

ANNUAL REPORT 2025

A path forward for community health centers:

Navigating uncertainty
with collaboration and
bold action



A message from Yuvo Health co-founder and CEO Cesar Herrera

In a time marked by uncertainty, community health centers (CHCs) face mounting financial and operational pressures. At Yuvo Health, our mission has never felt more urgent. We remain steadfast in our belief that CHCs are not only essential to the health of underserved communities, but also critical to the sustainability and equity of our healthcare system as a whole.

I'm proud to introduce Yuvo Health's 2025 Annual Report, which highlights the work we've done — together with our CHC partners — to leverage value-based care (VBC) in building a stronger, more sustainable future for community health centers.

In this environment, value-based care is more than an opportunity for health centers to be recognized and rewarded for the high-quality, compassionate care they provide. It's a path forward to safeguard sustainability amid coming Medicaid cuts and other effects of the "One Big, Beautiful Bill."

With Yuvo, health centers are accessing an additional revenue stream in value-based care — without taking on the risk — and receiving hands-on guidance from population health experts to step boldly into this opportunity. As a result, we are reducing avoidable hospitalizations, driving quality improvement, adjusting risk scores to ensure CHCs are fairly compensated and through it all, generating shared savings.

We are proud to be part of a community of health centers, advocates and mission-driven organizations that are embracing the spirit of collaboration during this challenging time. This year that sense of camaraderie was especially strong at the National Association of Community Health Centers (NACHC) Policy & Issues Forum and CHI Community Health Conference & Expo, at the Community Health Care Association of New York State (CHCANYS) Advocacy Day and at numerous events across the country.

Recently, when David Gross of Sachs Policy Group and Joe Dunn of NACHC joined Yuvo for open forums with CHC leaders, they delivered a powerful, consistent message: we can only succeed if we work together. At Yuvo Health, that's exactly what we're doing.

We hope you feel as inspired as we do by the results we are achieving alongside forward-thinking CHC leaders who challenge the status quo and advocate for what their communities need and deserve.

Looking ahead, we are excited to welcome additional CHCs to Yuvo Health in the coming year and to continue driving success for their organizations, teams and patients.



Cesar Herrera

Co-founder and CEO of Yuvo Health



The year at a glance

~200,000+

total patients served by our health center partners

Supporting health centers' diverse populations, including:

- LGBTQIA+
- People with developmental disabilities
- Religious communities
- People experiencing homelessness
- Migrant communities

Partnered with

6 out of 7

health plans in New York

\$24.29 PMPM

weighted average total savings to the network (MY 2023)

The Yuvo team is located in

14 states

and multiple countries



Our community health center partners



WELCOMING OUR NEWEST HEALTH CENTER PARTNERS IN NEW YORK:

Aizer

Aizer serves more than 40,000 people each year across Orange County, New York and beyond — a significant increase from the 8,000 served when the center opened in 1995. Offering primary care, dental and specialty care services, Aizer is guided by a central mission: to help. That mission is reflected in its name: "Aizer," the Yiddish word for "help."

Damian Family Care Centers, Inc.

Damian Family Care Centers, Inc. serves more than 11,000 people across Queens, Brooklyn, the Bronx, Long Island and the Hudson Valley, offering primary care, dental and mental health services. People experiencing homelessness account for 68% of DFCC's current population — a 400% increase since 2003.

Housing Works

Housing Works Community Healthcare serves over 10,000 people annually through primary care, psychiatry and psychotherapy. The organization operates six health centers across Manhattan and Brooklyn and provides all care through a harm reduction approach.

A Yuvo Health overview

Yuvo Health supports community health centers in building healthier, more sustainable futures



Our mission

To ensure every CHC can provide compassionate care to their entire community.



Our vision

A world in which every person's right to live their healthiest life is supported and upheld unconditionally.

How we do it: Yuvo Health's 3 pillars for success in value-based care

We help health centers gain the advantage in value-based care in three core ways:

1 Access new value-based care revenue without the risk

We get health centers reimbursed for the whole-person care they're already providing with lucrative contracts that we negotiate on their behalf. CHCs enter into a variety of VBC contracts covering all lines of business, not just Medicaid, with Yuvo shouldering the risk.

2 Achieve success in value-based care arrangements

Our team of population health and quality improvement experts is committed to our partners' success, allowing them to focus on delivering quality care. With Yuvo, health centers gain a population health team backed by proprietary technology to build programs customized to them.

3 Co-build a program tailored to your health center

We recognize that no two health centers are the same — so no two plans for our partners are the same. We design the partnership exclusively for CHCs and their unique needs and strengths.



Snapshot of a CHC-Yuvo Health partnership

A patient's path to better health

Meet Joe

Joe, a hypothetical patient, is 47 and he lives alone. He struggles to manage his diabetes and some months, his symptoms spiral. When he faints or seizes, he goes to the emergency department (ED).

In one year, Joe experienced:

- 3 ED visits for fainting and seizures due to low blood sugar
- 2 hospitalizations for diabetes complications
- 3 phone disconnections due to unpaid bills

The health center's challenge

Joe is attributed to the health center, but they do not have access to the information or tools they need to fully care for him.

- Data delays result in the health center finding out about ED visits weeks later
- In the absence of timely notifications, care transition support cannot be provided
- Risk of readmission looms as Joe's chronic illness goes unmanaged
- HEDIS scores drop due to open care gaps

The Yuvo Health partnership: interventions to close care gaps, support the health center

Health centers partnering with Yuvo Health finally have the tools they need to care for Joe, including:

- Notification of hospitalizations within hours
- Care coordination and patient engagement – the Yuvo team can identify attributed patients and reach out within 24 hours
- Access to Joe's complete health history before the visit
- Patient empowerment tools like educational materials to manage diabetes and avoid unnecessary ED visits

The result: patient care and health center performance soar

One year later Joe's health gets back on track

- ✓ *A1C decreases*
- ✓ *No ED visits*
- ✓ *Joe calls the CHC first*

Health center gets credit for the work involved in caring for Joe

- *HEDIS gaps are closed*
- *Risk score and compensation increase*
- *Quality scores increase*
- *Utilization and cost decrease*



Population health support with Yuvo

A partner for success in value-based care arrangements

Our team of population health and quality improvement experts, backed by proprietary technology, works with health center partners to optimize performance and cost savings. Through a combination of guidance, coaching and hands-on support, we streamline workflows including:

- Risk adjustment and coding
- Patient outreach, planning, and engagement
- Driving higher quality with hands-on patient engagement
- Empowering data-driven decisions

The best part? We work with health centers to develop customized action plans designed to highlight their unique strengths — smoothing the path to success in value-based care.

“We really try to understand the health centers and meet them where they are. Whether that’s based on data, assessment findings, or the FQHC identifying what they need at that moment. The goal isn’t just to build relationships, but to understand the health center holistically so we can build doable strategies that make a significant impact.”



Cassie Parks, RN, Director of Care Management,
Yuvo Health



Patient engagement drives reductions in hospital and ED use

16%

drop in overall ED use

14%

decrease in potentially preventable ED use

29%

reduction in inpatient visits

Related: [Yuvo helps FQHCs reduce costly hospital and emergency department \(ED\) use with patient engagement and outreach support](#)

According to 2023-2024 data from our Fidelis VBC arrangement

Chart audits, analysis guide risk adjustment, result in higher premiums

11%

increase in risk score from base year

\$30.68

increase in risk-adjusted premium for health plan

Based on one MCO contract

Deeper patient insights lead to more proactive, whole-person care

48%

decrease in the number of patients who have not had a primary care visit within 6 months.

35%

increase in total number of evaluation and management visits

Year over year, Q1 2024-Q1 2025

75%

increase in quality gap closure

year over year Q1 2024-Q1 2025



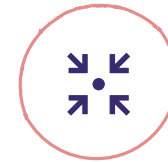
We are proud to shoulder the administrative burden, so health centers can focus on delivering their best care

3,500+

patients reached across 12,000 attempts via targeted call or text outreach

8,000+

chart audits completed



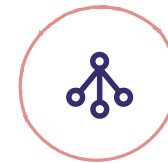
Data continuously pulled from HIEs, EHRs, ADT and other sources



Yuvo Master Patient Index (YMPI) identifies attributed patients

80+

trainings delivered to optimize provider use



Call Us First materials deployed network-wide





Call us first campaign helps health centers avoid costly hospitalizations and ED use

Many ailments seen in the emergency department of a hospital can be taken care of more quickly, more comfortably and at a significantly lower cost through a primary care provider. But patients don't always think of their health center right away. That's why we created the Call Us First campaign.

We designed and delivered custom posters and brochures for our partners and take-home magnets for their patients to serve as powerful reminders that unless there is an emergency, the first call should be to the health center.

Not feeling well?

Call us (your primary care) first!

Yes, even after-hours.

ADVANTAGES OF CALLING US FIRST:

- Avoid long wait times in the ER.
- Visits to the ER can come with higher deductibles or copays, depending on your insurance.
- We may be able to schedule a same-day or next-day appointment for you.
- As your primary care team, we know you best.
- We have after-hours services to help answer your questions.

We're here for you.

Hours may vary by location.
(718) 277 - 0386
healthcare.housingworks.org

IN CASE OF AN EMERGENCY, CALL 911



Case Study

End-to-end support drives breast cancer screening improvement

Breast cancer screening rates at health centers often lag behind national averages due to staffing shortages and limited resources. Yuvo works with our partners to address these challenges head-on, and the results are promising. For example, **Joseph P. Addabbo Family Health Center increased screening rates from 57% to 61%** in just their first year with Yuvo.

This improvement is the result of **end-to-end support**, including:

Equitable contracting

Yuvo worked with payers to negotiate value-based arrangements with achievable gap-to-goal clauses, ensuring health centers had realistic and fair performance targets.

Data analytics and patient targeting

The Population Health team used advanced analytics to generate targeted lists of patients overdue for breast cancer screenings or clinic visits.

Personalized patient outreach

Yuvo staff conducted direct phone outreach, educating patients about the importance of screenings and assisting them with scheduling appointments.

Payer support for patient education

The Performance team engaged payers to sponsor our partners' screening events and develop educational materials specific to quality metrics.

Chart review and supplemental reporting

The team audited medical charts and submitted supplemental data on behalf of CHCs to ensure they received credit in quality reporting for every completed screening.

This success shows what's possible when health centers are empowered with the right tools and hands-on support. Yuvo remains committed to helping CHCs not only keep pace — but lead — in delivering equitable, high-quality preventive care.

Related: [Driving quality improvement in breast cancer screening: Yuvo Health's approach with FQHCs](#)



“We help get health centers credit for the work they’re already doing.”

Tasha Scott, Senior Vice President of Performance, Yuvo Health



Technology from Yuvo Health

Our technology simplifies data management to deliver actionable insights

Yuvo's technology gathers clinical and claims data from across the healthcare system and delivers insights directly to care teams at the point of care. That way, providers know exactly what each patient needs when they need it.

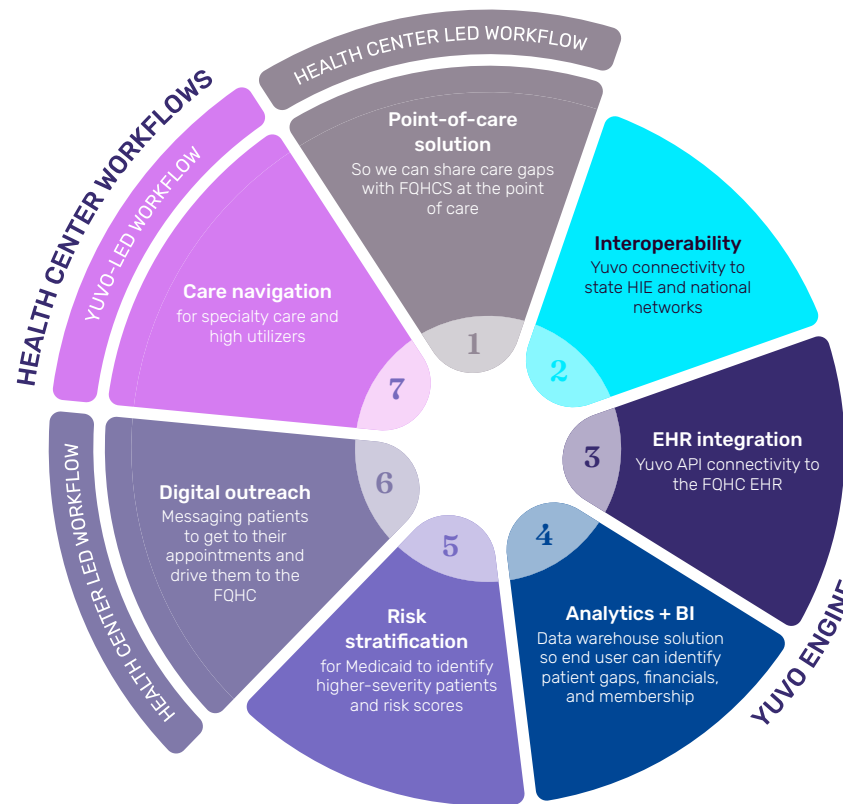
This year we have advanced our technology capabilities in several key ways:

- **Enhanced interoperability:** We enabled access to data at the point of care and integrated visit scheduling directly through the Yuvo API to support pre-visit planning and post-encounter review.
- **Upgraded point-of-care solution:** We transitioned from monthly to weekly data refreshes, providing care teams with more timely insights for both pre-visit and post-encounter workflows, supported by the Yuvo coding team.
- **Launched Yutilix:** We released our first internal tool designed to surface care opportunities in real time. Now, our health center partners can act on near up-to-the-minute data, without having to dig through cumbersome data sets to create their patient lists. Next, we're integrating AI to better enable our population health team to proactively push care opportunities to our health center partners.

The result? Providers are having more informed patient visits and closing care gaps right in the examination room.

A streamlined suite of technology services

All of these advancements fuel Yuvo's "tech flywheel" so that we are best able to surface opportunities and support providers at the point of care.



Related: [Empowering CHCs with the technology tools to meet their value-based care goals](#)





“We bring continual reinforcement and customized training into the FQHC as often as necessary to reduce barriers and boost engagement. We’re serious about what we’re doing here, and about making technology work for your organization. We’re going to do whatever it takes to help you achieve results.”



Sachin Malik, Director of Product Implementation and Support, Yuvo Health



Case Study

How a New York City-based health center leveraged technology to achieve results for clinicians and patients

The challenge:

Joseph P. Addabbo Family Health Center faced difficulty accessing complete patient data — especially after emergency visits or hospitalizations — making it hard to close care gaps or accurately document risk. This meant lower quality scores and compensation that did not fully account for the complexity of their population.

The solution:

In partnership with Yuvo Health, Addabbo implemented a suite of tailored digital tools, including the VIM Population Health Platform, which integrates into the EMR to surface real-time data like claims, ADT alerts and care gaps. Yuvo also provided hands-on support including on-site coaching, one-on-one training and on-demand troubleshooting. This “at-the-elbow” model led to a 27% increase in VIM platform utilization among the care team.

The results:

33%

increase in care gaps addressed during patient visits

20%

overall increase in care gap closure

27%

increase in VIM utilization



Achieved **shared savings** in a value-based arrangement with Fidelis Care

Chief Medical Officer Dr. Ari Benjamin called the integration of VIM “a transformative step for our organization,” attributing success to Yuvo’s customized technology, ongoing support and true partnership. Addabbo continues to expand its use of Yuvo tools to further elevate care quality and efficiency.



“When we first started working with the Yuvo team, they understood that we needed a straightforward, effective solution with a minimum number of clicks.”



Ari Benjamin, MD, Chief Medical Officer, Joseph P. Addabbo Family Health Center



Delivering reliable revenue at a time when health centers need it most

Waiting 18 months to get paid for services rendered today is simply not sustainable for community health centers operating on shrinking, razor-thin margins. Especially in this climate of uncertainty, health centers need reliable and timely funding to continue serving their communities effectively.

That's why Yuvo ensures health centers begin earning additional revenue immediately upon partnering with consistent, upfront monthly payments that provide critical cash flow stability. Additionally, we help health centers maximize their QIP and pay-for-performance revenue from health plans by negotiating favorable terms from the start.

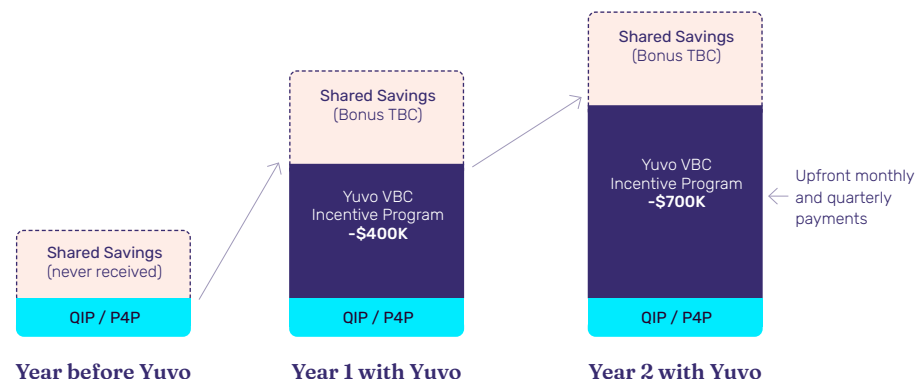
This results in a more financially sustainable model that supports long-term growth and improved patient outcomes.

Yuvo Health and CHC partners successfully generate shared savings in first two years

\$15.36 per-member-per-month total savings to the network
Year one (MY 2022)

Additional revenue potential for a community health center

While each health center's earning potential varies depending on multiple factors, see how one health center who serves about 30,000 patients annually, of which Yuvo Health serves 12,000, earned more than one million dollars in incremental direct revenue over their first two years of partnership with Yuvo.



* Total Incentive Program will vary with contract participation and attribution by health plan.

* CHC referenced in example above serves about 30,000 patients annually, of which Yuvo Health serves 12,000.

\$24.29 per-member-per-month weighted average total savings to the network
Year two (MY 2023)





Celebrating award-winning excellence across our network



Dr. Adam Aponte, CEO of East Harlem Council for Human Services, Boriken Neighborhood Health Center, received the Ricardo Izquierdo, MD award from Community Health Care Association of New York State (CHCANYS) at their annual conference.



Daniel Pichinson, President and CEO at Ryan Health was named a City & State 2025 Trailblazer in Health Care.



Renee Hastick-Motes CEO at Joseph P. Addabbo Family Health Center was awarded the Caribbean Heritage Month Award by the Brooklyn District Attorney's office.



Yuvo Health was named a Fierce 50 Honoree in Health Equity.





Callen Lorde, in collaboration with the NYC LGBT Historic Sites Project, won a Clio Health award for their campaign “In Transit” which introduced the first transgender voice of the NYC subway system.



Metro Community Health Centers celebrated ten years of service with their 10th Anniversary Gala, where COO Nellie Santiago-Rivera received the Joyce Levin Award.



Housing Works

All Housing Works health centers were recognized by the National Committee for Quality Assurance as a patient-centered medical home (PCMH).



Engaging community, sharing insights

Extending quality healthcare to everyone in need can't be done in a silo. We're honored to be part of a collaborative village, coming together to share knowledge and support.



We joined health center teams and advocates from across New York State for a day of action in Albany with CHCANYS at their Advocacy Day and with NACHC at their Policy & Issues Forum.



David Gross of Sachs Policy Group and Joe Dunn, Chief Policy Officer at NACHC joined Cesar Herrera for open forums with health center leaders.



Yuvo Health Director of Risk Adjustment Tabatha Pina presented on risk adjustment best practices to unlock meaningful ROI at CHCANYS' Finance University.



Yuvo proudly supported NACHC as a sponsor for the Policy & Issues Forum, National Health Center Week, CHI Community Health Conference and Expo, the Workforce Conference and the Partner Conference.





Cesar Herrera participated in a panel speaking with current and future public health leaders about workforce challenges in the shifting climate. The event, sponsored by Yuvo Health, was presented by the CUNY Graduate School of Public Health and Health Policy where Cesar is an alumnus and board member.



Sujata Bajaj, Yuvo Health Chief Technology Officer presented at the Rise quality leadership summit Qualipalooza, sharing tips on leveraging technology to drive quality performance.



Cesar Herrera spoke at the Behavioral Health Business VALUE conference in New Orleans, joining providers, payers, technology partners and others in discussing the future of value-based care in behavioral health.





In conclusion

The urgency to shift from volume to value has never been greater, and at Yuvo Health, we are proud to stand alongside community health centers as a trusted guide and resource through this transformation.

Over the past year, we've deepened our impact: enhancing our technology platforms to deliver real-time, actionable insights; helping health centers increase risk adjustment scores to secure more fair compensation; and driving meaningful reductions in avoidable hospitalizations and ED visits. Together, we generated greater shared savings across the network — proof that the promise of value-based care can become reality for health centers.

The path forward is clear — and with the right support, health centers won't just survive the shift to value-based care; they'll lead it.

“FQHCs always have a lot of challenges, but we feel like we can actually manage the chaos through some of these efforts to realign our incentives and create smarter, more patient-friendly workflows.”



Mary Ellen Diver, CEO, Advantage Care Health Centers





**Interested?
Book a consultation call.**

GET IN TOUCH



Email info@yuvohealth.com to learn more

2025 Yuvo, Inc. All rights reserved.

www.yuvohealth.com

43 West 23rd Street, Floor 2, New York, New York 10010