABC Medical Supply



"Brightree is helping us manage our patients more effectively. It's giving us the information, the tools and allowing us to touch more patients with less resources. Brightree Connect has been ideal for us in meeting some of our reimbursement and reduced margin challenges. Our average revenue per order is up about 50%."

Andy Miller, President, Total Home Health

How may we **HELP** you succeed?

Visit us at **www.brightree.com/demo** or call us to set up your personal demonstration at **1.888.598.7797**.



"As a former CEO of a large, progressive HME organization for 12 years, I empathize with the issues providers are facing in today's rapidly changing market. I also had the experience of being a Brightree customer, so I believe I have a firsthand understanding of what HME providers expect from their technology partner. In my role as CEO of Brightree, I am committed to finding new ways that Brightree can equip HME/DME providers to leverage technology and services to manage costs, improve workflows, identify new revenue streams, and connect to the entire healthcare ecosystem; with an overarching goal of improving patient care. And I assure you that the entire Brightree team is committed to helping you succeed in these areas."

Matt Mellott, President and CEO, Brightree LLC



"The reality is that we couldn't operate the volume of business that we do without a software such as Brightree. The business is just too complicated, healthcare itself is just too complicated, the product lines are just too complicated for any other type of billing software to be able to effectively build correctly, receive the payments, post those payments, and then chase AR, etc."

Matt Ford, COO, Sail Healthcare



"All of the Brightree solutions that we use are very important to our business because of our complex workflows. It helps us streamline from intake to billing to collection. It's vital to our business. Brightree's listened and taken into consideration the issues that we face as a business and helped find solutions. They've been a good partner."

Barb Leech, CEO, Healthline Medical Equipment



For more information or to request a demo,
please visit www.brighttree.com/demo or
call us at **1.888.598.7797**.