

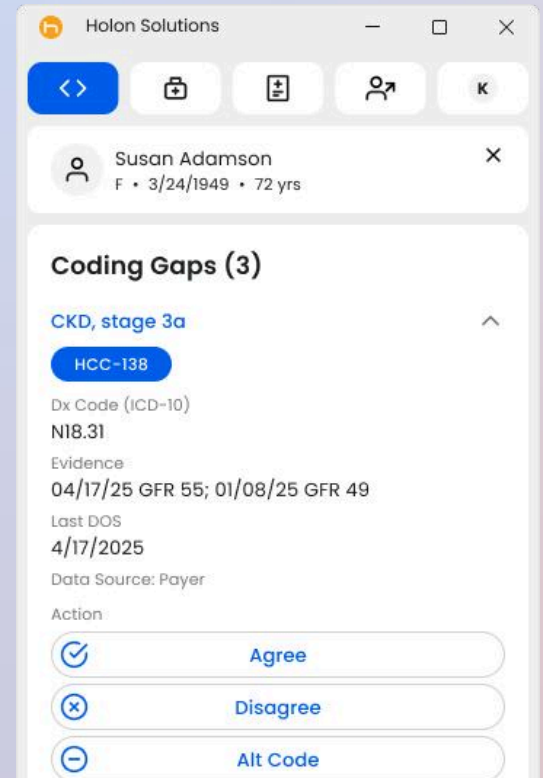
# LECOM Modernizes Quality Workflow With Holon's Automated Insights

**Customer:** LECOM Health

**Industry:** Primary Care & Ambulatory Practices

**EHR:** HealthFusion

**Primary Payers:** Highmark, UPMC



## THE CHALLENGE

Before Holon, LECOM's quality team was overwhelmed by fragmented payer workflows and manual, paper-based processes. Highmark and UPMC forms had to be printed, prepared, and physically delivered to each office—sometimes monthly, office by office. Providers also needed to log into separate payer portals, which created workflow friction and inconsistent engagement.

This shift not only simplified workflows for providers but also freed up substantial administrative time for the quality team.

## SOLUTION

Holon eliminated paper forms and disconnected payer portals by surfacing real-time quality and HCC gaps directly inside the existing provider workflow. Instead of manually prepping forms and driving them to offices, LECOM's team now relies on Holon's automatic, point-of-care prompts.

Providers no longer need to remember logins or search for payer forms—Holon intelligently pops up alerts exactly when and where they're needed.

**"It gets utilized more because it pops up on the screen. They're not digging for forms or remembering logins—it's just there."** — Natalie Gorski, Quality Specialist

This shift not only simplified workflows for providers but also freed up substantial administrative time for the quality team.

**"We were getting pushback with all the different platforms and forms. Now that Holon has both Highmark and UPMC, it's more streamlined—and two less platforms we have to print from."**

— Natalie Gorski, Quality Specialist,  
LECOM Health

## RESULTS

- **Complete removal of printed payer forms** for Highmark and UPMC
- **Significant administrative time savings**—no more prepping, sorting, and traveling to offices
- **Higher provider engagement** compared to Arcadia/Stellar forms
- **Fewer workflow disruptions** due to auto-login and user session handling features
- **Improvement in quality scores and incentive earnings**

**“Arcadia never worked properly. With Holon, it’s 1,000 times better!”** — Natalie Gorski, Quality Specialist

Holon’s visibility and automation ensure that providers act on gaps consistently—something the other solutions couldn’t achieve.

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## ADOPTION & INTEGRATION INSIGHTS

Providers adapted quickly with minimal training. Holon’s embedded prompts and auto-login made the workflow intuitive, and the quality team now uses Holon daily to flag issues and help providers prepare for upcoming visits.

Holon’s in-workflow presence ensures actions aren’t overlooked, making preventative and chronic care more consistent.

**“It would be great to have everything included into one platform.”**

— Natalie Gorski, Quality Specialist





## LOOKING AHEAD

LECOM aims to expand Holon across additional payers—such as Aetna and United—to fully consolidate all quality and HCC workflows into a single platform. The team also sees potential for using Holon in specialty workflows, such as endocrinology, to surface alerts around A1C testing and kidney function monitoring.

Holon’s unified, payer-agnostic approach is central to LECOM’s strategy for improving quality performance and reducing administrative overhead.

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## HOLON PLATFORM HIGHLIGHTS

-  Real-time insights embedded in any EHR
-  Tracks HCC capture from delivery to submission
-  Payer-specific rules embedded in guidance
-  Live in under 10 days, no IT lift

**“I’m impressed with the system. I use it every day.”**

— Natalie Gorski, Quality Specialist