

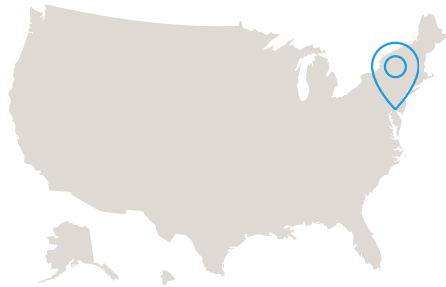
## Case Study | Advanced Medical Care

# Cardiology and neurology-focused practice eliminates language, communication, and bookkeeping issues with ChronicCareIQ

### The Breakdown

#### Location:

Brooklyn & Queens, New York



#### The Details

- **5 Doctor**
- **1 Nurse**  
Practitioners
- **15 Care Managers**
- **Codes**  
CCM, RPM, and PCM

### By the Numbers

# 2,100

Patients  
Enrolled

# 75%

Billable  
Percentage

# \$146/hour

Reimbursable  
Revenue Generated

## Provider Background

**Advanced Medical Care, PLLC** is a multi-physician practice with **five doctors**, **one nurse practitioner**, and **15 care managers**, serving a large, linguistically diverse patient population. Many patients speak English as a second language, including Russian, Ukrainian, Spanish, Korean, and Farsi.

Nurse Practitioner **Dina Lemkova-Seryy, MS**, who has spent 18 years with the practice, emphasizes relationship-based care. Providers and staff often speak multiple languages, allowing patients to communicate directly with familiar clinical voices without relying on interpreters. The practice believes this trust and familiarity are essential to managing chronic conditions effectively.

## The Objective

The practice transitioned its chronic care management (CCM) program from outsourced to in-house after experiencing operational strain and communication breakdowns with third-party vendors.

### Key challenges included:

- Mechanical, checkbox-style outreach from outsourced teams
- Lack of patient familiarity and context in communications
- Increased workload for internal staff to resolve unclear or incomplete messages
- Risk of losing personalization for a population with language and cultural needs

The goal was to regain control, improve communication quality, and reduce administrative friction while supporting CCM, RPM, and PCM programs.

**“Chronic care management is absolutely here to stay.** The benefits are vast. We have ways to prevent hypertensive crises, congestive heart failure emergencies. You can tell the patient to take their meds all you want, but you don’t know what they’re doing when they’re at home, and that’s a real challenge.”

-**Dina Lemkova-Seryy, MS**, Nurse Practitioner

## The Solution

- **Advanced Medical Care implemented ChronicCareIQ as its chronic care management platform to support its in-house program.**

### ChronicCareIQ enabled the practice to:

- Centralize CCM, RPM, and PCM documentation
- Simplify time tracking, coding, and audit logs
- Support multilingual, relationship-driven patient outreach
- Respond quickly to Medicare documentation and audit requests
- Stay current on billing, compliance, and regulatory changes through proactive guidance and training resources

**“Since onboarding five years ago, ChronicCareIQ has excelled as a partner that understands — and is proactive about communicating — ongoing code changes that impact billing. ChronicCareIQ clinical and technical resources have supported Advanced Medical with upcoming compliance and regulatory shifts,”** Lemkova-Seryy said, **“and the solution provides a CCIQ University with training resources and webinars that the team references frequently.”**

“You need to make sure your vendor-partner understands all the nuances of chronic care management. **ChronicCareIQ is a platform that suits this exact program, and is just leaps and bounds above the rest.** If Medicare requests a couple of charts, we can say, ‘OK, here you go.’ The audit logs are there, with the codes appropriately listed and timestamped. Proper coding also means proper payment, which means we can pay the costs that help us provide amazing patient care.”

**-Dina Lemkova-Seryy, MS, nurse practitioner**

## The Results

- **2,100 CCM patients enrolled**, with **75% of patients** participating, primarily those with cardiac conditions
- Many patients re-enroll year after year, indicating sustained engagement
- Documentation requests from Medicare can be fulfilled in minutes, not hours or days
- Improved accuracy in coding and time tracking supports proper reimbursement
- Reduced communication and bookkeeping barriers for clinical and administrative teams



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