

## 15 REASONS FOR THE CONNECTIONS APP

*CHESS Health's eRecovery solution, encompassing the Connections App, has unique features and delivery capabilities vital to a provider's clinical and business objectives and to sustaining an individual's recovery*

### 1 IT'S EVIDENCE-BASED

The Connections App, developed at the University of Wisconsin with support from the National Institutes of Health (NIH), has been proven to improve recovery outcomes and increase patient retention in multiple randomized clinical trials. See [www.chess.health/evidence](http://www.chess.health/evidence).

### 2 BACKED BY PEER SUPPORT SPECIALISTS 24/7

The Connections App combines technology and certified peers (the CHESS Engagement Team) to deliver vital recovery support to individuals all the hours of the day and night, every day of the year.



**CHESS Engagement Team**

### 3 PEER SUPPORT DISCUSSION FORUMS AND VIDEO MEETINGS

Individuals feel less isolated and more confident in their recovery through the app's anonymous, online discussion forums and video group meetings, all led by CHESS' Engagement Team.

### 4 NEAR-ZERO EFFORT FOR PROVIDERS

CHESS understand the workforce challenges providers face; that's why we work hard to make the Connections App & eRecovery easy for provider organizations. A provider's entire work effort could be just to tell patients there's an app for them. CHESS will do all the rest, including app engagement, community/content moderation, and crisis support.

### 5 EASY ONBOARDING OPTIONS FOR PATIENTS

We keep the experience simple for patients too, starting with how they get the app – they can either invited/setup by their provider or self sign-up via the web or a kiosk. In case the patient needs any technical support or login help, CHESS will handle it and help them.

### 6 CBT FOR RECOVERY

The Connections App offers more than just great peer support – patients can also learn and practice recovery skills through engaging CBT lessons and practice worksheets.

### 7 GAMIFICATION

The Connections App uses points, levels, and badges, to give patients goals to pursue in their use of the app and intrinsic rewards for positive and sustained use of high-value features.

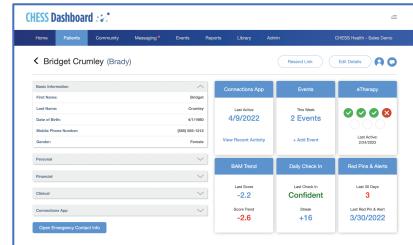
### 8 SURVEYS AND DATA COLLECTION

Patients are prompted (and reminded) to complete surveys in the app, including a daily check-in, the weekly BAM survey, the PHQ9, and any provider-specific (custom) surveys.



## 9 POWERFUL CARE MANAGEMENT FUNCTIONALITY

While providers can leave the support of their patients to the CHESS Engagement Team (the 'near zero' effort mode), the available CHESS Dashboard enables providers to be active with their patients. Key features include messaging, video calls, viewing survey data, receiving risk alerts, setting & tracking reminders, curating provider-facing content, and much more.



## 10 EXTENSIVE REPORTING AND ANALYTICS

Every activity a patient does in the app, every message they post, and every survey they answer is stored and available for reporting through the CHESS Dashboard. The accompanying Enterprise Analytics module provides insights on utilization, engagement, and outcomes.

## 11 EHR INTEGRATION OPTIONS

CHESS offers optional methods for integrating eRecovery with a provider's electronic health record (EHR) system, including receiving a weekly patient census file (easy), published APIs for EHR vendors to integrate with, and single sign-on (SSO) support. Ask us for our EHR integration experience.

## 12 HITRUST CERTIFICATION

Your IT/Compliance teams will ask... "Will our data be secure with CHESS?" It will. CHESS employs all the best practices for system management and security and we have our processes audited and certified annually in accordance with HITRUST standards. Ask us for our IT security and hosting white paper.

**HITRUST**  
**CSF Certified**

## 13 WE ADDRESS CO-OCCURRING MENTAL HEALTH AND SDOH NEEDS

Sustained recovery from SUD and improving one's quality of life often requires more than just SUD treatment. The Connections App includes programming and peer support focused on mental wellness/co-occurring needs and helps to connect individuals with services related to their social determinants of health needs.

## 14 CONEXIONES APP

**¿Tienes pacientes que hablen español?** In 2022, the app will be translated and culturally-adapted, backed by bilingual peers, for individuals whose primary language is Spanish.

## 15 REAL ROI

Our tagline is "Real Evidence, Real Recovery." We could add "Real ROI" because numerous providers have measured improved patient retention (resulting in more revenue) from patients who used the Connections App.

**25%**

Increased patient retention

### "But will the individuals we serve use the Connections App?"

Some providers wonder whether the app will be accessible to their patients due to being in a rural area, high levels of poverty, perceived lack of access to a smartphone or tech-savviness, or other reasons.

**Yes, they will.** The Connections is widely-used by individuals in rural areas, on Medicaid (or uninsured), with little technology experience, and other characteristics often assumed to mean low adoption of mobile apps. Ask us for testimonials from the real people who use our app everyday.