



Company	BetterNight	Neru Health
	 CLARITY Powered By BetterNight	 NERU HEALTH
Solution	Clarity	Neru Health Artificial Intelligence (AI) CPAP Coach
Website	betternight.com	neruhealth.com
Description	<p>BetterNight’s proprietary data analytics software, Clarity, allows the company to exception manage and coach tens of thousands of its sleep patients. Rather than relying on subjective data, Clarity provides objective reporting on adherence and efficacy in real-time. It also allows BetterNight to appropriately resupply our patients so they can maintain their high levels of adherence long-term. Clarity is the bridge between objective data gathering and the patient.</p>	<p>Neru Health’s AI sleep coaching platform delivers 24/7 personalized support, guiding patients from device setup through adherence coaching to resupply management—via phone, text, or web app. Neru phenotypes patients based on CPAP usage patterns, demographics, and comorbidities to assess their likelihood of therapy success and tailors the coaching program to the patient’s specific needs and barriers. Neru’s behavioral science interventions, developed in collaboration with Harvard scientists, encourages sustained engagement and long-term therapy success—driving measurable improvements well beyond the critical 90-day compliance period.</p>
Designed for	Sleep Disorders Centers, Private Medical Practices, Dental Sleep Practices, HMEs/DMEs, Health Systems	Sleep Disorders Centers, Private Medical Practices, HMEs/DMEs, Health Systems
Supporting Evidence	<p>BetterNight has been tracking its patients’ CPAP adherence for over twenty years. It currently monitors over 50,000 patients daily. Medicare adherence averages 75%-85%. References include: doi: 10.1007/s11325-015-1298-4; doi: 10.1007/s11325-015-1298-4; doi: 10.1093/sleep/zsaa056.625.</p>	<p>Upon rolling out the system to 2,000+ patients, the program demonstrated 10%-20% increase in Medicare adherence rates compared to the provider’s historical baseline, 34% reduction in call volume to clinical teams by automating patient troubleshooting and support, and +5 point improvement in Net Promoter Score, reflecting stronger patient satisfaction. The program used a hybrid care model in which Neru AI resolved ~80% of patient issues autonomously, escalating only complex cases to human staff.</p>
Patient Contact	<p>The needs of the patient determine the frequency of patient contact. The Clarity system monitors all patients daily and flags those who need follow-up. Contact personnel include telemedicine with board-certified sleep doctors and RT/RPSGT coaches. Messaging includes calls, emails, and texts.</p>	<p>Patient contact is delivered via voice, text, and/or email, depending on the provider’s preferences. Outreach can occur daily or weekly based on each patient’s engagement needs and communication preferences. Neru is built to engage patients in multiple languages—including Spanish. Neru can integrate into providers’ existing phone trees to deliver after-hours and/or business-hours support.</p>
Provider Contact	<p>BetterNight provides real-time treatment status, Medicare compliance, adherence, and treated AHI so providers have detailed insight into their patients’ sleep health.</p>	<p>For CPAP troubleshooting and adherence coaching, escalations for complex patient issues can be routed in several ways—via email to clinical staff, direct call transfers to human support, or integration into existing EHR systems such as Brightree or Niko Health. All escalations are triaged by severity: routine concerns can be directed to appointment scheduling, while urgent issues trigger team notes for immediate callback or live phone transfer.</p>
Pricing	<p>Coaching services included in the set-up cost with CPAP or ongoing CPAP resupply. Value-based care options are available for payers.</p>	<p>Pricing is based on service level, patient volume, and the provider’s selected features. Typical engagements include a one-time setup fee for implementation, followed by a monthly platform fee and usage-based pricing.</p>
Demo Scheduling	dmunafa@betternight.com	neruhealth.com/sleepviewdemo

Information for this guide based on data submitted by CPAP adherence solutions marketers. Sleep Review strives for accuracy in all data but cannot be held responsible for claims made by other companies. All CPAP adherence solutions companies get one listing at no charge. Advertisers were offered an extra listing. All options may not be included. Email editor@sleepreviewmag.com to be considered for the next update.



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Resmed	Sanusom Inc	sovaSage Inc	VGM Group
 <p>myAir and AirView</p>	 <p>Sanusom</p>	 <p>sovaGuide "Featuring Jeanie"</p>	 <p>VGM Total Sleep Services</p>
resmed.com	sanusom.com	sovasage.com	totalsleepservices.com
<p>myAir is an easy-to-use online support program and app designed to empower patients to stay engaged with therapy. Using interactive coaching and the ability to track and view nightly sleep data, myAir has been found to improve patient compliance from 70% to 87% among users also monitored in resmed's patient management platform AirView (source: doi: 10.5664/jcsm.9008). Users of Air11 therapy devices will have access to updated myAir features like Personal Therapy Assistant and Care Check-In, which guide patients through setup, check in on their progress, and provide tailored support content to help them self-resolve common therapy challenges.</p>	<p>Sanusom was designed to drive long-term adherence backed by research. It has all PAP manufacturer compliance data in one system. A searchable intervention engine allows non-clinical staff to quickly resolve the most common problems patients face in the early stages of PAP therapy, reducing escalations.</p>	<p>AI-powered virtual PAP coaching SaaS platform that escalates to human coaches as needed. Combines real-time data for actionable results. 90-day compliance to long-term monitoring. Fully integrated, automated workflows. Scalable.</p>	<p>VGM Total Sleep Services is an all-in-one US-based solution for modern, technology-driven sleep healthcare. VGM's comprehensive program streamlines sleep therapy—from AI-powered CPAP mask fitting and machine dropship with pressure setting, virtual setup, to patient compliance and adherence monitoring, resupply fulfillment, and asset recovery.</p>
Sleep Disorders Centers, Private Medical Practices, HMEs/DMEs, Health Systems	Sleep Disorders Centers	Sleep Disorders Centers, HMEs/DMEs, Health Systems	HMEs/DMEs
<p>Patients using myAir are twice as likely to achieve 90-day, CMS-defined PAP therapy adherence than non-users, according to an international big data study, with more than 80% of them still engaged with PAP therapy after their first year (source: doi: 10.5664/jcsm.9008). Another study found that the use of myAir in combination with AirView improved compliance by 17% compared to AirView monitoring alone (source: doi: 10.1016/j.chest.2017.11.005).</p>	<p>90-day compliance rates 16% higher than the industry average; 180-day adherence rates 33% higher than the industry average.</p>	<p>500,000 patients managed to date (4 years). 90-day compliance 70%-81% and beyond. ROI: 200%-800% (avg).</p>	<p>Increase compliance by an average of 14% of the current baseline rate.</p>
<p>Patients can track their sleep therapy daily through myAir and receive tailored coaching through push notifications and emails.</p>	<p>Software alerts nonadherence. A dynamic workflow using tools to prioritize patients for outreach.</p>	<p>Minimum 12 contacts over 90 days. AI drives the number of encounters and escalation to live coach intervention as needed.</p>	<p>Patient contact is based on their daily monitoring, efficacy, and preference.</p>
<p>Providers can view nightly therapy data through the AirView platform and can perform settings adjustments and issue management all without requiring in-person visit.</p>	<p>Providers are contacted in the event of an escalation that cannot be solved by the care team.</p>	<p>Onboarding, training on demand (with our internal staff), operational calls weekly, account review monthly and extensive online help within the product.</p>	<p>[no response]</p>
<p>The myAir and AirView digital solutions are available to healthcare providers as part of Resmed PAP therapy.</p>	<p>\$13.50-\$17/patient/month, depending on volume.</p>	<p>2 price options: Pro or Biz.</p>	<p>Pricing is based on volume and the number of services.</p>
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