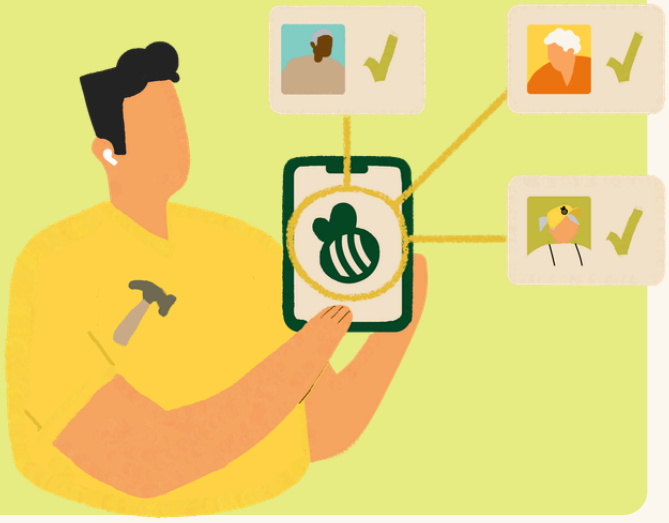
THE HELPER BEES®

www.thehelperbees.com

CASE STUDY

Speeding Up In-Home Support Fulfillment

See how The Helper Bees accelerated post-discharge support delivery for a Fortune 50 healthcare company.



The Problem

Although 80% of in-home care referrals go smoothly, the other 20% are difficult to complete quickly due to remote service locations, poor timing, or scheduling barriers — and a smaller fraction of those are nearly impossible. Despite this company's size and resources, they were having a hard time making swift progress with the subset of challenging referrals that were frequently reassigned or left sitting idle with a provider agency. **Some members weren't getting the support they needed during the critical post-discharge window.**



The Results

Our **well-organized nonmedical support platform** and **large network of vetted providers** make it easy to be persistent in deploying timely interventions. We act fast to fulfill the challenging 20% of referrals — including the most difficult 1-3% — that affect our partner's performance.

Making Fulfillment Faster

4-6 credentialed providers per rural area

0.88 days to make first outreach attempt

4.62 days to complete first visit after contacting member

How We Do It

With a streamlined system and a nationwide network, we have no problem speeding up support delivery at scale.



Our Process

- Providers must document encounters to receive payment, giving real-time visibility into which referrals do / do not have completed encounters
- Escalations are caught early and handled by Regional Benefits Coordination teams
- The size of our provider network (25K+ nationwide) allows us to keep reassigning referrals until each member receives their first visit

Here are the results we achieved for our partner in the first 15 weeks of 2026:

11,224
encounters invoiced

831
unique members served

131
different providers delivering services

The Big Win

Members who receive a first visit receive an average of nine total visits, comprising 31.5 hours of support service.

Pushing through to the first connection quickly unlocks more chances to help members in the post-discharge window, preventing costly readmissions.

Make Our Platform Work for Your Plan

If stalled referrals are affecting your performance, The Helper Bees is sure to have a fix. Reach out to us soon so we can talk about your needs in more detail.

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