

Results at a Glance

Reduced Hospitalizations*

More consistent care coordination and earlier intervention helped reduce avoidable hospitalizations.

3x

CCM Revenue

Existing care activities were systematically captured and converted into compliant, billable CCM services.

No Additional Staff Required

Your Health scaled its CCM program by empowering its existing care teams rather than expanding headcount.

CUSTOMER SPOTLIGHT

Your Health: Transforming Existing Care Activities into Quality and Financial Growth

Your Health was already delivering comprehensive chronic care through the daily efforts of its existing clinical and support teams. By implementing Clinii, the organization was able to more effectively identify, document, and measure these existing care activities within a structured CCM program. This enhanced visibility strengthened care coordination, supported improved patient outcomes, and ensured qualifying services were appropriately captured for reimbursement creating a more sustainable model for continued investment in patient care.

About Your Health

Your Health is a leading home-based primary care organization serving medically complex Medicare patients across South Carolina and Georgia. Its multidisciplinary teams including providers, nurses, pharmacists, social workers, community health workers, and care coordinators deliver comprehensive care across clinical settings and patients' homes.

Many patients manage multiple chronic conditions that require consistent clinical oversight and support beyond the traditional office setting. Your Health's care model is designed to address these complex needs through proactive patient engagement, coordinated care, medication management, and ongoing clinical support. By enabling meaningful patient touchpoints across the broader care team, including non-provider staff, Your Health can maintain more consistent engagement and support a whole-person approach to care. Together, these efforts help improve quality, strengthen outcomes, and reduce avoidable hospitalizations.

As Your Health expanded its care management programs, leadership recognized that sustaining and scaling this model required more than dedicated clinical teams. It required an operational infrastructure capable of capturing the work already being performed, supporting consistent care delivery, measuring quality and outcomes, and appropriately documenting reimbursable services which was only achievable through Clinii's CCM software.

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The Challenge

Great care was already happening. The infrastructure was not keeping pace.

Your Health was already delivering exceptional chronic care. But fragmented workflows and manual documentation made it difficult to scale operations, monitor care activities, and maximize CCM reimbursement.

The organization needed more than a documentation tool—it needed an operational platform.

The Strategy

Turning everyday care into a scalable care model.

After evaluating multiple CCM platforms, Your Health selected Clinii because it strengthened existing care workflows rather than replacing them. By connecting eligibility, care coordination, documentation, reporting, and billing in one platform, Clinii transformed everyday care into a scalable operating model.

1. Empower Existing Care Teams

Rather than creating a separate CCM team, Your Health enabled its existing care staff to participate in the program. Clinii integrated seamlessly into daily workflows, giving teams greater visibility while reducing administrative work.

2. Capture qualifying care activities as they occur

Throughout each month, Your Health's teams performed qualifying CCM activities such as:

- Patient outreach
- Medication reviews
- Care coordination
- Chart reviews
- Care plan updates
- Provider communication
- Follow-up documentation

Instead of relying on manual month-end reconciliation, Clinii captured and organized qualifying activities as they occurred, creating compliant, billing-ready documentation.

Leadership gained real-time visibility into patient engagement, staff activity, documentation status, and reimbursement opportunities while reducing the risk that valuable work would go unrecorded.

3. Connect operational activity to measurable outcomes

With greater visibility into daily workflows, Your Health could identify care gaps, prioritize high-risk patients, strengthen follow-up, and intervene earlier.

Leadership could also track performance across enrollment, staff activity, documentation, and reimbursement. Instead of estimating program performance, Your Health could see it.

The Results

Better patient outcomes. More efficient operations. Stronger financial performance.

By replacing fragmented workflows with a connected operating model, Your Health transformed CCM from a collection of disconnected activities into a scalable care management program.

The organization gained greater visibility into patient needs, staff activity, documentation, program performance, and reimbursement while reducing administrative work across the care team.

Reduced Hospitalizations*

Improved visibility into patient needs, stronger care coordination, and more consistent follow-up helped care teams identify risks sooner and intervene before conditions escalated.

Instead of reacting only after a patient's condition worsened, teams could proactively manage chronic conditions through continuous engagement and coordinated care.

Better Utilization of Existing Staff

Your Health scaled the program without adding staff.

Providers, nurses, pharmacists, community health workers, social workers, care coordinators, and administrative staff continued delivering high-quality care with more standardized workflows, centralized visibility, and significantly less manual reconciliation.

Operational leaders gained better insight into team activity and program performance, enabling Your Health to expand patient enrollment without proportionally increasing headcount.

3× CCM Revenue

By systematically capturing qualifying care activities already taking place throughout the month, Your Health tripled CCM revenue without fundamentally changing how its teams delivered care.

Qualifying activities flowed into compliant, billing-ready records, improving reimbursement accuracy and reducing missed revenue opportunities.

The additional revenue created a stronger financial foundation for continued investment in the people delivering patient care.

*Hospitalization results should be supported by Your Health's approved reporting methodology, measurement period, patient population, and comparison baseline before publication.