

4 Essential Ingredients for Scalable Personal Care Services





Agenda

- Introductions
- Recipe for success
- 4 Essential ingredients
 - Authorization Management & billing
 - Scheduling
 - EVV
 - Care management
- Q&A

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Meet the Panelists



Scott Brashears

Senior Director Product Management

Homecare Homebase



Andy Kaboff

CRO – Personal Care

Homecare Homebase



Why Personal Care?

- Allows people to remain in their homes
 - Reduces the cost of overall care
 - Improves quality of life
- Provides long-term meaningful support



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Recipe for Success: Overcoming Challenges

- Personal care industry challenges
 - Workforce shortages
 - Increased costs
 - Slim margins
 - Complex payor environment
 - Authorizations
 - Claims requirements
 - Regulatory changes



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4 Essential Ingredients for Scalable Personal Care

- Need a technology solution that improves efficiency and accuracy through automation, workflows and data visibility in these 4 key areas:
 - Authorization management
 - Scheduling
 - Care management
 - EVV

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Authorization Management

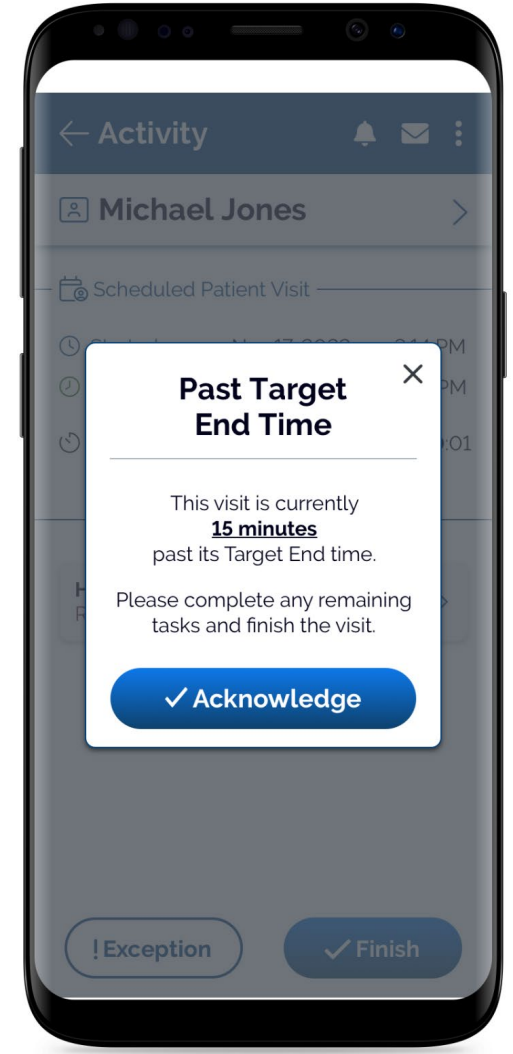
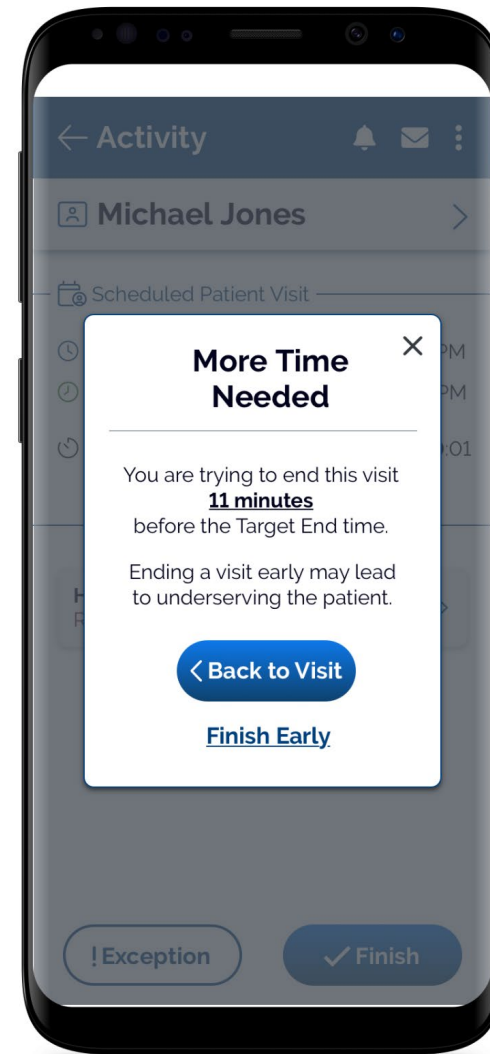
- Challenges
 - Complex payor environment
 - Unit-based authorizations
 - Need for customization and visibility
- Solutions
 - Robust authorization workflow
 - Provide on-pace tracking for under/over utilization
 - Alerts for over-schedule duration

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Scheduling

- Challenges
 - Client and staff availability
 - Matching caregivers and clients
 - Visit duration limits
- Solutions
 - Scheduling
 - Alerts and notifications
 - Shift Manager

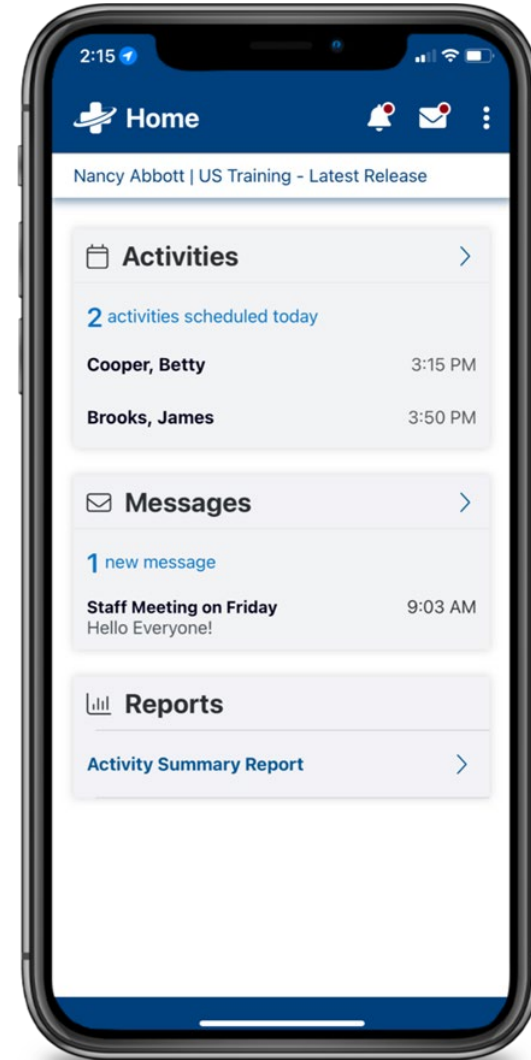


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Care Management

- Challenges
 - Multiple care plans needed
 - Easy BYOD documentation
 - Fluid worker status
- Solutions
 - Care Manager App
 - Worker status tracking and workflow
 - Track renewable attributes



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The Evolving EVV Landscape

- Challenges
 - Regulations are state specific
 - Policies change
 - Vendors change
- Solutions
 - Use a single EVV workflow and solution
 - Minimize exceptions *before* sending visits to payors
 - Bring key visit info back to EHR



Q&A





Ready to Dig in?

Reach out to HCHB's Sales team:

- 1-866-535-4242 (HCHB)
- HCHB.com

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Sources

- *Home Care Association of America and Global Coalition on Aging. Caring for America's Seniors: The Value of Home Care Infographic.*

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