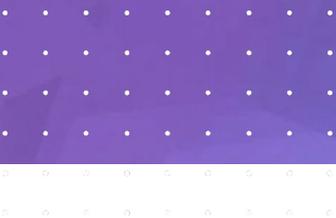


FATHOM

Your Health ⁺

YOUR HEALTH CASE STUDY

Scaled autonomous coding for senior focused care



CLIENT

Your Health

PROVIDER TYPE

Senior-focused primary and specialty care organization

EHR

athenahealth

HQ

South Carolina

SUMMARY

At a glance

Background

Your Health is a fast-growing, senior-focused organization providing home and office-based care across South Carolina and Georgia. Serving some of the most acute patient populations in the region — across 14 physician offices, 278 assisted and independent living facilities, 11 nursing homes, and a growing telehealth platform — Your Health manages approximately 1 million patient visits per year under both value-based and fee-for-service models.

Challenge

With a rapidly expanding patient population and limited coder capacity, Your Health needed a scalable coding solution capable of handling the complexity of senior care — including accurate evaluation and management (E/M) leveling, proper diagnosis capture and HCC coding for value-based programs, and compliance with evolving CMS guidelines such as the v24-to-v28 model.

Solution

Partnering with Fathom, Your Health deployed autonomous coding across all service lines and places of service, integrated seamlessly with Athenahealth via Data View. The implementation addressed critical coding nuances including ICD sequencing and combination codes, G2211 add-on code capture, and modifier 25 handling — all calibrated to Your Health's coding guidelines and payer mix.

Results

In October 2025, Your Health went live with Fathom across all service lines. By partnering with Fathom, Your Health has achieved:

95.5% Encounters autonomously coded on day one

98.3% Fathom accuracy rate vs. 96.3% prior accuracy

0.66 YoY increase in average RAF scores (1.12 → 1.78)

+\$35M Revenue benchmarking increase (\$35M → \$70M)

3x Increase in G2211 capture

2x Increase in Modifier 25 capture

2 days Reduction in claim date to cash

BACKGROUND

Meeting seniors where they are

Every year, Your Health provides care to some of the most medically complex patients in South Carolina and Georgia.

The organization's model is built on a simple but powerful premise: meet patients where they are.

For many of Your Health's seniors, that means receiving care not in a traditional office setting, but in their own homes, assisted living communities, and nursing facilities.

This proactive approach to care — seeing patients frequently and across multiple settings — has fueled rapid growth. Today, Your Health operates 14 physician offices and delivers care across 278 assisted and independent living facilities and 11 nursing homes, with a telehealth platform that continues to expand. Altogether, the organization manages roughly 1 million patient visits per year, spanning both Medicare and commercial payers.

But growth at this pace carries a heavy administrative load. Each patient encounter — whether in a physician's office, a patient's living room, or over video — requires accurate coding that captures the full clinical picture. For a senior-focused organization operating in both fee-for-service and value-based care programs, getting coding right isn't just an operational concern. It's the foundation of care management and financial sustainability.

PROBLEM

Mounting pressure for completeness and accuracy

Behind the scenes, Your Health's revenue cycle team was grappling with a challenge that threatened to outpace the organization's growth. The local labor market for certified coders had thinned to near-empty, and the complexity of senior care coding made the problem exponentially harder.

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In value-based care, your coding accuracy is your financial foundation. Every diagnosis that doesn't get captured isn't just a missed code — it's a patient whose true clinical complexity isn't reflected in their risk score, and that directly affects our ability to fund the care they need.



WILL STILLINGER
Chief Strategy Officer

Your Health's patient population — including many elderly individuals with layered chronic conditions, intricate medication regimens, and long clinical histories — demanded a very high level of coding accuracy. Each encounter required correct capture of ICD-10 codes for risk-adjustment, proper sequencing of up to four diagnosis codes, and careful application of nuanced billing elements such as G2211 add-on codes and modifier 25. A single misstep in any of these areas could mean undercoded claims, missed risk-adjustment revenue, or compliance exposure.

Meanwhile, pressure was mounting from the outside. CMS and commercial payers were intensifying their scrutiny of coding quality, particularly in value-based care programs where accurate diagnosis reporting directly impacts reimbursement and quality scores. With Your Health's business model deeply rooted in value-based arrangements, the stakes were especially high.

CHALLENGE

Scaling amid regulatory change

Your Health's leadership — including CSO Will Stilling and COO Chris Little — knew that the coding challenge wasn't going to resolve itself. Hiring more coders, even if the market allowed it, would be expensive and slow, with no guarantee that new staff could maintain the accuracy levels required for the organization's complex patient mix. Outsourcing to a manual coding vendor carried similar risks: high turnover, inconsistent quality, and limited scalability.

But the clock was ticking on more than just volume growth. CMS had announced the transition from the v24 to v28 risk adjustment model, a sweeping change that would redefine how HCCs are captured, mapped, and weighted. For a senior-focused organization where risk-adjusted revenue represents a critical financial pillar, this transition demanded not only accurate coding today but a technology partner capable of adapting quickly as the rules evolved.

The challenge was clear: Your Health needed a coding solution that could scale with their growth, handle the

clinical complexity of geriatric care, ensure proper HCC capture for risk stratification, and stay ahead of regulatory shifts — all without adding headcount.

This realization led Will and Chris to seek out potential technology solutions. At a RISE National conference, they met the Fathom team in the exhibit hall — and what they saw cut through the noise. After an initial demonstration of Fathom's autonomous coding capabilities and a reference conversation with an existing client, Your Health's leadership decided to move forward with a proof-of-concept.

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With Fathom, the vision was simple: let clinicians be clinicians, and let the tool determine the codes based on what they've documented. That's better for our providers, better for our patients, and better for our bottom line.



CHRIS LITTLE
Chief Operating Officer

Complete coding automation, purpose-built for senior care



Partnering with Your Health, Fathom developed a comprehensive strategy to automate coding across every service line and place of service: physician offices, patient homes, assisted and independent living facilities, nursing homes, and telehealth. The plan centered on seamless integration with Athenahealth via Data View, enabling autonomous coding outputs to flow directly into Your Health's existing workflows without disruption. Your Health's senior-focused model demanded high performance in areas where even experienced human coders often struggle.

Diagnosis code capture and sequencing. Your Health reports up to four ICD codes per procedure code (mostly E/Ms). Fathom's technology implemented this practice while applying intelligent sequencing logic: prioritizing the codes that best represent the reason for the visit and the patient's active conditions. Critically, Fathom's deep clinical understanding enabled more accurate capture of combination codes — such as I12.9 for hypertensive chronic kidney disease or I11.0 for hypertensive heart disease with heart failure — which are otherwise frequently missed or reported as separate, less specific diagnoses. These combination codes carry significant weight in risk-adjustment and more accurately represent the clinical complexity of caring for Your Health's patient population.

E/M and CPT complexity. While Your Health was evaluating Fathom, some physicians feared an arbitrary reduction in their E/M leveling. But Fathom's technology right-sized leveling according to the organization's guidelines, applied uniformly. In fact, Fathom produced a significant increase in charges associated with the highest-complexity visits, correctly rewarding physician effort.

G2211 add-on code handling. The G2211 add-on code, designed to recognize the inherent complexity of ongoing primary care relationships, is particularly relevant for Your Health's longitudinal care model. Fathom's technology was tuned to identify qualifying encounters and consistently apply G2211 where documentation supports it, capturing revenue that had otherwise leaked.

Modifier 25 handling. For encounters where a significant, separately identifiable E/M service is performed in addition to a procedure, proper application of modifier 25 is essential. Fathom's system was calibrated to Your Health's specific clinical patterns, ensuring that modifier 25 is applied accurately and consistently across the organization's diverse care settings.

Trained on over 750 million patient encounters, Fathom's technology provided the clinical understanding and coding accuracy that Your Health's complex patient population demands — delivered at a scale that no manual workforce could match.



Going live

Before turning the system on, Your Health put Fathom through a rigorous validation process. The teams conducted a match rate analysis on 1,000 patient charts, of which Fathom autonomously coded 955 — a 95.5% automation rate straight out of the gate. This head-to-head comparison gave Your Health's leadership concrete evidence that the technology could handle their unique requirements and documentation with greater accuracy and consistency than they had expected.

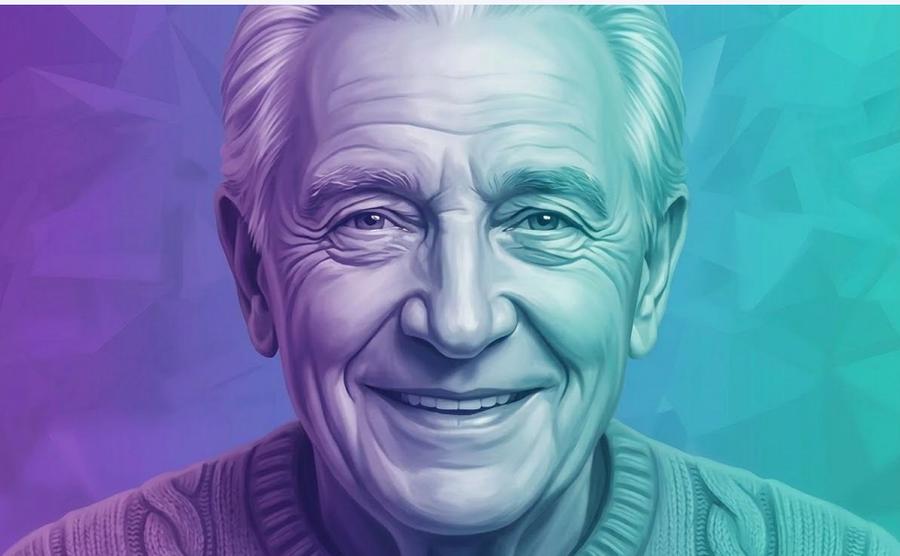
In October 2025, Your Health went live with Fathom across all service lines, fully ramped from day one. The deployment covered the full breadth of the organization's care settings — from physician offices to home visits to facility-based care to telehealth — representing the complete automation of Your Health's coding operations. In just one month, from October to November, the improved ICD-10 accuracy and ordering produced a **48.0% increase in average RAF scores** across places of service.

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Every AI vendor will tell you their technology is the best. The proof-of-concept is where the rubber meets the road: You get to see how it actually performs on your charts, with your patients, in your workflows.



CHRIS LITTLE
Chief Operating Officer



RESULTS

Powerful outcomes

After deploying Fathom's autonomous coding, Your Health realized significant improvements across every dimension of coding performance — resolving their scalability challenge while simultaneously elevating accuracy, revenue capture, and operational efficiency.

Accelerating automation

Your Health achieved a **95.5% automation rate** on day one, eliminating the need for additional coding staff and providing the scalable administrative layer required to support the organization's continued growth.

Boosting accuracy

Fathom delivered **98.3% coding accuracy**, compared to 96.3% under Your Health's prior coding approach. This two-percentage-point improvement — applied across approximately 1 million annual encounters — represents a meaningful reduction in coding errors, denied claims, and compliance risk.

Transforming risk-adjustment

Perhaps the most dramatic impact came in risk adjustment. Comparing year-over-year, average RAF scores increased from **1.12 to 1.78** — reflecting Fathom's more complete and specific capture of HCC-relevant chronic conditions from Your Health's documentation. For a value-based care organization, improved risk score accuracy increases the risk-adjusted benchmark tied to the attributed population and supports more appropriately aligned reimbursement and care management planning.

95.5%

AUTONOMOUSLY CODED
ENCOUNTERS ON DAY 1

98.3%

CODING ACCURACY
(54% ERROR REDUCTION)

+\$35M

REVENUE BENCHMARKING
INCREASE (\$35M → \$70M)

200%

INCREASE IN
G2211 CAPTURE

100%

INCREASE IN
MODIFIER 25 CAPTURE

2 days

REDUCTION IN CLAIM
DATE TO CASH

Powerful outcomes

Increasing revenue benchmarking

Due to more complete and specific HCC capture, Your Health's annual risk-adjusted benchmark under its value-based contracts increased from roughly **\$35M to \$70M** for a largely consistent attributed patient population.

Unlocking G2211 revenue

G2211 capture **increased 3x** from January 2025 to January 2026. By consistently identifying qualifying encounters across Your Health's longitudinal care relationships, Fathom unlocked an estimated **\$511K** annual revenue that had previously gone uncaptured.

Improving Modifier 25 accuracy

Modifier 25 usage **increased 2x** year-over-year following full implementation, reflecting more consistent identification of documentation supporting separately identifiable E/M services performed on the same day as procedures. Fathom reduced historical under-capture associated with manual coding selection and conservative modifier application in this outpatient population.

Accelerating cash flow

Claim date to cash decreased by **2 days**, accelerating revenue realization and improving working capital across the organization.

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REDUCTION IN CLAIM
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Your Health's partnership with Fathom has delivered a scalable, high-accuracy coding foundation capable of supporting the organization's rapid growth while ensuring that every encounter reflects the true clinical complexity of their senior patient population. With autonomous coding handling the administrative burden, Your Health's team can focus on what they do best: delivering proactive, compassionate care to some of South Carolina's and Georgia's most vulnerable communities.

Following the successful implementation, Your Health now has the infrastructure to continue expanding its footprint — confident that coding quality and scalability will keep pace with every new patient, every new facility, and every new care setting.

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The results speak for themselves, but what matters most is what they represent. We're capturing the true complexity of our patients, our clinicians are free to focus on care, and we have a coding infrastructure that scales with us.



WILL STILLINGER
Chief Strategy Officer