

How Integrity Health Reduced Healthcare Spending by More Than \$70 PMPM for a Higher-Risk Population

Integrity Health is a population health organization that delivers comprehensive primary care and coordinated care management through its Partnership Health Centers (PHC) for public sector populations. By combining advanced primary care, RN-led care coordination, behavioral health, preventive services, and proactive member engagement, Integrity helps patients receive the right care before conditions escalate into avoidable, high-cost medical events.

As part of its ongoing partnership with Lightbeam, Integrity has continued to strengthen its data-driven approach to care management, using population health insights to support earlier intervention and proactive engagement for higher-risk diabetic members while reducing healthcare costs.

“Our care coordinators have always done incredible work. As our care management strategy has evolved, having the structure, visibility, and timely data to operate as strategically has become increasingly important.”

Judy Lagana, RN, BSN, MSM

Chief Clinical Officer and Senior Vice

Results

Integrity analyzed outcomes among approximately 658 diabetic patients over a one-year period, comparing care-managed and non-care-managed populations. Although care-managed patients were more clinically complex (risk score 3.07 vs. 2.62), they demonstrated lower healthcare utilization and overall healthcare costs.

\$70.80

lower healthcare costs
per member per month (PMPM)

\$1M+

lower inpatient hospital costs
(\$44M vs. \$45M)

\$26K

lower 30-day readmission costs
(\$437K vs. 493K)

The Challenge

Managing chronic conditions such as diabetes requires more than treating illness after it occurs. Success depends on identifying patients who need support before preventable emergency department visits, hospitalizations, and unnecessary healthcare costs occur.

Many of Integrity's diabetic members required ongoing, coordinated support, yet care teams often lacked the complete picture needed to intervene early. Without clear visibility into claims, utilization patterns, and emerging risk, outreach was often reactive—after a hospitalization, emergency department visit, or worsening condition had already occurred.

Turning Insight into Action

Through its longstanding use of Lightbeam, Integrity brings together EMR and claims data in a single platform, creating a clearer view of each patient's clinical history, utilization patterns, and emerging risk. With risk stratification and cohort-building capabilities, Integrity could identify high-risk diabetic members, rising-risk patients showing early warning signs, and newly diagnosed individuals needing support before costs and complications escalated.

Instead of guessing where to focus, care teams had the insight to take timely, targeted action, turning data into earlier intervention and measurable impact.



"Lightbeam gives us the risk stratification, analytics, and flexibility—allowing us to identify high-risk, newly diagnosed, and rising-risk patients much earlier. As a result, we can focus our resources where they have the greatest impact, engage patients sooner, and deliver more proactive, population-level care that improves outcomes while helping control costs."

Dr. Domingo Aviado

Director of Clinical Informatics at Integrity Health

A Smarter, More Proactive Approach

With Lightbeam's data and workflow capabilities in place, Integrity strengthened the PHC model by creating a more proactive, repeatable approach to care management. Shared clinical and claims insights translated into a repeatable care management workflow that helped teams identify the right patients, prioritize outreach, and coordinate interventions earlier in the care journey.

1. **Identify high-impact patients** using risk stratification to segment high-risk, rising-risk, and newly diagnosed diabetic members.
2. **Prioritize daily outreach** with dynamic worklists, alerts, and triggers that direct care coordinators to the patients needing immediate attention.
3. **Deliver structured care management** through programs that support long-term disease management, engagement, and follow-through.
4. **Enable continuous coordination** by combining claims and clinical data into one workflow to track hospitalizations, utilization, and care gaps.
5. **Monitor performance and improve** using analytics to measure results, identify trends, and strengthen the model over time.

Together, these five steps gave Integrity a scalable approach to guide patients through the care journey, improve consistency across the process, and turn proactive care into measurable impact.

The Bottom Line

Higher Risk. Lower Costs. Integrity Health's Partnership Health Centers reduced healthcare costs by more than \$70 PMPM for a higher-risk diabetic population. Supported by Lightbeam's population health platform, care teams identified risk earlier, coordinated care more effectively, and helped members receive the right care before conditions escalated into more costly healthcare utilization.