

Hone

CASE STUDY | WRITTEN BY CLOVER HEALTH

How Clover Health Enables Managers at Scale with Hone AI



Clover Health

YEAR FOUNDED

2014

HEADQUARTERS

Franklin, TN

NUMBER OF EMPLOYEES

~700



Overview

Clover Health (Nasdaq: CLOV) is a physician enablement technology company committed to bringing access to great healthcare to everyone on Medicare. This includes a focus on seniors who have historically lacked access to affordable, high-quality healthcare. Our strategy is powered by our software platform, Clover Assistant, which is designed to aggregate patient data from across the healthcare ecosystem to support clinical decision-making and improve health outcomes through the early identification and management of chronic disease.

For our members, we provide PPO and HMO Medicare Advantage plans in several states, with a differentiated focus on our flagship wide-network, high-choice PPO plans. For healthcare providers outside Clover Health's Medicare Advantage plan, we extend the benefits of our data-driven technology platform to a wider audience via our subsidiary, Counterpart Health, and aim to enable enhanced patient outcomes and reduced healthcare costs on a nationwide scale. Clover Health has published data demonstrating the technology's impact on Medication Adherence, Congestive Heart Failure, Chronic Obstructive Pulmonary Disease, and in Underserved Populations as well as the earlier identification and management of Diabetes and Chronic Kidney Disease.



Impact at Clover Health



BY WHITLEY HARRIS
DIRECTOR, TALENT DEVELOPMENT

As a lean Talent Development team, we're always looking for ways to support managers at scale without sacrificing quality. Hone AI has expanded our reach quickly by giving managers access to an always-on coaching resource that complements our internal support. **This impact shows up immediately in how they give feedback, navigate complex decisions, and strengthen strategic thinking.** The experience is intuitive and engaging, and because it integrates directly inside Slack, it fits naturally into managers' day-to-day workflows.

Even with generative AI tools already in use across our organization, **Hone AI stands out for being purpose-built for leadership development.** It saves our HRBPs and managers meaningful time while still delivering personalized, just-in-time support. We're already seeing the tactical benefits, and we see strong potential for Hone AI to become an increasingly valuable part of our broader learning ecosystem as it continues to evolve.

VOICE OF A MANAGER

“I enjoyed the role-playing exercise using the GROW method because it helped me guide my direct reports toward identifying their own solutions... It was a practical way to practice coaching through structured, goal-oriented conversations.

I also enjoyed the roleplay exercise on giving feedback because it allowed me to use realistic scenarios, which made it feel practical and directly applicable. It helped me prepare for actual meetings and feel more confident in delivering feedback effectively.”

— Robert Mateo, Manager, Nurse Practitioner

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ABOUT HONE

Hone is the all-in-one, live and AI-powered employee development partner that combines interactive classes with expert facilitators to drive measurable upskilling. With the largest content library of its kind, covering use cases like manager training, leadership acceleration, collaboration and strategic thinking, learning leaders can scale highly engaging experiences for any audience. Our AI-driven platform and human-led classes personalize every session, track behavior change in real time, and showcase real ROI.

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