



Partnering Beyond Tech: How ThoroughCare Helped Lumina Care Scale Nationwide

Lumina Care works with providers nationwide to deliver telehealth services, behavioral health, and care management programs for aging populations and community-based settings.



Headquarters
New York, NY



Industry
Care Management
Service Provider



Care Management Programs Offered
CCM, BHI, CoCM,
TCM



Healthcare Organizations Supported
Long-Term Care
Facilities

THE OBJECTIVE

Lumina Care sought to launch a unified, scalable care management model to serve long-term care facilities nationwide.

THE OUTCOME

With support from ThoroughCare's Clinical Advisory Services, Lumina Care expanded its care management portfolio across 650+ facilities and 27,000 active patients.

Lumina Care By the Numbers



650+
FACILITIES
in 35+ states



27,000+
ACTIVE PATIENTS
across programs



343K+
BEHAVIORAL HEALTH SCREENINGS
across populations



250+
CARE MANAGERS
all remote



150+
PHYSICIANS
across specialties



3%
HOSPITALIZATION RATE
Avg. among providers using
Lumina Care's After-Hours
Telehealth Program

As the nation's population ages, demand for behavioral healthcare continues to outpace the available workforce. Nearly half of today's providers report they can't accept new Medicare patients because of capacity constraints, leaving many older adults without timely access to care.

With a shortage of clinicians to meet patient needs, innovative care models are required to deliver scalable, high-quality behavioral health services. Lumina Care was founded in January 2024 to help address this gap.



MORE THAN
ONE IN SEVEN
adults over age 50



experience a
MENTAL ILLNESS
each year.

YET ONLY ABOUT
ONE-THIRD
of outpatient behavioral
health facilities



offer programs
**TAILORED TO
OLDER ADULTS.**

Rather than functioning as a traditional telehealth vendor, Lumina Care operates as an extension of facility care teams, with clinicians integrating directly into existing workflows to deliver primary care, behavioral health, disease management, and ongoing clinical support.

CHOOSING THE RIGHT TECHNOLOGY PARTNER

As demand for Lumina Care's services grew, so did operational complexity. The organization needed scalable workflows and a robust infrastructure to expand their programs across many long-term care facilities.

After an extensive evaluation of care management platforms, Lumina Care selected ThoroughCare as their technology partner, choosing a solution that supported the organization's ambitious vision for scalable, coordinated care delivery.

"We looked at several care management platforms before choosing ThoroughCare. What stood out was not just the technology, but a team that was innovative, collaborative, and committed to growing alongside us."

— Ben Zirman, Senior Vice President,
Lumina Care

EXPERT GUIDANCE FOR SUSTAINABLE GROWTH

From the start of their partnership, ThoroughCare's **Clinical Advisory Services** team collaborated closely with Lumina Care. They assessed existing workflows and operations and delivered strategic healthcare consulting tailored to Lumina Care's objectives and ambition for nationwide expansion.

Over the course of six months, ThoroughCare provided a wide range of executive-level clinical advisory services, including:

- Weekly strategic working sessions to refine workflows and address operational challenges
- Live training and ongoing education for clinical teams
- Comprehensive reviews of clinical and administrative processes
- Hands-on guidance implementing new care management systems and best practices

After completing the training, education and advisement, Lumina Care implemented ThoroughCare's solutions across their care management offerings, including Chronic Care Management (CCM), Remote Patient Monitoring (RPM), and Behavioral Health Integration (BHI).

That early investment in clinical and operational readiness created a strong foundation for future program growth.

As the demand for more integrated behavioral healthcare grew, Lumina Care expanded its partnership with ThoroughCare to take on its next major initiative: launching a Collaborative Care Management (CoCM) program.



Facing an aggressive implementation timeline, Lumina Care once again turned to ThoroughCare's clinical and operational expertise to ensure a successful launch.

To support the rollout of CoCM, ThoroughCare's clinical experts delivered a comprehensive implementation framework, including:



With the right technology, implementation framework, and clinical guidance, Lumina Care was well positioned to rapidly expand its behavioral health programs while maintaining consistent, high-quality care delivery across a growing network of facilities.

A BLUEPRINT FOR SCALABLE GROWTH

While technology provides the infrastructure for care management, successful programs depend on more than software alone. Organizations must establish standardized workflows, optimize staffing, align clinical and operational processes, and build programs that can grow sustainably as patient volumes increase. These are the challenges ThoroughCare's Clinical Advisory Services are designed to address.

Drawing on experience from working with more than 700 healthcare organizations, ThoroughCare's multidisciplinary team of clinical experts, technologists, and industry specialists helps organizations like Lumina Care benchmark, analyze, design, and deploy high-performing care management programs.

Rather than relying on one-size-fits-all implementation plans, the team works alongside organizations to evaluate existing operations, identify opportunities for improvement, and develop practical roadmaps for long-term success.

For Lumina Care, this consultative approach proved just as valuable as the technology itself. By relying on ThoroughCare's clinical team for implementation, training, and ongoing guidance, Lumina Care's leadership was free to focus on growing the business, expanding services, and bringing integrated behavioral healthcare to more patients.



ThoroughCare provides a free Clinical Workflow Assessment to evaluate workflows, identify gaps, and recommend improvements to operations, outcomes, and revenue. Participants receive a report with strategic growth recommendations.



CREATING A FOUNDATION FOR MEASURABLE, VALUE-BASED CARE

By combining ThoroughCare's care management technology with ongoing clinical expertise and advisory support, Lumina Care built an operational model designed not only to support growth but also to prepare for the demands of value-based care.

Standardized workflows, longitudinal patient data, and measurable clinical and operational outcomes make it easier to identify care gaps, manage high-risk populations, and demonstrate program impact to continuously improve care delivery.

This foundation helps Lumina Care move from delivering more care to proving its measurable value as healthcare shifts to value-based models.

PROGRAM IMPACT



50,000+

Total Behavioral Health Patients Enrolled (CoCM + BHI)



350+

Long-Term Care Facilities Partnered



4

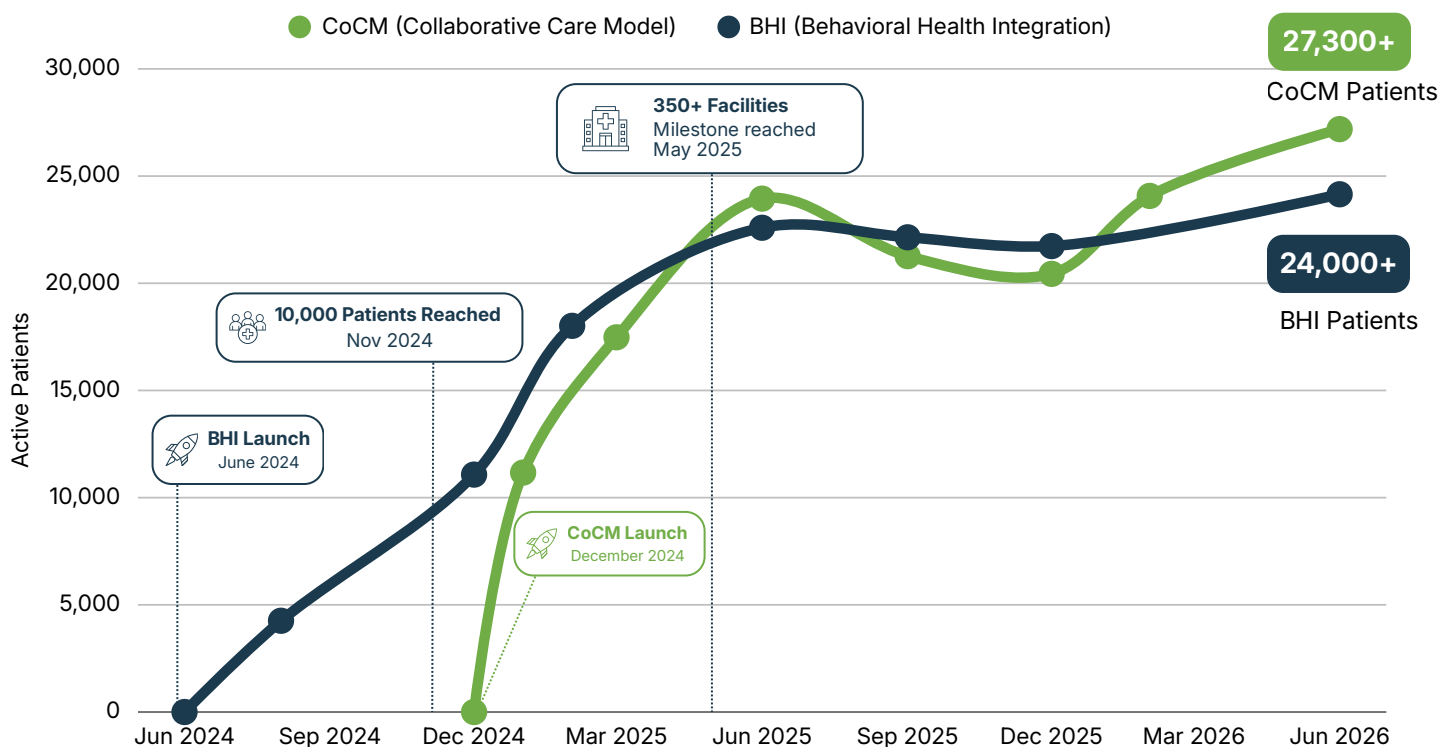
CMS-Supported Programs Scaled Nationwide



One Mission

Delivering integrated behavioral health care that improves lives.

LUMINA CARE: CUMULATIVE ENROLLMENT OVER TIME



CUSTOMIZING CARE, CONNECTING TEAMS

For Lumina Care, adapting to the unique needs of each healthcare partner is essential to delivering high-quality care at scale. ThoroughCare's customizable care plans give Lumina Care the flexibility to tailor workflows and documentation to each facility while maintaining a consistent approach across its programs.

Each individualized care plan serves as a centralized source of truth, bringing together chronic conditions, medications, immunizations, allergies, diagnostics, interventions, and patient-specific barriers.

"One of the biggest reasons we partner with ThoroughCare is the collaboration. Having clinicians and care managers working together in a shared care plan has been invaluable."

— *Laura Geiger, DNP, FNP-BC, NEA-BC, Chief Clinical Officer, Lumina Care*

With a comprehensive view of each patient, care teams can make more informed decisions, coordinate interventions more effectively, and ensure that no critical information is overlooked.

Because Lumina Care's clinicians, care managers, and physicians collaborate virtually across multiple locations, having a single, shared view of the patient is essential. Centralizing care plans, documentation, and communication within one platform enables seamless coordination, reduces fragmented care, and empowers the team to deliver more consistent, patient-centered care.

ALIGNING ON PROGRESS, THE SMART WAY

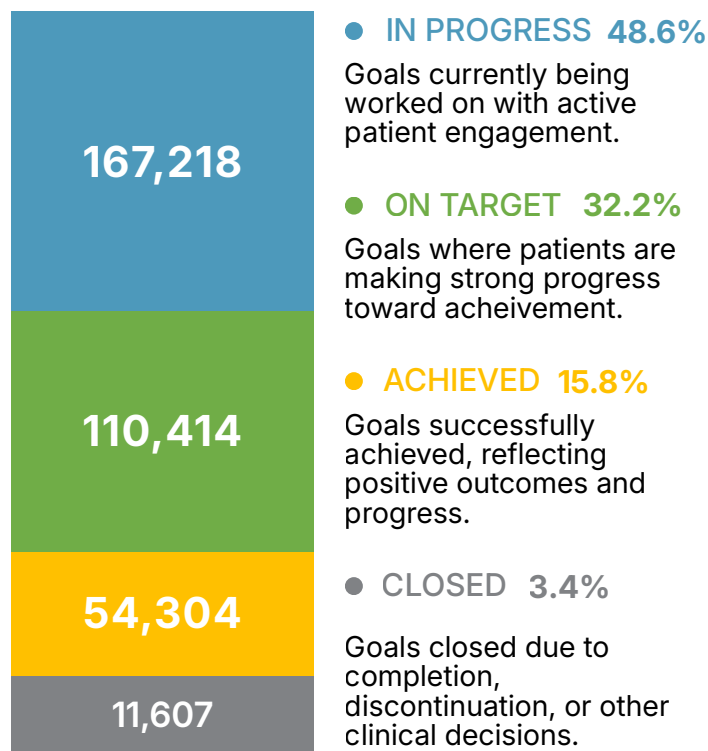
ThoroughCare's Clinical Advisory team developed customized SMART goals tailored to Lumina Care's patient population, creating actionable workflows that improve care coordination and communication across providers.

The integration of these goals within Lumina Care's care plans further supports improved patient outcomes by providing a way for care teams to track progress, measure success, and adjust interventions as patient needs evolve.

TOTAL SMART GOALS ACROSS LUMINA CARE'S PATIENTS

343,543

SMART GOALS STATUS BREAKDOWN



Thousands of measurable patient goals are actively managed in ThoroughCare, helping drive meaningful progress and improved patient outcomes.



TURNING DATA INTO BETTER CARE DECISIONS

While individualized care plans and SMART goals strengthen patient engagement and care coordination, ThoroughCare's robust reporting and analytics tools provide Lumina Care's leadership with real-time visibility into clinical performance, operational efficiency, and program growth.

With timely qualitative and quantitative insights, stakeholders can monitor key performance indicators, identify trends, optimize staffing and workflows, and make data-driven decisions that support the successful expansion of behavioral health services across hundreds of long-term care facilities.

Beyond operational reporting, Analytics also empowers Lumina Care's healthcare partners to better understand their patient populations. By identifying patients who meet CMS eligibility requirements, tracking quality measures, and validating billing opportunities, care teams can proactively enroll the right patients, support compliant reimbursement, and maximize the impact of their behavioral health programs.

SUPPORTING CLINICIANS THROUGH AI

Another way that Lumina Care was able to provide sustainable growth while increasing operational efficiency was by implementing ThoroughCare's AI solution.

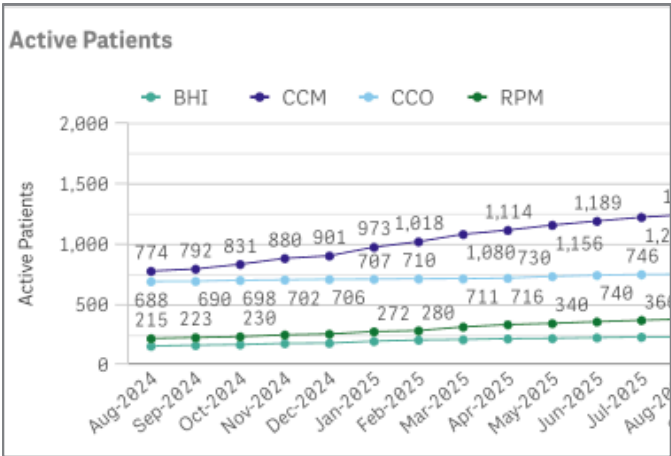
ThoroughCare AI, powered by CareCo, helps automate routine administrative work, including call documentation, transcription, and care plan updates.

With less time spent on manual documentation, care managers can focus on meaningful patient interactions, enabling Lumina Care to scale its care management operations without increasing administrative burden.

"ThoroughCare AI has made our care managers more efficient by reducing documentation time, allowing them to focus on patients and improving their health outcomes."

— Laura Geiger, DNP, FNP-BC, NEA-BC, Chief Clinical Officer, Lumina Care

ANALYTICS ENGAGEMENT DASHBOARD



ThoroughCare Engagement Analytics provides a practice-wide view of enrolled patients across care management programs and over time.

ThoroughCare's AI-powered documentation tools play a critical role in supporting proactive care delivery for Lumina Care's clients.

Alongside Lumina Care's After-Hours Telehealth program, these capabilities contributed to an **average hospitalization rate of just 3%** among participating providers; a strong indicator that patients were receiving timely interventions and support that helped prevent avoidable hospital admissions.



POWERING GROWTH THROUGH PARTNERSHIP

What began as a new care management organization with no enrolled patients has evolved into a rapidly growing provider of care management and behavioral health services across more than 400 long-term care facilities nationwide.

In just two years, Lumina Care built a fully remote workforce of more than 250 care managers and 150+ clinicians while maintaining a consistent standard of care across its expanding network.

A key driver of that growth has been the partnership between Lumina Care and ThoroughCare.

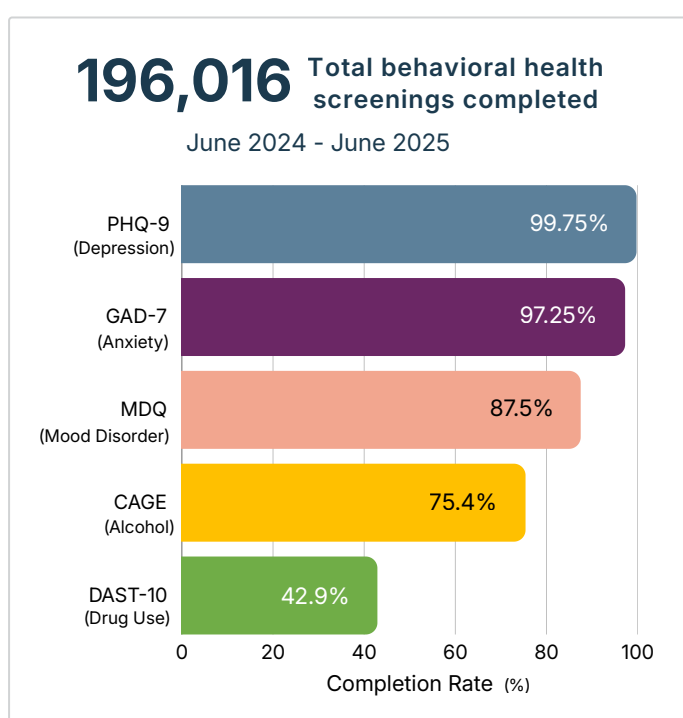
"Our mission is to ensure patients in skilled nursing facilities receive the high-quality care they deserve. ThoroughCare has been the ideal partner in helping us grow and deliver on that mission."

— Ben Zirman, Senior Vice President, Lumina Care

Beyond providing technology, ThoroughCare's Clinical Advisory Services helped Lumina Care to design, launch, and optimize new care management programs, creating the clinical and operational foundation needed to expand its service offerings and support the evolving needs of its facility partners.

THE FUTURE OF BEHAVIORAL HEALTHCARE

Today, Lumina Care is helping redefine how behavioral healthcare is delivered in long-term care. By connecting clinicians, care managers, and providers nationwide through a fully virtual, coordinated care model, Lumina Care provides clinical support beyond the traditional point of care, ensuring patients receive the right interventions when they need them most.



Together, Lumina Care and ThoroughCare demonstrate that addressing today's behavioral health challenges extends beyond technology alone. It requires the right combination of clinical expertise, operational excellence, and connected care to improve outcomes, expand access, and meet the growing needs of an aging population.

Optimize Your Care Management Program Today

Discover how to implement Lumina Care's successful solutions and build your own thriving care management business.

[Request a demo](#)

