



## BEHAVIORAL HEALTH PRACTICE CASE STUDY

# DREAVITA

Kintsugi Voice successfully increased the compliance rate for patients completing mental health assessments from 30% to 97%, and achieved 100% agreement to the clinical judgement of therapists, enabling more effective care, improved patient satisfaction, and automated longitudinal monitoring.

“  
On day one, I saw three new patients with signs of severe depression; Kintsugi’s results directly aligned with my clinical judgement as a therapist.”

- LMFT, Dreavita

### 01 The Challenge

Low patient compliance with traditional mental health screening tools and inherent bias in self-assessment tools presents a major hurdle to adequate behavioral health treatment.

### 02 Commercial Insights

Dreavita, a behavioral health practice, integrated Kintsugi’s voice biomarker API into its virtual care session workflow to analyze 60 seconds of free form patient speech for signs of depression. The adoption of Kintsugi helped Dreavita to optimize patient care through effective, efficient, and empathetic screening processes.



### 03 Outcomes

Dreavita saw 96% patient consent for Kintsugi’s voice biomarker technology, driven by higher patient satisfaction from a frictionless assessment experience.

Kintsugi Voice’s depression results also obtained 100% consensus with clinician evaluation across 150 patients in the first 6 weeks. Dreavita is able to more proactively tailor behavioral health services and monitor the effectiveness of clinical care on the patient’s mental health outlook at a 19x ROI on time-savings alone.



ENTERPRISE CASE STUDY

# Major *Employer*

Kintsugi Voice successfully connected employees to different levels of wellness support in a large enterprise deployment above and beyond its current efforts using questionnaires. Employees immediately recognized the value of on-demand support for their peers and successfully co-developed an enterprise-grade product, ready for further distribution.

FEEDBACK

*“I trust the analysis result more than the pulse survey.”*



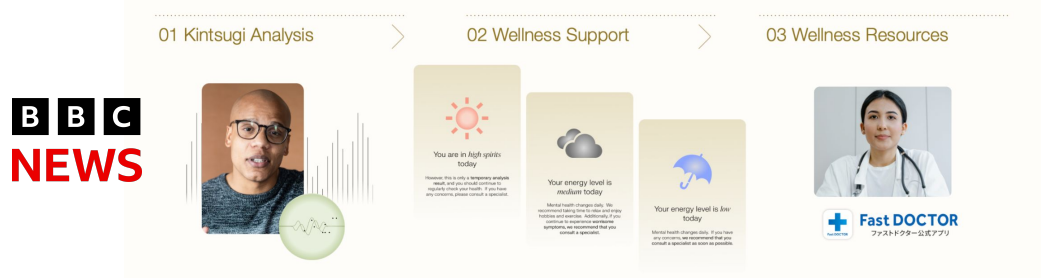
NTT employee | Anonymized

## 01 The Challenge

Poor mental health is a major contributing factor to productivity and absenteeism in a workplace. In Japan, mental health screening is mandatory across all large employers, and Kintsugi was brought in to support screening at scale. Currently, wellness questionnaires are served through the employer’s internal Wellbeing portal.

## 02 Pilot Insights

Kintsugi was able to screen a 2,000 employee population with ease by offering them an ability to record a 40-second voice memo for Kintsugi analysis as one of the options for a check-up in its Wellbeing portal. BBC News covered our pilot as an example of AI for Good.



## 03 Outcomes

Employees received immediate support such as stress management education, employer counselor services, and clinical telehealth support from Fast Doctor, Japan’s largest telehealth platform.

With an 85% success rate in screening above and beyond the current questionnaires, the strong employee activism in developing further helpful action cards for their peers has demonstrated the high level of collaboration across Kintsugi’s flexible voice biomarker solution and all of its stakeholders.



ENTERPRISE CASE STUDY

# Major Payor

Kintsugi Voice successfully identified 30%+ more members with some level of depression vs. PHQ-2 in a care management call center, enabling risk stratification, triage, and reducing Time To Care (TTC) for 800 recently discharged Emergency Department (ED) and Maternal Health patients.

“Kintsugi is the gold standard. The team went above and beyond to understand our members and use cases.”

- Sr. Director of Innovation,  
UnitedHealthcare



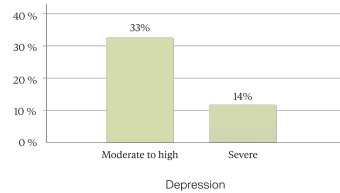
## 01 The Challenge

Mental health is a major contributing factor to ED readmissions and missed maternal health visits, increasing total costs of care 4-6X. Kintsugi was brought in to create mental health risk scores for these populations at scale through their API integration with our care management call center. Currently, PHQ-2 is administered as the current standard of care.

## 02 Pilot Insights

Kintsugi was able to stratify the population by severity beyond what PHQ-2 was able to capture and found 30%+ more members confirmed with claims to be depressed. Patient consent exceeded 80% which was 3.5x expectations.

Depression Stratification



80%  
patient  
consent rate

\*3.5x higher  
than client  
expectations

## 03 Outcomes

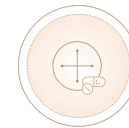
This POT took place over the course of 2022/2023 and successfully met the pilot’s operational and performance goals. As a result, the executive team recommends advancing to POV with the maternal health commercial team, enterprise clinical decision support team, Medicaid, and Rx team.



No to low depression



Moderate depression



Severe depression

**\$6.2K**

Estimated annual  
median cost for  
undiagnosed  
depression per  
member