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GrandCare Health Services Boosts Revenue and Streamlines Operations with Homecare Homebase Revenue Cycle Services

Leading home health agency enhances collections, reduces staffing burdens, and improves cash flow through innovative RCM solutions

DALLAS, TX, December 10, 2024 – [Homecare Homebase](#)SM (HCHB), the leading software provider for home-based care, partnered with GrandCare Health Services, the leading provider of in-home post-surgical rehabilitation in Southern California, to improve their revenue cycle management (RCM) through HCHB's Revenue Cycle Services (RCS). This collaboration has already shown remarkable results, improving collections, streamlining staffing and enhancing overall financial performance.

As a result, GrandCare Health Services has achieved:

- **Faster and higher collections:** Stabilized month-to-month collections have improved cash flow and budgeting accuracy. The agency has reduced uncollected revenue after 60 days from 5.6% to 3.6% and is planning to reduce this number further in the future, marking a significant improvement in financial health.
- **Streamlines staffing:** GrandCare used to have a team of three to five staff members focused solely on RCM. The organization has been able to reduce that team to one person and reallocate their skilled RCM employees to other critical areas like eligibility, authorization, and specialized claims management. This efficiency has saved GrandCare the equivalent of three full-time positions.
- **Proactive revenue management:** Enhanced reporting and insights from HCHB RCS enable GrandCare to identify trends, address payer issues promptly and optimize workflows for better financial outcomes.

“Before partnering with Homecare Homebase RCS, managing our revenue cycle was like juggling twenty different jobs, all with their own unique challenges,” said David Bell, CEO of GrandCare Health Services. “Now, collections are coming in faster and more consistently, which has stabilized our cash flow and made budgeting much easier. Personally, it’s been a huge relief. Instead of spending hours every week in RCM

meetings, I can review one report in two minutes and move on. It's been a win for our team and our bottom line.”

“Our goal is to remove the complexity and burden of revenue cycle management for agencies like GrandCare so they can focus on delivering exceptional patient care,” said Luke Rutledge, chief commercial officer at Homecare Homebase. “The results GrandCare has achieved—faster collections, streamlined staffing and enhanced reporting—demonstrate the impact that the right tools and processes can have on financial and operational performance. We're proud to be a trusted partner in their success.”

Homecare Homebase continues to deliver innovative solutions to support home-based care providers, enhancing operations, productivity and patient outcomes. For more information about Homecare Homebase and its Revenue Cycle Services, please visit hchb.com.

About Homecare Homebase, LLC

Founded by industry veterans in 1999, Homecare HomebaseSM (HCHB) is a Dallas-based software leader empowering exceptional home-based care through hosted, cloud-based technology solutions and administrative services. HCHB's customized mobile solutions enable real-time, wireless data exchange and communication between field clinicians, physicians and office staff for better care, more accurate reporting and improved revenue cycle management. HCHB's products and services streamline operations, simplify compliance and boost clinical and financial outcomes for home-based care agencies. Each year, over 200,000 HCHB users serve approximately 800,000 patients daily, resulting in over one hundred million visits. The company is part of the Hearst Health network. For more information, visit www.hchb.com or call us toll-free at 1-866-535-HCHB (4242).

About Hearst Health

The mission of Hearst Health is to help guide the most important care moments by delivering vital information into the hands of everyone who touches a person's health journey. Care guidance from Hearst Health reaches the majority of people in the U.S. The Hearst Health network includes [FDB \(First Databank\)](#), [Zynx Health](#), [MCG](#), [Homecare Homebase](#), [MHK](#) and [QGenda](#). Hearst also holds a minority interest in the precision medicine and oncology analytics company Aster Insights. Follow Hearst Health on X [@HearstHealth](#) and LinkedIn [@Hearst-Health](#).

About GrandCare Health Services

GrandCare Health Services is a 5-STAR provider of in-home medical care, specializing in post-surgical orthopedic and cardiac rehabilitation. Serving the Southern California region since 2003, GrandCare has established itself as a trusted partner for patients, healthcare organizations, and surgeons, delivering exceptional care to over 6,000 patients annually. Fueled by an unwavering commitment to the fundamental values of quality and trust, GrandCare consistently places patients at the forefront of its operations, ensuring their utmost priority and well-being. For more information, please visit grandcarehealth.com.